PKI SOLUTIONS

PKI SOLUTIONS
SUPPORT SERVICES

**WITH NO LIMIT ON HOURS,
THE SUPPORT YOU NEED
IS ALWAYS ON HAND**

Having a trusted advisor available when you need it can make a big difference in the long-term viability and integrity of your PKI. At PKI Solutions we've worked with hundreds of companies of all sizes on their PKI implementations and have the depth of expertise necessary to ensure your environment will meet your needs today – and is ready for whatever comes up down the road.

And we make it easy for you to access that expertise whenever it's needed – day in, and day out. We do this by giving our customers an unlimited bucket of hours, meaning no question is too small and no problem is too big (based on the parameters of the services contract).

SUPPORT SERVICES
THAT HAVE YOUR BACK

Virtually all other technical support services programs limit customers to a pre-determined number of hours. Every phone call starts the clock ticking and before you know it, the hours are gone – a problem if disaster strikes. To avoid that scenario, many companies hoard hours for an emergency that may never come while less urgent needs go unmet. Regardless of the specifics, far too often traditional support programs fall short of what's really needed.

And let's face it: managing a PKI is complex and takes specialized expertise. It's easy to make mistakes and online resources may not always yield the spot-on answers you're looking for.

Over time, small errors can accumulate and lead to bigger problems – ones that could have been avoided completely with the help of an expert advisor who knows your business.

With our PKI Support Services offering, the clock is never ticking, and you can count on us to always have your back. You will finally have unlimited, timely access to expert guidance that boosts your team's productivity, lowers ongoing operational costs, and keeps your PKI functioning at a high level, meeting company goals and improving security.

PKI SUPPORT SERVICES
STRUCTURE

PKI Solutions Support Services is designed based on years of working with companies on how best to support a PKI implementation based on Microsoft Active Directory Certificate Services (ADCS). It's optimized for what companies need, namely ad-hoc, non-project-related PKI subject matter assistance on an ongoing basis. PKI Support Services also extends to a range of security, architectural and general troubleshooting of PKI and related cybersecurity environments.

Optional PKI Support Services are available to include Macintosh, Linux, and Unix clients and servers that are participating in the Microsoft ADCS PKI environment.

PKI
SOLUTIONS

GET STARTED TODAY

Find out More About our Programs and Services at:
pkisolutions.com/support-services

Contact PKI Solutions at:
info@pkisolutions.com

COMMON SUPPORT TOPICS

Support Services Span a Broad Range of PKI-Related Topics Including but not Limited to:

- Questions Relating to Certificate Templates
- General Operational Questions
- Certificate Request Generation and Submission
- Troubleshooting and Certificate Validation
- Integration with Third-Party Products
- Certificate Renewal
- Certificate Authority Operations and Management
- CRL Creation and Publishing

PKI Solutions is also available to support project work not covered by the Support Services program, often at discounted rates for PKI Support Services customers.

BUNDLED PKI
ASSESSEMENTS PORTAL

As further assurance that your PKI is in good hands, PKI Support Services come bundled with full access to our Online PKI Assessment Portal. This solution gives you everything you need to perform ongoing self-assessments, complete with web-based dashboard and scorecards. Our unique PKI assessment process automates data collection and CA discovery, so you don't have to waste time completing surveys or digging around configuration files. Just download, run, upload and review.

Our assessment offerings coupled with our PKI Support Services provide insight and knowledge not found elsewhere across the industry. By tapping into our expertise and assessment tools, you can be assured you're getting the most out of your PKI investment.