Venafi

Solving for Information Sprawl

8x Seach Efficiency

AptEdge

Venafi

Information Sprawl

About

Venafi is a leader in machine identity management, safeguarding machine-to-machine connections and communications. Venafi secures and protects machine identities by using certificates and keys, offering critical security measures for IT infrastructures. Their clients include the world's largest and most security-conscious organizations, such as major banks, manufacturers, and financial institutions.

The World Leader in Machine Identity Management

Eliminate application outages, prevent breaches and accelerate cloud native development with complete visibility and automation of your machine identities, such as digital keys and certificates.

Why modern machine identity management is critical to cybersecurity →

Mark Miller

Sr. Director, Enterprise Security Support

How am I going to find this answer? Am I going to pull up these eight different resources, pull up eight windows and go search the same terms in each area?

I have AptEdge, which is one. It was an eight fold gain of time.

Challenge

Information Sprawl:
The dispersion of information across multiple systems and platforms made it difficult for support agents to quickly locate necessary information to address customer issues effectively. This challenge is accentuated by the growth and expansion of the organization, which leads to more team members, more locations, and more solutions, thus further compounding the issue of scattered information.

Lack of Integration:
Their previous solution did not integrate well into the user interface, nor did it adequately search across all locations. This lack of integration and functionality hindered the support team's ability to access vital information quickly and efficiently.

Solution

Information Sprawl: Venafi's decision to implement AptEdge was driven by its robust ability to address and simplify the complexities associated with information sprawl. Particularly its ability to aggregate scattered data from various platforms into a unified agent interface, enhancing accessibility and efficiency.

Integration: AptEdge provides a centralized search feature within Venafi's customer relationship management (CRM) system, enabling support agents to quickly locate relevant data across various platforms, including internal documents and discussions in tools like Slack.

8x
search efficiency

Result

Search Efficiency: The primary result from implementing AptEdge was found in a significant reduction in time spent searching. With so many knowledge sources, Agents previously would have to search up to 8 different tools with the same search terms. Now, it is just 1 search.

Onboarding: New Agents now hit the ground running sooner, resolving tougher cases with less onboarding time.

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Summary

By centralizing access to scattered information, Venafi improved its support team's productivity and response times, which are crucial in the high-stakes environment of machine identity management. This case study demonstrates the potential of specialized tools like AptEdge to transform customer support processes by leveraging powerful search capabilities and integration with existing technologies.

About AptEdge

AptEdge created the industry's first Answer Engine, AnswerGPT™, on a mission to optimize agent success. AptEdge transforms domain knowledge into dynamic, personalized answers driving down resolution times, increasing CSAT, and improving support team efficiencies. Co-Founded and developed by Aakrit Prasad (left) and Anthony Kilman (right) in 2019.

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