



CYBERARK®
THE IDENTITY SECURITY COMPANY™

USER STORY

Solving for Information Sprawl

8x Search Efficiency

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.

“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.”



Mark Miller

Sr. Director, Enterprise
Security Support

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 centralized access to knowledge 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.

Results



Efficiency:

The primary result from implementing AptEdge was found in a significant reduction in time spent resolving cases. With so many knowledge sources, Agents previously would have to sift through up to 8 different tools. Now, it is just 1 step.

Onboarding:

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

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 unifying fragmented knowledge across enterprise systems, and delivering contextual answers to enhance performance.

About AptEdge

Co-founded by tech veterans Aakrit Prasad and Anthony Kilman in 2019, AptEdge is transforming enterprise technical support from a bottleneck into a breakthrough. The platform decodes complex B2B software environments in real time, connecting live product data with enterprise knowledge to power faster resolutions. Trusted by tech titans like SumoLogic, Mimecast, and Cisco, AptEdge turns every support interaction into actionable intelligence – helping teams scale their expertise without scaling headcount and making technical complexity a competitive edge, not a constraint.



Aakrit Prasad
Co-founder



Anthony Kilman
Co-founder

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