



Case Study: North American e-Commerce Platform for Printing and Shipping Solutions

The Customer

North American e-Commerce Platform for Printing and Shipping Solutions

A leading business in e-commerce for printing and shipping solutions is helping retailers in North America reach an aggregated 60 million customers internationally. They are looking to free up capacity, time and resources to focus on competitive-edge business objectives.



The Move to the Cloud

We live in an era where companies are looking towards the cloud to strengthen their cybersecurity. The cloud can offer several benefits to organizations: cost savings, scalability, accessibility, security, and innovation.

Companies can reduce their capital expenses by eliminating the need to invest in hardware and infrastructure. The services can easily be scaled up or down as needed, providing flexibility to handle fluctuations on demand. They can be accessed from anywhere, with an internet connection. Cloud service providers invest heavily in security measures, providing peace of mind that data is secure. Finally, companies take advantage of the latest technology and software updates without having to worry about upgrading their own infrastructure.

The Challenge

As part of a strategic roadmap to move away from a legacy data center, the Company required a cloud credential management solution that supported all use cases and features they currently use. The cloud solution would replace their on-prem credential management system.

In addition, they were looking to replace different industry solutions that currently integrate with their credential management. Therefore, they were looking for a cloud CMS that integrated with a variety of vendors, so they could remain flexible. Their new certificate authority (CA) would be DigiCert's managed certificate authority solution. In the future, they plan to continue to grow their IT infrastructure, remain flexible in the choices of vendors, and be able to scale as they grow.



“When speaking with this customer and listening to how their team was set up, and their IT Director responsibilities, I knew vSEC: CLOUD would be a perfect match for them.

Credential management requires a specific set of skills that are very technical and very critical for the organization. This company had very intelligent and technical resources to perform them, just not the bandwidth. When I mentioned our new cloud solution, they were very eager to hear more about it.”

- Versasec Consultant, North America

Requirements for a cloud solution

The Company's requirement for a cloud solution included:

- Looking for a credential management cloud solution that seamlessly integrates current infrastructure, including the deployment and management of Yubikeys, for credential-based PKI, as well as other tokens already in-use.
- Integration with DigiCert's managed certificate authority solution, as well as the current certificate authority.
- Staying on or below the annual budget.
- Performance and latency (North America) at a minimum as good as current implementation of on-prem vSEC:CMS.
- The credential management solution needs to facilitate the cloud migration journey.



The Solution

The Company chooses vSEC:CLOUD, Versasec's Software as a Service credential management, since it fulfills all their key requirements. First, all their active credentials (Yubikeys and other tokens) will continue to work and be managed, seamlessly, for users and admins. Furthermore, Versasec allows the switch from one certificate authority (CA) to another, in a simple process, with minimal impact on the day-to-day tasks. Supporting a no-disruption switch of vendors for integrations, aligns with the company's requirement to not be locked-in to any vendor as they continue to upgrade their infrastructure and environment.

Versasec has gained the Company's trust through Versasec proven award-winning vSEC:CMS (CMS on-prem). Having been a customer for almost seven years, they are familiar with Versasec's leadership, support, and work ethic.

Versasec's vSEC:CLOUD provides integration with their security of choice, credential-based PKI with Yubikeys. Their employees will continue to authenticate securely to access production infrastructure, technical environments and associated tooling. Their remote workforce will also benefit from vSEC:CLOUD's support of remote PIN resets.



The Versasec Experience

In the Fall of 2022, the Company's cybersecurity team lead, Versasec vSEC:CLOUD Ops and **Versasec Premium Support** began the migration from vSEC:CMS on-prem to vSEC:CLOUD. Versasec technical leadership designed the migration in short and clear steps. The plan enabled the customer and Versasec teams to achieve tasks in parallel and meet in digital workshops to verify and validate their success.

The migration launched with the **Discovery and Pre-Study** meetings. They exchanged details clearly on vSEC:CLOUD, client requirements, current configurations, potential risks and dependencies. Once scope was defined, a Go-Live Kick-Off meeting took place, where the migration process, the go-live and change windows were scheduled.

Later, as planned, the **Onboarding Workshop** verification tests proved the migration successful. To reduce the number of virtual meetings, Versasec ensures a structured and secure format of data exchange, to set up a time-efficient “Onboarding” meeting. The Onboarding workshop oversaw:

- Migration of database
- Verification of Backup
- Connecting to vSEC: CLOUD using the vSEC: CMS Admin Application
- Verification of a successful Certificate Authority (CA) connection
- Verification of a successful Active Directory (AD) connection
- Verification of lifecycle management tasks for Yubikey & other token
- Verification of upgrade of support accounts to Premium

*“Our team wants to focus on delivering business value. Updating software and servers, while important, is low value. By using a managed solution, we can focus on business objectives.” - **Head of Engineering and Cybersecurity, at Company***



*“vSEC: CLOUD offers a full feature set. We’re not limited to just a few important use cases. We listen to our customers, and we monitor local regulations and we innovate and develop wisely. We offer a very competitive and cost-effective pricing, and stellar premium support, all part of the development of the product, true experts in vSEC: CLOUD. We offer our customers what they want when they need it.” - **Ellen Thorén, vSEC: CLOUD Head of Operations***

Premium Support

vSEC: CLOUD customers enjoy Versasec Premium Support, designed for convenience, reducing waiting time and empowering customers to choose their preferred support type. Premium Support portal grants access to:

- 24 x 7 access to our support engineers,
- Ability to schedule a meeting in any time zone,
- Start a chat with our online support team.

All of these customer-centered capabilities are available on top of access to extensive FAQ’s, technical documentation and step-by-step guides and videos. Versasec support professionals are rated with high honors by our customers. As a result, Versasec experiences the highest customer renewal rates in the industry.



Why choose Versasec?

- INTUITIVE
- FAST
- FLEXIBLE
- SECURE
- EASY MIGRATION
- CUSTOMIZABLE
- COST EFFECTIVE
- SCALABLE



Versasec Products

Versasec Products out-of-the-box offers a no-code credential orchestration platform, integrating all systems involved in the credential lifecycle. With Versasec credential orchestration, the organization can free up resources and time, previously allocated to manual tasks or through various software. The process of orchestration guarantees results and workflows are consistent, efficient, secure, and compliant with company policies and preferences.

About Versasec

Versasec, an established global leader in Identity and Access Management, provides highly secure, powerful systems for end-to-end credential orchestration. In an increasingly connected world with growing numbers of remote workers, cyber threats, and legacy authenticators, Versasec serves as a cornerstone in every enterprise security implementation to build a zero-trust architecture. Trusted by organizations and corporations worldwide, Versasec serves the public and private sectors in government, defense, manufacturing, healthcare, financial services, and more.

Versasec is headquartered in Stockholm, Sweden.