



# financial services it consulting firm trusts thawte™ ssl certificates to enable client adoption of cloud-based project management software

Dignitas is a UK-based IT consultancy with expertise in the financial services sector. Founded in 2004, the company offers guidance on all aspects of IT project management, including analysis, planning, implementation, and quality assurance. In addition to consulting services, Dignitas has developed a software solution called **CredAbility**, which offers multi-dimensional project management capabilities designed specifically for financial services clients.

## Challenge

### DEPLOY A ROBUST PROJECT MANAGEMENT PLATFORM WITHIN A SECURE ONLINE ENVIRONMENT

Dignitas was not always in the software development business. In 2005, the company began looking for a software solution to manage increasingly complex projects. However, after an extensive search, Dignitas was unable to find the right vendor. “We tried several options, but none really fit,” says Craig Golby, Managing Director of Dignitas. The company decided to develop CredAbility, a web-based solution designed to simplify processes and streamline the flow of information across teams. In a financial services environment, many projects call for complex hierarchies in terms of access and control, so Dignitas built the software to be flexible and intuitive for executives as well as daily users. The result was such a success that Dignitas began offering CredAbility to its clients as a separate line of business.

“CredAbility brought years of consulting experience into a single web-based solution,” he says. “It offered the functionality that our clients wanted. It gave them the control that they needed. But one major question remained: how could we assure them that their sensitive data would remain secure?”

Dignitas understood that even the best software platform would fail to attract clients unless the information stored within it was thoroughly protected. In order to achieve long-term success, CredAbility needed to provide the finest project management support under a tightly controlled layer of security.

## Solution

### RELIABLE SECURITY HELPS ENSURE CLIENT TRUST

With years of experience in banking and IT, Craig was aware of Thawte SSL certificates and knew from experience that Thawte was a strong, well-known brand. “It comes down to trust,” he says. “Banks will not put their information on a platform that is not secure. Thawte puts our clients at ease, and it gives us instant credibility.”

Setting up the certificates was simple, and renewing them annually was even simpler thanks to Thawte’s long-established procedures and proven standards of service. “To sell



## SOLUTION SUMMARY

### Industry:

- IT Services and Software Development

### Key Challenges:

- Assure clients in the financial services industry that their sensitive project data is protected
- Allow for complex program and project management via a secure online tool
- Provide a holistic view across multiple programs and projects, while maintaining user access and permissions control

### Solution:

- Thawte™ SSL Web Server Certificates

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—Craig Golby,  
Managing Director, Dignitas



this software, we had to secure it," he says, "but the ongoing relationship is what keeps us coming back. The renewal process is always fast and easy."

Craig was also impressed by Thawte's industry-leading technical support. "When we had problems with a hosting company, Thawte's IT services spent three hours online with us to make sure that the problem was solved," he says. "I was amazed that they took the time to help us with a technology problem that wasn't even with their product. That's not something you see every day."

## Results

### GREATER PEACE OF MIND LEADS TO INCREASED USER ADOPTION

By using Thawte SSL Web Server Certificates to secure CredAbility, Craig and his team have been able to provide clients with the assurance that their sensitive project management data is in good hands. The combination of CredAbility's rich feature set and Thawte's reputation helped contribute to widespread adoption of the software among clients, and Dignitas' new line of business introduced the firm to a wider array of prospects than ever before.

In addition, Dignitas must not only conform to the UK's tough industry standards, but must also comply with even stricter regulations throughout Europe. Thawte helps minimize many of the headaches associated with international compliance. Craig says, "In terms of data security, international standards continue to get tougher. I'm glad we have Thawte behind us to help ensure that our clients trust us with their highly confidential information."

## Future

### CONFIDENTLY EXPLORING NEW AREAS OF OPPORTUNITY

Knowing that the CredAbility platform has earned clients' trust, Craig feels comfortable branching out into new areas of opportunity as Dignitas continues to expand the capabilities and reach of its project management software. "Top-notch security is a major selling point for any client considering our project management tools," he says. "This technology helps us compete with big-name solutions. It helps us address some of our prospects' most pressing concerns. In fact, I think it is safe to say that Thawte has played a significant role in the success of our first software development venture."

## Results:

- Provides a secure location for multi-dimensional project management information
- Allows for secure access based on established permissions and hierarchies
- Meets key financial services compliance requirements and regulations

## About Thawte

As the first international certification authority to sell SSL certificates, Thawte delivers practical and competitive value — without compromise. Thawte digital certificate solutions are backed by an unblemished reputation, a global perspective, a proven track record of customer focus, and 17 years of experience you can rely upon.

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