

Automating Multi-Factor Authentication for Notaries in the Netherlands

SOLUTION SUMMARY

Avisi has been working with the Royal Notarial Association (*Koninklijke Notariële Beroepsorganisatie, KNB*) for several years, integrating innovative technology to facilitate workflows.

Notaries have traditionally used digital certificates to authenticate to the KNB portal, ensuring high levels of security. Avisi took this one step further by fully automating the process in partnership with GlobalSign.

“Convenience is the key benefit of the solution. The traditional renewal process took several days; notaries can now renew their certificate in seconds via the self-service application. A lot of support time is saved for the KNB Helpdesk, which we can now spend on other services.”

Bernadette Verberne
ICT and Process Manager, KNB

Challenge

As most of the information accessed by notaries on the KNB platform is sensitive and confidential, traditional login methods such as username and password combinations do not meet the high standard of security and compliance required by the sector. KNB quickly identified the requirement for stronger security and chose to adopt digital certificates to enable multi-factor authentication.

With around 1500 notary offices using the service, the management of individual certificates was causing extra workload for all parties. The KNB commissioned their system integrator Avisi to build a custom process which would allow them to automate the digital certificate lifecycle management and integrate it to their existing workflows.

Solution

Avisi built a custom self-service application to allow notaries to apply for or renew their certificates directly from the platform, creating an incredibly convenient and smooth experience for the end users. Notaries receive an early certificate renewal notification and are able to request the certificates themselves, while the automated workflow greatly reduces room for error.

GlobalSign offers pre-vetting of organisation details to speed up issuance and all certificate lifecycle functions can be automated via API calls, allowing Avisi to simply and securely enable certificate delivery to all notaries in the Netherlands within the KNB platform.

Results

By successfully integrating GlobalSign digital certificates into KNB's platform, Avisi created an extremely efficient and effortless process for issuing and using authentication certificates. The integration reduced the time required to apply for certificates from several days to seconds, and today greatly minimises the workload of the KNB Helpdesk.

Avisi will be able to apply this working model to other customer use cases and enable stronger authentication and security for Dutch enterprises of all sizes.

About KNB

The Royal Dutch Association of Civil-law Notaries (KNB) is a professional organisation under public law. All notaries and junior notaries in the Netherlands are members of the KNB. The main task of the KNB is to ensure the observance of good standards of professional practice by notaries and junior notaries in the Netherlands and to promote their professionalism.

About Avisi

Avisi was founded in 2000 with the objective of creating superior quality software, in close collaboration with clients. The goal was, and still is, to be a different kind of software company - one that empowers clients with a truly transparent and open process. Avisi aims for technical excellence and therefore strives to create an environment in which professional growth, innovation and creativity flourish.

For more information about GlobalSign's range of solutions for system integrators, visit: <https://www.globalsign.com/partners/var-partners/>