CASE STUDY

CERTINEXT · RESEARCH & EDUCATION · NORTH AMERICA

A North American research and education federation moves 675 organisations to CertiNext and automates 75% of issuance in under four months

A national certificate service, migrated from a legacy provider in weeks, now runs on CertiNext with unlimited certificates and ACME automation.

SECTOR	REGION	SOLUTION	
Research & education trust federation	North America	CertiNext	LIVE

IMPACT AT A GLANCE

675
institutions migrated without disruption

75%
of certificates issued with zero manual effort

30,000+
certificates issued in 3.5 months

78,000+
domains on one platform

THE CUSTOMER

The customer is a trust and identity federation that serves universities, colleges and research institutions across North America. Its certificate service gives members SSL/TLS and other certificates under one institutional subscription. It chose CertiNext to replace its legacy provider and prepare members for much shorter certificate lifetimes.

THE CHALLENGE

Moving a national certificate service means moving hundreds of institutions at once, without disrupting campus services.

1

Migration at scale

Accounts, organisations, domain validations, ACME registrations and live certificates all had to move from a legacy provider.

2

Complex structures

Many accounts are groups of universities or departments, needing delegated admins, groups and roles.

3

Shorter lifetimes and research needs

Members need automation for 200, 100 and 47-day certificates, and IGTF profiles for research computing.

THE GOAL **Move every member institution off the legacy service without disruption, and automate issuance for shorter lifetimes.**

THE SOLUTION

eMudhra delivered CertiNext as a dedicated, multi-tenant service for the federation, with its own login, product catalogue and status page.

Unlimited certificates

DV, OV, EV, UCC, wildcard and IGTF certificates under one subscription, with S/MIME and code signing as an add-on.

Purpose-built migration

A migration tool moved accounts, organisations, SANs and ACME products, with simplified validation for migrated members.

Automation everywhere

ACME, REST API and portal issuance, with domain-validation inheritance across organisations.

Governance & enablement

Groups, roles and permissions for multi-institution accounts, plus ordering and ACME guides.

WHAT THE CUSTOMER NEEDED	HOW EMUDHRA DELIVERED
Move members without disruption	Purpose-built migration tool; members moved without disruption
Fit complex member structures	Account and organisation scoping, groups and roles
Automate for shorter lifetimes	ACME, REST API and DCV inheritance
Serve research computing	IGTF certificate profiles
Predictable cost for members	Unlimited certificates under one subscription

RESULTS

What changed for the customer

- About 3.5 months after go-live: more than 500 accounts, 675 organisations and over 11,000 users on CertiNext.
- 75% of certificates (23,002) issued fully automatically through ACME.
- 199-day certificate profiles were added at the federation's request, helping members prepare for shorter lifetimes.
- Over 30,000 certificates issued.
- More than 78,000 unique domains managed on one platform.

WHY EMUDHRA

Migration expertise

675 institutions moved in under four months.

Automation-first

Three in four certificates issued via ACME.

CA + CLM in one

Public issuance and lifecycle management from one provider.

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.