CERTINEXT · TELECOMMUNICATIONS · SOUTHEAST ASIA

A Cable and Internet Service Provider in Southeast Asia Centralises Certificate Governance Across a Dual-Service Infrastructure with eMudhra CertiNext

SECTOR	REGION	SOLUTION
Telecommunications	Southeast Asia	CertiNext

CLIENT OVERVIEW

The organisation is a cable TV and internet service provider operating in a Southeast Asian market with around 800,000 residential and business subscribers. The company operates separate but connected technology stacks for its cable TV and broadband services, sharing back-office billing and customer care platforms while running distinct network management and provisioning systems for each service line. The IT and network teams have been working to bring these environments under more integrated governance as part of a broader operational efficiency programme.

THE CHALLENGE

The company's dual-service infrastructure had created a certificate management situation that neither the cable TV team nor the broadband team owned clearly. An audit conducted as part of the operational efficiency programme found certificates spread across both service environments — some managed by the relevant service team, others by the shared IT team, and some that had originally been set up by implementation vendors who were no longer under contract. Fourteen certificates in the combined estate had expired outright, most of them on internal service management systems. While these had not directly affected subscriber services, the audit team noted that the conditions for a subscriber-facing outage existed. The company's cybersecurity insurance renewal also required evidence of formal certificate lifecycle management controls.

> *"The audit found fourteen expired certificates — none of them had caused a subscriber outage, but all of them could have. And we could not tell our insurance provider who was responsible for managing which certificates."*
>
> **Head of IT Operations**

THE SOLUTION

eMudhra deployed CertiNext across the company's combined cable TV and broadband infrastructure. A discovery scan inventoried all certificates across both service environments, building the first consolidated certificate estate view the company had ever had. The fourteen expired certificates were renewed as a priority action. Ownership was assigned for each certificate — split between the cable TV operations team, the broadband team, and the shared IT team — with automated renewal workflows and CertiNext notifications going to the correct owner based on the service environment. Subscriber-facing certificates across both service lines were classified as high priority, with 90-day renewal workflows and escalation to the IT Operations Head. A compliance evidence package was generated for the cybersecurity insurance renewal, demonstrating formal certificate lifecycle controls.

RESULTS

All fourteen expired certificates were renewed within two weeks. The insurance renewal was completed with the compliance evidence accepted by the provider. In the 12 months since deployment, the company has had no subscriber-facing incidents caused by certificate issues across either service line.

METRIC	BEFORE	AFTER
Expired certificates at audit	14 expired across cable and broadband environments	All renewed within 2 weeks of deployment
Certificate ownership model	Unclear across service teams and shared IT	Explicit ownership per cert per service environment
Subscriber-facing cert incidents	No outage yet; conditions for one existed	Zero incidents in 12 months post-deployment
Insurance compliance evidence	No formal CLM controls; could not provide evidence	Compliance package accepted at policy renewal
Combined estate visibility	No unified view across cable and broadband	Single CertiNext inventory across both service lines

About eMudhra. eMudhra is a globally trusted provider of digital trust services, offering eSignatures, PKI, Certificate Lifecycle Management, Multi-Factor Authentication and Identity & Access Management solutions. Licensed by the Controller of Certifying Authorities (CCA), India, eMudhra serves 1,000+ enterprises across 40+ countries, helping organisations build secure, compliant and paperless digital ecosystems.

Customer name withheld for confidentiality.