



The VIA Venafi No Outage Guarantee

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As organizations race toward digital transformation, the reliance on secure machine-to-machine communications has caused an exponential increase in the number of SSL/TLS certificates organizations need to manage and protect. With information security teams struggling to extend necessary certificate management and security, certificate-related outages are on the rise. When sites, services and applications fail due to expired or misconfigured certificates, these failures cause time-consuming, expensive and even job-threatening challenges. With Venafi, however, organizations can prevent these outages.

VIA Venafi: The Venafi Way

VIA Venafi is founded on Venafi technology that delivers the Visibility, Intelligence and Automation to protect machine identities of all types. This technology is paired with proven experience to drive our customers to common goals. Our approach is based on access to and a deep understanding of all the needed components. This combined technology, experience and expertise forms VIA Venafi, the Venafi Way.

VIA Venafi is essential for protecting the SSL/TLS certificates that connect and encrypt 330 million internet domains, over 1.8 billion sites and the countless services that are critical to security and operational systems alike—from e-commerce and financial transaction systems to load balancers and traffic inspection devices.

One common goal addressed by VIA Venafi is stopping certificate-related outages before they occur. Venafi has helped global corporations successfully eliminate outages for the past 15 years by inventing, developing and honing the technology and processes that prevent site and service outages due to certificate expirations and misconfigurations. VIA Venafi delivers a specific and comprehensive path—encompassing people, processes and technology—that eliminates outages.

The VIA Venafi No Outage Guarantee

Because we are so certain that a Venafi customer who follows the Venafi Way will experience no certificate-related outages, we guarantee it.

OUR GUARANTEE

If you have an outage that directly results from an expired or misconfigured certificate in the Venafi Platform and that certificate was configured and protected in a manner compliant with the VIA Venafi approach we will make it right. We will provide Venafi subject matter experts to help investigate the failure, perform a root cause analysis and specify the actions needed to remediate and avoid recurrence of that same problem. Venafi will provide this at no cost to you.

See our VIA Venafi solution brief, "VIA Venafi: Eight Steps to Stopping Certificate-Related Outages," for details on how Venafi helps you stop these outages.

The VIA Venafi Review

To better assist our customers in understanding where they are along the VIA Venafi path, we also offer a free VIA Venafi Review. At the customer's request, and at no cost, Venafi experts will provide this review to assess an organization's progress toward stopping certificate-related outages. Our "No Outage Guarantee" and VIA Venafi Review support our commitment to our customers' success.

Regards,

Jeff Hudson, CEO