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Implementation of the CSSL system in the cloud

► The Challenge

External suppliers wanting to consume services from Data Power faced a complex process:

- Suppliers had to create a CSR, get it signed by Clalit's PKI, receive a PEM from us, and integrate the signed certificate with their created key.
- This certificate then needed to be installed on the client servers they intended to use.

This process led to several issues:

- Suppliers struggled with the technical process of creating a CSR.
- Suppliers had difficulty installing the signed certificate.
- A significant amount of support hours was needed from our team to assist external suppliers, ranging from basic questions about what a certificate is to how to install it on their systems.
- External suppliers without access to Clalit's PKI had to disable certificate validation on their side, which forced them to operate less securely.

Background

Clalit is the second largest HMO in the world, providing medical services to over 4M patients.

The Solution

- COMDA created a portal for us where suppliers can use a kiosk service to generate a certificate. This streamlined process involves:
- Suppliers only need to enter basic information such as CN, email, and organization name.
- A Data Power representative verifies the client and approves the certificate.
- The supplier receives a PFX client certificate signed by COMSIGN, with a unique CA from Clalit available for validation by external suppliers.
- If the supplier encounters issues installing the certificate on their system, they can contact COMDA's customer service for support.

The Results

- Operational Efficiency: Reduced operational burden on Clalit's API SECURITY team.
- Enhanced Support: Provided support for suppliers with limited understanding of certificates.
- Responsibility Management: Managed external systems under supplier control.
- Secure Administration: Managed admin access through AZURE ID with Clalit's users.

For suppliers

- Simplified Process: The certificate creation process was significantly simplified.
- Technical Support: Full technical support is available from COMDA's support center.
- Increased Security: A much more secure process that allows certificate validation with an external PKI.

"We created and issued certificates from the system that were checked for our existing internal services. We removed irrelevant certificates. We created and added clients, and simultaneously received positive feedback from clients and were satisfied with the quality of service and the SLA for response times. Since we aligned all the issues that troubled us, we feel comfortable and secure working with the system you established."

Dvir Nave, Head of API Security Team & Data Security at HMO Clalit