

# Neothek brings revolutionary OneClickSSL technology and unprecedented levels of customer service to Latin American customers.

## SOLUTION SUMMARY

Neothek was looking to add a range of SSL Certificates to their portfolio and needed a partner that would allow them to keep offering the highest levels of customer service to their Latin American customer base.

Using the OneClickSSL technology, Neothek was able to simplify the SSL process and provision certificates at the click of a button, as well as benefit from GlobalSign's language support.

*"Clients looking for high quality, reliable products choose us based on the support we offer, as well as the personalized customer support in Spanish from GlobalSign, which other providers don't offer. GlobalSign customizes their service to the requirements of each country and language."*

The OneClickSSL plug-in for cPanel helps us be more efficient when installing SSL Certificates. It facilitates the process tremendously and has differentiated us from the competition."

Thamer Ale  
Director, Neothek

## Challenge

Neothek, a leading web hosting provider in Latin America, was looking to expand their portfolio of services with a high quality, reliable SSL solution. Neothek was searching for a partner that could help them meet the needs of their customer base - medium and large sized companies across a variety of industries in Latin America which require personal support in the local language for the application, validation, issuance and installation of SSL Certificates.

## Solution

As Neothek prides itself on their customer service and attentiveness to clients' needs, GlobalSign quickly became a preferred partner choice for their international recognition, trustworthiness, and support in over a dozen languages. Working with GlobalSign's international support center strengthened Neothek's existing customer service while the fully automated OneClickSSL deployment mechanism allowed them to provide a simplified customer experience. With a plug-in available for cPanel, Neothek was able to seamlessly integrate the OneClickSSL technology into their existing workflows.

## Fully automated SSL activation with OneClickSSL

OneClickSSL is a revolutionary mechanism which automates SSL provisioning. Neothek simply enters a voucher number into their control panel, and lets the plug-in take care of the full process - it transparently creates the CSR for the correct website, validates the domain, installs the issued certificate and binds it to the website, all in under 1 minute. SSL Certificates are deployed at the click of a button, ensuring fast go-to-market and maximum return on investment for Neothek. In addition to improving efficiency, OneClickSSL has been key in helping Neothek differentiate themselves from other hosting providers in Latin America.

## Results

OneClickSSL has decreased the time necessary to apply for and install SSL Certificates by 70%, bringing unprecedented levels of customer satisfaction. GlobalSign's international experience in adjusting vetting and customer service processes to match local requirements has also helped Neothek become a leading SSL provider for the Latin American market.

As a result, Neothek has been incredibly successful in offering the full range of SSL Certificates, from Domain Validated to Extended Validated SSL, as its customers (such as Government and Banking organizations) look to secure their internet transactions and enhance customer trust.

## About Neothek

Founded in 2004 in Bolivia, Neothek is an Internet Services Provider. In the past 10 years the company has grown significantly due to the rise of internet services Latin America. Neothek relies on its network of internationally renowned partners to ensure the quality of the products and services it offers, including: Web Hosting, VPS servers, Web Design, Graphic Design, Domain Registration, and SSL Certificates. Its customer support center has highly experienced technical personnel to meet various client requirements. For more information and the latest offers, please visit: <http://www.neothek.com/> or follow Neothek on Twitter @neothek.

## About GlobalSign

GlobalSign has been a trust service provider since 1996 with a singular focus on providing convenient and highly productive PKI solutions for organizations of all sizes. Its Digital Certificate solutions allow billions of customers worldwide to conduct SSL-secured transactions with authenticated businesses, transfer data, distribute tamper-proof code, and protect online identities for secure email and access control. Vision and commitment to innovation led to GlobalSign being recognized by Frost & Sullivan for the 2011 Product Line Strategy Award. The company has local offices in the US, Europe and throughout Asia.