

Ordering Guide for Managed SSL

-Product Overview

-Ordering Process

-Managing your Account



Overview of Managed SSL (MSSL)

MSSL allows you to manage the complete lifecycle of multiple SSL Certificates including issuing, reissuing, renewing, revoking, and billing management across numerous departments and office locations easily through a web based interface. The web-base management portal is designed to make ordering and managing of SSL Certificates convenient and easy as well gives organizations alleviated cost, simplified management, and optimizes efficiency of SSL Certificate delivery.

Companies who require to order multiple SSL Certificates are faced with a costly and time consuming process. Each time a Certificate is required for purchase the company must go through the registration and validation/verification process with the SSL provider for each SSL Certificate purchased. MSSL from GlobalSign provides the ability to conveniently and quickly purchase GlobalSign's leading SSL Certificates through a web based management interface providing a scalable, cost effective solution. The SSL Managed Service offers the convenience of one time vetting, meaning once your organization has been vetted, users simply log into the web based interface or API and can issue, reissue, renew, or revoke SSL Certificates instantly on demand.

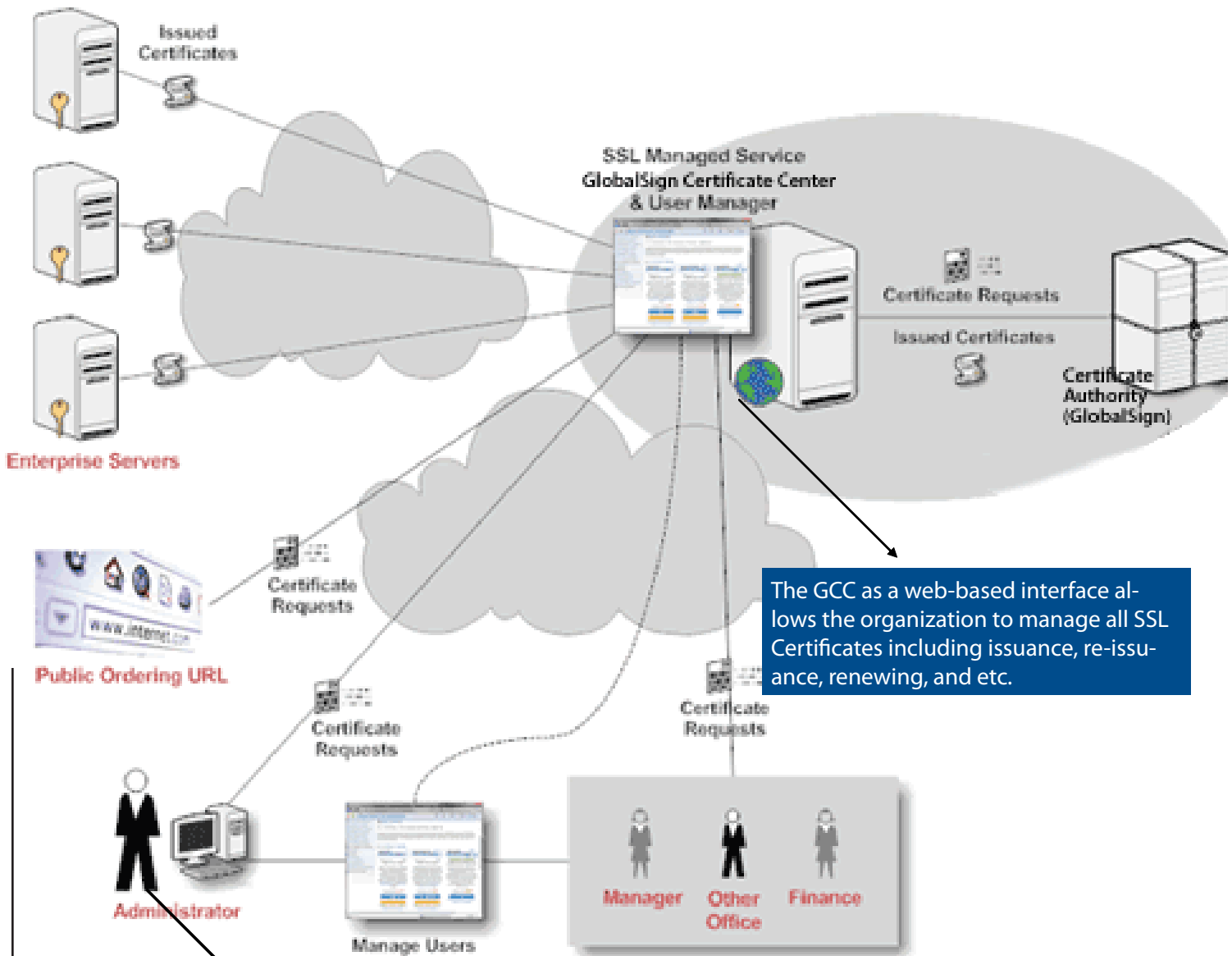
Does your Organization Need a Managed SSL Service?

As e-commerce transactions increase and organizations bring more services online, security plays an increasingly critical role within organizations of all sizes. SSL, the transaction layer security technology, is now integral to every company's security policy - online transactions, data transfer, network traffic, and digital communications require a secure platform from which to be delivered / processed. From the consumer perspective, digital-age threats such as phishing attacks and identity theft continue to increase and online customers now expect an ever higher level of security as standard. Undeniably, SSL Certificates are now an essential operational requirement for all organizations that have an online presence.

This growing requirement for increased security can impact an organization's budget, time and management resources. For example, implementing a successful Public Key Infrastructure (PKI) solution requires new investment in software, hardware and will invariably require sufficient IT and administrative capacity to implement the solution effectively. For these reasons, most organizations opt for an outsourced, fully managed Certificate Services provider where costs can be significantly reduced, but control is kept firmly with the organization. GlobalSign has built an incredibly robust and comprehensive PKI service designed for effective management of SSL Certificates. GlobalSign's SSL Managed Service enables control of SSL Certificate issuance and management, without the need to invest in expensive infrastructure and expert staff. It is highly cost-effective,scalable, reliable, immediately deployable, and being a fully managed web based service, incredibly fast and simple to use.

How GlobalSign's Managed SSL Service works

Below is a diagram representing an example of Managed Service SSL workflow



The GCC as a web-based interface allows the organization to manage all SSL Certificates including issuance, re-issuance, renewing, and etc.

The Administrator has the ability to:

- Order directly from the GlobalSign Certificate Center (GCC)
- Assign users (e.g. finance) and customize their accessibility to the GCC
- Manage all users- including create new users, delete users, change access levels
- Approve all certificate request from users and orders placed using the public ordering page.

The public ordering page allows you to place a link in a public location (e.g. organization intranet) to allow users to request certificates. Certificate request alerts will then be sent to the administrator or assigned user to approve each request.

Managed SSL Benefits

No Infrastructure or Personnel Overheads

MSSL operates through a web-based interfaced (GlobalSign Certificate Manager) that is operated by GlobalSign meaning no overhead, software to purchase or download.

Complete Certificate Lifecycle Management

You as the organization have complete control over issuances, re issuances, renewal, and revocation of Certificates across many departments using the GlobalSign Certificate Center (GCC).

Pre-vetting of Domains allows instant issuance

Your organization will be pre-vetted meaning your organization will not have to provide the CA with company details for every certificate issued. Through the Enterprise Certificate Manager issuances can occur within minutes not days.

Certificate Discounts

Organizations can save lots of money by purchasing in bulk or with GlobalSign's Pay as You Go rather than purchasing all certificates separately. With GlobalSign's flexible bulk options you can purchase packs for 10, 50, 100, or customized quantities and multi year purchases. Bulk purchases works similar to a bank account and balances roll over year to year.

Public Ordering URL

With MSSL, you have the option of activating a Public Ordering URL which allows administrators to share or post a link (e.g. on intranets) for users to place an order for a Certificate via the public ordering link and the administrator will then be alerted to approve the new request.

Full Billing Management

The GlobalSignCertificate Management allows downloadable invoices and automatically creates new downloadable quotes for internal authorization.

Advanced Delegated Administration and Approval based Model

Administrators have the ability to create additional users within defined roles with appropriate privileges (e.g. IT Manager for Certificate management and finance Manager for billing) Administrators and users with approval privileges can decide whatever applications should be issued (with e-mail alerts sent to approvers)

Comprehensive Reporting & Auditing Functions

Comprehensive detailed reports available on spending, Certificates issued, upcoming renewals, and more

XML Based API

Allows for full integration with the organization's purchasing system

Dedicated Account Manager

As a Managed SSL customer your organization will receive a local account management via phone, e-mail, and web.

Premier Support Options

If added, organizations have access to a live dedicated support technician 24 hours a day, 7 days a week, 365 days a year, with a maximum response time of 20 minutes. GlobalSign prides itself on providing the industry's highest level of customer service at all times

GlobalSign SSL Certificates Benefits

Please find below just a few of GlobalSign's SSL Certificate Benefits

Highly Trusted SSL- supported by all popular browsers, mobile devices, and applications (approx 99% ubiquity). Certificates are issued from GlobalSign's trusted root.

Free SGC Security- Includes strong 128 bit step-up encryption to force weaker 40 bit browsers to step-up to strong 128 bit browsers or 256 bit enabling technology, improving overall ssl security. Most other SSL providers feature SGC at a premium price, but GlobalSign includes it free of charge with every SSL Certificate.

Free SSL Installation Healthcheck- GlobalSign ensures SSL Certificates are installed and working correctly by checking the server ability, SSL Certificate installation, common error checking, and trust exchanging Secure Site Seal installation.

Secure both www & non www sites with a Single Certificate (no additional cost)- With most SSL providers two separate certificates would usually be required to secure www.globalsign.com & globalsign.com

Free Server Licenses- 3 for 1 server licensing program. One License block gives you the ability to secure 3 servers with one certificate. For example: secure your primary server, back up server, and load balancer all with one certificate. Other SSL providers typically issue one license and charge premium prices for additional licenses.

Custom Options- add Wildcard SSL, Intranet names/hostnames, IP addresses as premium options. Wildcard SSL provides the ability to secure multiple websites on the same domain name by enabling a variable (rather than fixed) sub domain to be used hence saving time, administration and money.

Clickable Site Seal- enables organizations to show a secure site and enhance trust and credibility of their online presence. The site seal is easy to install on any web page and can be clicked on to view your organizations profile giving your visitors the trust they need to purchase from you.

\$250K Warranty- The organization is protected by GlobalSign's warranty underwritten by insurance

How to order a Managed SSL Service

The below instructions will guide you on how to set up/order a Managed SSL Service for your organization.

Pricing

GlobalSign offers a flexible pricing and business models for Enterprise customers. We will work with your organization to develop a pricing model that works with your organizations goals and budget based on your anticipated growth.

To request a quote please follow the following steps:

1. Enter the following URL into your web browser: <http://www.globalsign.com/ssl/managed-ssl/>

Click the **"Get Quote"** button or **"Buy Now"** and fill out the appropriate fields requested.

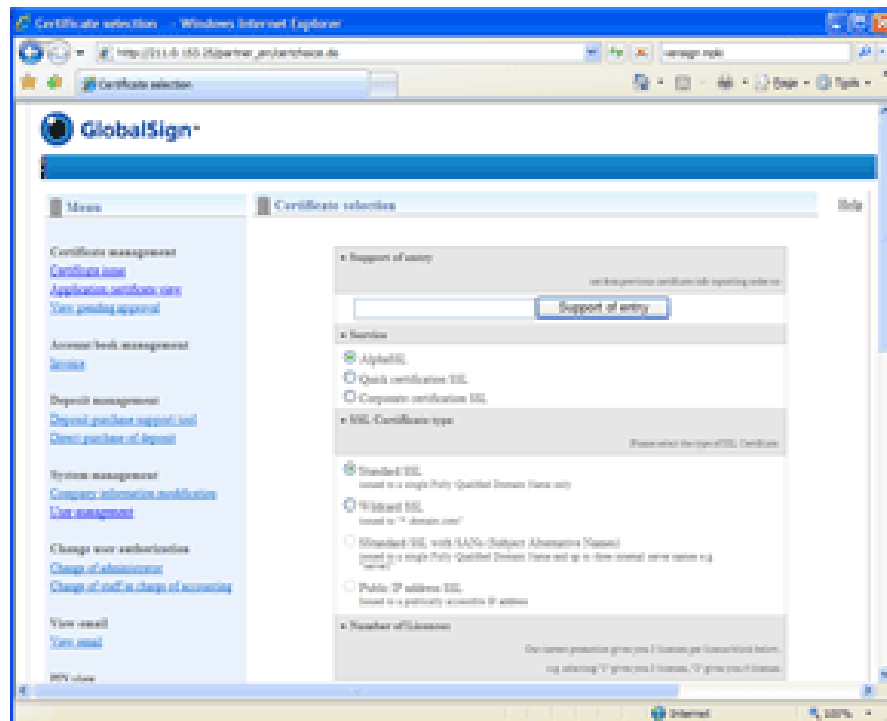
Get Quote- By clicking on "Get Quote" you will be prompted with a web-form requesting organization information so we may properly contact you with a quote.

Buy Now- the buy now button will require you to enter your organization details (company name, address, phone, etc) and will be submitted to us for vetting purposes and will be used for validating only. Once validated, one of our Account Representatives will contact you to develop a pricing model that fits the needs of your company. Once a pricing model has been determined the information we collected earlier will be used to set up your account. Lastly, once your account is set up you are ready to issue certificates to all the domains validated in your account.

Managing your MSSL Account

Managing your MSSL account is easy with the GlobalSign Certificate Management Center (GCC). The GlobalSign Certificate Center is a secure web-based interface allowing you to access your Certificates on any system using the internet. No need to download or purchase software this easy web-based interface is easy to use and manage and best of all it is run by GlobalSign so you never have to worry about paying for updates or changes to the system.

Over the next few pages we have highlighted some main functionality of the GCC so you can get a better understanding of managing an MSSL account and its ease of use.



Certificate Management

With MSSL, administrators have the ability to manage all the certificates in the organization including adding new domain names, new pre-vetted domains, and the ability to approve or reject and user certificate request all instantly within a few clicks

Reporting & Renewals

The reporting and renewal tools allow you to view order history, renew certificates, and customize your reporting options! Order history includes issued certificate, cancelled or rejected, and orders waiting to be issued. As the administrator you also have the ability to re-issue certificates because of deleted or lost certificates and corresponding private keys, you can re-issue any issued certificates directly from your management center. (With out MSSL, you would have to contact your SSL vendor for each and every request!)

Financial Management

Within the financial management tools you will be able to create bulk orders, add deposits, and view/request invoices.

Create Bulk Orders- Creating a bulk order allows you to add the exact funds to the account for a specific number of certificates

Add Deposits: Simply add a desired amount of funds you wish to add to your account for future certificate purchases. You may also check your balance here.

View/Request Invoices: View monthly invoices, request invoices to be generated to be submitted to finance or purchasing personnel.

Flexible Payment Options- How to pay for your bulk order & add deposits

Bank Transfer- Advanced Payment

Request an invoice to be sent directly to your purchasing/finance department. Once your organization adds the deposit amount to your account the funds will be available for use.

Bank Transfer- Post Payment

Request the deposit amount to be settled within the standard payment terms. GlobalSign will authorize the amount of the deposit to be used and at the end of the calendar month an invoice will automatically appear in the Financial Management > View/Request Invoices section

Credit Card

Simply use a credit card to add the deposit amount to your account balance.

SSL Certificates for Retail & Partners



This section is designed for you to order Certificates that are to be issued to entities outside of your pre-vetted identity and domains while using your account funds. It also allows you to apply for all GlobalSign Certificate types:

Domain SSL (immediately issued, domain validated SSL)

Quick Issuance SSL Certificate with true 128bit-256 strong encryption. Trusted by all browsers and devices.

OrganizationSSL (non-pre-vetted)

Pro level SSL Certificate with true 128bit-256bit encryption. Full organization vetting provides higher levels of trust

ExtendedSSL (non-pre-vetted)

The highest level of SSL trust- visitors see the green bar and enhanced trust means enhanced sales.

Email-History

Allows you to search through e-mail history of all emails sent through management portal (e.g. approval and rejection emails from certificate request.)

Approving Orders

Some certificate request will need to be approved by the administrator. These including any request made using the public ordering URL or users who do not have approval privileges. When such request are made, an e-mail alert will be sent to the Account Administrator and the appropriate user must log into the account and approve or reject pending certificates.

Account Management/Managing Users

Account management allows you to manage all of your users, update/maintain company details, and change/edit administrator and billing managers. Besides the account administrator you may add additional users to your SSL Managed Service account. Depending on their privileges (which the admin controls) new users may place new Certificate orders, add Deposit funds, or perform reporting.

There are three types of users that can be defined:



Account Administrator- Is the top level account owner that can see menus and has the ability to amend or create a hierarchy of Managers and Staff in Charge



Manager- With administration rights defined by the Account Administrator and a unique login to the account, a Manager is also able to create a further sub level and delegates task including certificate approval and deposit authorization



Staff- With administrative rights defined by either the Account Administrator or the manager levels, staff members have a unique log-in to the account, a Staff member cannot create any additional users



Billing Contact- A separate contact can be created to receive confirmation information and billing information



Deposit Authorization- By default the Account Administrator has Deposit Authorization permissions, however these can be delegated to Managers and/or Staff



Certificate Approval- By default the Account Administrator has certificate approval permissions, however these can be delegated to Managers and/or Staff

Public Ordering page

By configuring a public ordering page you are customizing a URL link that allows users to make certificate request. You can customize the options available to the end users such as:

Choose which Certificate Types are Available

Customize which certificates you want users to choose from (Standard SSL, WildCard SSL, Public IP Address SSL, and Certificates with SANs)

Allow License options

Customize licensing options by choosing to allow or not allow applicants to choose the number of certificate licenses required (default is 1 Certificate License block which secures 3 servers; 3 for 1)

Allow Trade In Options

Choose to allow or not allow applicants to trade-in competitor certificates- trade-ins get further benefits

Allow Custom Validity Periods

Choose to allow or not allow the option of creating a custom validity period

You also have the ability to specify up to 10 user-defined fields. This data is specific to your organization and typically could be used to collect applicant information required for account administration

Premier Support Levels

To meet stringent enterprise level SLAs GlobalSign can offer Premier Support, a service that provides around the clock access to a live dedicated support technician 24 hours, 7 days a week, 365 days a year with maximum response times of 20 minutes. A support technician is ready to assist with any aspect of account management or Certificate installation issues.

About GlobalSign

Established in 1996, GlobalSign has been securing identities, websites and transactions as a worldwide digital certificate provider for over 10 years. Now part of the GMO Internet Inc. Group (listed on the Tokyo Stock Exchange TSE: 9449), GlobalSign comprises of considerable expertise and know-how in the online security industry. As a WebTrust accredited Certificate Authority, GlobalSign offers publicly trusted SSL Certificates, Code Signing Certificates, and Digital IDs, issuing over 1.4 million digital Certificates to individuals, websites and machines. In total over 20 million digital Certificates rely on the security the GlobalSign root, technology and infrastructure provide.

GlobalSign is also a member of the CA/B forum and Anti-Phishing Working Group- a show of its dedication to improving the security for both consumers and businesses.

GlobalSign prides itself on high level customer service, localized sales and technical sales expertise available through the US, Europe (UK & Belgium) and Asia (Japan & China), available in a number of languages via phone, e-mail, and web.

Learn More

Contact GlobalSign today to discuss how to manage SSL Certificates more efficiently using GlobalSign's SSL Managed Service

Sales Department

sales@globalsign.com
877-SSL-GLOBAL

Support

support@globalsign.com
866-511-5035

Vetting

vetting@globalsign.com
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