



BANKING



CASE STUDY

Empowering Scalable Certificate Management for a Digital-First Bank.

About the Customer

Motion Bank is the digital banking arm of MNC Bank, enabling biometric-based digital onboarding, video KYC, online investments, and digital payments. The bank, leveraging OpenStack-based containerized architecture, is a pioneer in adopting innovative financial technologies to serve a fast-growing customer base.

Client Background

Client Name

Motion Bank (Digital arm of MNC Bank, PT Media Nusantara Cipta)

Industry

Financial Services

Location

Indonesia

Business Scenario

Motion Bank's rapid growth led to challenges in securing its expanding digital ecosystem, which included:

Scale

Hundreds of deployment targets (container-based endpoints) needed secure OV certificate management, impacting the entire application infrastructure.

Complexity

Manual deployment of wildcard certificates across subdomains was time-intensive, requiring coordination across multiple teams, which slowed project timelines and increased error rates.

Lack of Centralization

Certificate monitoring relied on a custom application, resulting in fragmented processes and potential vulnerabilities.

High Operational Overheads

The process involved multiple application teams, creating inefficiencies and increasing risks of certificate expirations leading to service disruptions.

eMudhra Solution

Solution Provided: CERTInext Certificate Lifecycle Management (CLM)

CERTInext addressed the complexity of Motion Bank's certificate management needs by automating the entire lifecycle, from discovery to renewal and deployment. The platform's intelligent discovery tools mapped out all endpoints, even in highly containerized environments, ensuring full visibility and control. CERTInext's one-click deployment capabilities enabled scheduled and error-free certificate rollouts across multiple endpoints, drastically reducing manual efforts.

Additionally, CERTInext provided a user-friendly dashboard for centralized monitoring and management, empowering Motion Bank to address certificate-related issues proactively, while ensuring operational continuity and customer trust.

CERTInext addressed the complexity by providing:



Automated Endpoint Discovery: CERTInext identified every endpoint across the infrastructure using IP range and port-based discovery.



Centralized Management Dashboard: Enabled seamless ordering, monitoring, and deployment of certificates across containerized applications.



One-Click Deployments: Reduced deployment timelines by automating certificate rollouts across endpoints in scheduled batches, reducing team dependencies.

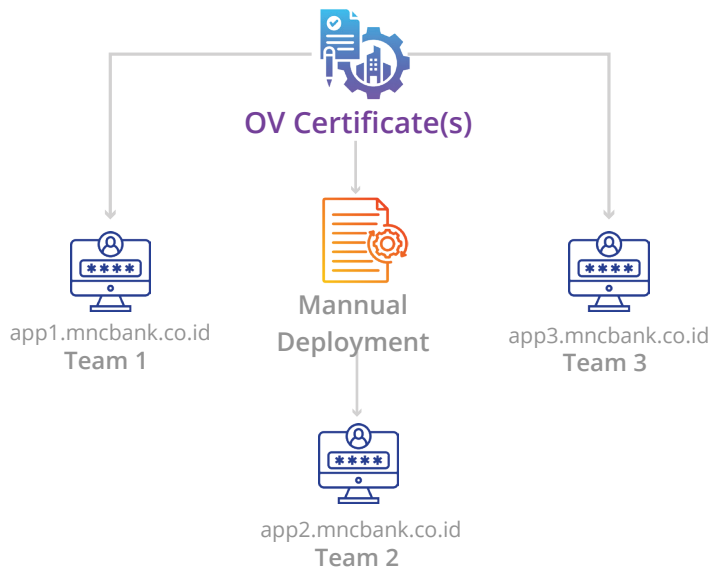


Agent-Based Deployment: Supported secure and error-free certificate file transfers to endpoints where container-based architectures required additional customization.

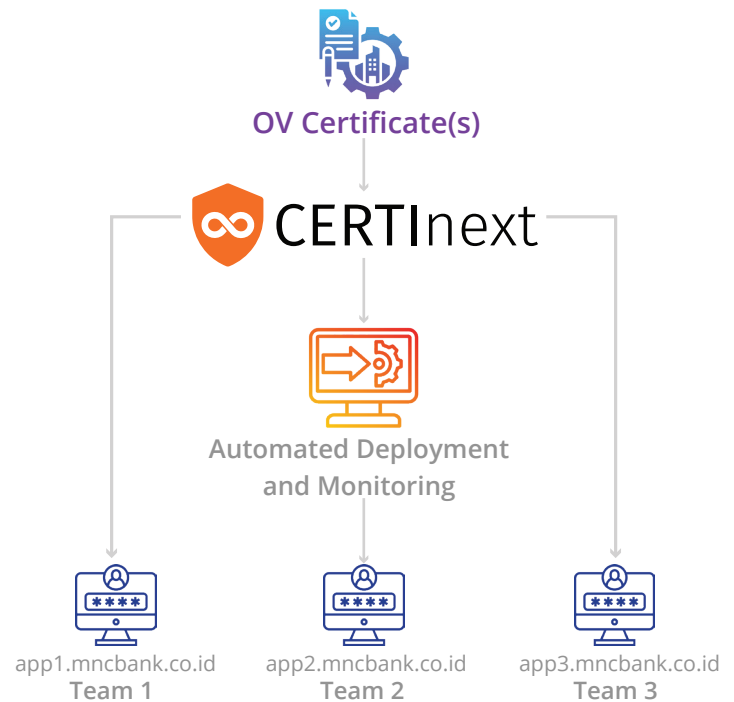
Solution Architecture

CERTInext was implemented to integrate seamlessly with Motion Bank's existing container-based architecture. The system provided automated monitoring and certificate deployment functionalities, ensuring a robust and efficient lifecycle management process.

Before CERTInext



After CERTInext



Implementation Process



POC Phase

Conducted endpoint discovery, IP range mapping, and deployment verification.

**Customization**

Enhanced CERTInext to support deployment to container-based architectures via agent-based file transfer.

**Future Enhancements**

Provisions for deploy-only functionalities without re-issuance were identified for long-term scalability.

Use Case: Paperless Transformation Across Divisions

- Automated management of wildcard OV certificates for container deployments.
- Centralized certificate lifecycle monitoring and renewal to reduce operational complexities.

Value Add to Customer

- **Enhanced Efficiency:** Deployment time for certificates across hundreds of containers was reduced by over 70%, enabling rapid scalability and freeing up resources for critical projects.
- **Improved Security and Reliability:** Continuous monitoring and automated renewals prevented expirations, ensuring uninterrupted services for customers.
- **Cost Savings:** Motion Bank reported a 40% reduction in operational overheads related to certificate management by automating manual processes
- **Scalability at Scale:** CERTInext scaled with Motion Bank's containerized infrastructure, supporting future expansions with minimal configuration changes.
- **Enhanced Customer Trust:** Streamlined security management reinforced customer confidence in the bank's digital offerings, resulting in increased adoption of online services.

The transformation enabled by CERTInext positioned Motion Bank as a leader in secure, scalable digital banking. The automation and efficiency gains eliminated manual errors, improved system reliability, and enhanced Motion Bank's ability to deliver seamless digital services to its rapidly expanding customer base. By addressing the complexities of managing a containerized infrastructure, CERTInext not only ensured secure operations but also empowered the bank to innovate and adapt swiftly to evolving market demands.

Conclusion

CERTInext transformed Motion Bank's approach to certificate management, turning a previously complex, error-prone process into a streamlined and automated system. By enhancing efficiency, security, and scalability, eMudhra enabled Motion Bank to focus on innovation and customer engagement. The bank's ability to rapidly deploy secure solutions fortified its position as a trusted leader in Indonesia's digital banking sector, demonstrating how technology can be harnessed to address both operational challenges and customer expectations in a competitive financial landscape.

About eMudhra

eMudhra is a global leader in digital trust, specializing in secure certificate lifecycle management, identity solutions, and digital transformation. With a strong focus on innovation and compliance, eMudhra helps businesses streamline their security frameworks, scale their operations, and foster trust in digital ecosystems. CERTInext is a testament to eMudhra's commitment to enabling secure and efficient certificate management across diverse industries.