

LocalTapiola Group

LocalTapiola Eliminates SSL Management and Renewal Issues with Symantec™ SSL Discovery, Saving Hours per Week

Well-known for excellent service, Finnish financial services company LocalTapiola wanted to ensure its 5,000 SSL certificates never disrupted service quality by expiring unexpectedly. It deployed Symantec SSL Discovery to monitor certificates, receive automatic alerts when renewals were needed, reduce monitoring by several hours per week, and manage third-party certificates easily from a single view.



ORGANIZATION PROFILE

Site: www.lahitapiola.fi

Industry: Financial Services

Headquarters: Espoo, Finland

Employees: 3,400

KEY CHALLENGES

LocalTapiola needed to streamline and simplify administration of 5,000 SSL certificates to avoid disruption from unknown or expired certificates.

SOLUTION

The organisation deployed Symantec SSL Discovery because it provides a single, real-time view of all certificates, including from third-party Certificate Authorities.

BENEFITS FOR THE CUSTOMER

- No more disruption from certificate expiration
- Automatic alerts for certificates that need renewal
- Several hours per week saved by eliminating manual certificate status checks
- Numerous third-party certificates identified and monitored, reducing risk
- Simplified migration from SHA-1 to SHA-2 algorithm, saving time

A smile is always welcome

Warm and friendly service is great to find—and hard to find. One company known to offer it is LocalTapiola Group, which provides insurance, banking, savings, and investment services in Finland.

Made up of 21 regional companies, LocalTapiola has 260 offices, so it's convenient to customers. It also is a mutual company, making its nearly 1.6 million customers (about 1 out of every 3 adults in Finland) into owners. Profits are either reinvested in the company, or distributed to customers as bonuses.

The company's customers enjoy being owners, and they also appreciate the way they are treated. "Our personal and local service is what keeps our customers coming back," says Leo Niemelä, chief information security officer (CISO), ICT Security and Risk Management at LocalTapiola Group.



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Leo Niemelä

CISO, ICT Security and Risk Management
LocalTapiola Group

Making online services friendly

Between visits, customers manage their accounts online. To protect online access, the IT team needs to ensure that secure sockets layer (SSL) certificates, which authenticate the company's servers and establish encrypted sessions, stay current. If a certificate expires, the visitor's browser issues a warning, the session is disrupted, and the feeling of great service vanishes.

“Nowadays, the world is more networked and vulnerable than ever,” says Leo. “Trusted SSL certificates are a must for the financial sector.” They are especially important at LocalTapiola, because the company offers a bug bounty program, rewarding those who find and report online vulnerabilities. “As a result, hackers are constantly searching for new vulnerabilities in our services,” says Leo.

5,000 certificates to watch

LocalTapiola has about 5,000 SSL certificates on external and internal servers, including its test and development environment, and the IT team needed to ensure they are renewed on time. About once a quarter, an expired certificate would disrupt operations. “Expired SSL certs create a lot of extra work and can cause an internal service blackout,” says Leo.

The IT team searched for a tool they could give their hosting provider that would simplify and streamline certificate management. “We chose Symantec SSL Discovery because it has all the features we were looking for, including the ability to detect and manage third-party SSL certificates,” Leo explains. “Another solution we evaluated did not have that. For me as CISO, it's important that our hosting provider has transparency and a real time view to all our digital certificates.”

The solution discovers, catalogs, and assesses the security of all SSL certificates in the environment, mitigating the risk of non-compliance and showing how they compare with industry best practices and LocalTapiola policies. “SSL Discovery enables us to avoid several hours each week that it would take to review certificate status and mitigate these risks,” Leo says. “Our job is easier because we receive an alert to renew a certificate before it expires. We've had no certificate issues to date. The solution has also found many certificates issued by third-party certificate authorities (CAs), and it lets us manage them from one place.”

Making SHA-2 migration easier

SSL Discovery has helped the IT team to migrate certificates from the older SHA-1 hash algorithm to the newer and more secure SHA-2 algorithm to enhance security. “The solution made it easy to find SHA-1 certificates, and that has been quite helpful,” says Leo. The team can use the cloud-based dashboard of SSL Discovery to administer the solution from anywhere, including from an iPad browser, if desired.

LocalTapiola has been using Symantec SSL certificates primarily for a decade. “The Symantec level and quality of service have been extremely high all these years,” Leo says. “They are a responsible and trusted partner. Our digital business is based on trust, and therefore our partner needs to be best-in-class.”

For more information:

Please contact your local Symantec Sales Representative or Business Partner, or visit:
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www.symantec.com/en/uk/ssl

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