

CASE STUDY

How iLovePDF Uses the GlobalSign Digital Signing Service to Give Customers the Ability to Protect and Sign Documents through its PDF Editing Platform



Challenge

iLovePDF, founded in 2010, has been going strong enabling its customers to merge, split, convert and edit PDFs. However, customers were increasingly asking to also protect and sign their documents.

Rather than asking its customers to work with tricky integrations or leaving the platform to sign their documents elsewhere, iLovePDF went looking for a way to allow users to upload, sign and certify PDF documents easily in just a few clicks. In turn customers would be able to benefit from a fast, simple and secure document signing process.

A key criterion was finding a partner that could easily adapt and grow with iLovePDF's needs and requirements. Any partner would have to be ready to deliver services to millions of people each day without interruptions or downtime.

Solution Requirements

iLovePDF was looking for a cryptographic provider that could provide digital signing services on ilovepdf.com. Outsourcing the maintenance of HSM servers would allow the team to save time and money, while staying focused on their core competency – product development.

In addition, it was especially important to the company to offer digital certificates for electronic signatures, electronic seals and timestamps.

The company was also keen to future proof its investment, so before choosing a CA provider its leaders put a lot of effort into evaluating future needs and requirements and planning out a long-term solution. One aspect of this was making sure another one of the company's partners, PDF Tools AG, could also easily implement the same cryptographic provider.

CUSTOMER PROFILE

- **INDUSTRY**
Information Technology
- **CUSTOMER BASE**
Aimed at end consumers, plus the education sector, businesses, and developers
- **GLOBALSIGN SOLUTION**
Digital Signing Service for high-scale document signing requirements

AT A GLANCE

- **AT A GLANCE**
iLovePDF is a Barcelona-based company, offering affordable and accessible PDF editing software to end users, businesses and developers alike.
- **PROBLEM**
The company needed a partner to offer protected and signed PDF documents to its customer base.
- **SOLUTION**
GlobalSign's highly reliable, scalable Digital Signing Service is providing iLovePDF with the digital certificates for electronic signatures, electronic seals and timestamps they need.

Solution

After extensive research iLovePDF decided to partner with GlobalSign, benefiting from the ease and versatility of the API for the incorporation of digital certificates. The GlobalSign Digital Signing Service is a cloud-based deployment that enables trusted digital signatures, extending certificate-based digital signing capabilities to customers.

Thanks to the extensive documentation provided by GlobalSign, the integration of the service into existing systems didn't take iLovePDF very long. Prior extensive testing and restructuring of their solutions meant that once the implementation went live, the outcome was seamless and led to minimal downtime.

Customers can now sign any PDF online, offline and via a mobile app, optimising their document management process, reducing paper waste, and increasing security at the same time.

Results

With GlobalSign's digital certificates, iLovePDF has been able to provide its users with the ability to further protect and increase the legal validity of their documents within the service, all without having to switch platforms or resort to complex integrations.

Additionally, with the help of GlobalSign's digital certificates for electronic signatures and timestamps, customers now benefit from the availability of audit trails for document signed through the platform.

iLovePDF is not happy resting on its success but is instead already planning the future. The company is looking to very soon introduce the ability to certify documents for increased protection and validation, a further use case for certificate-based projects.

“GlobalSign is a partner that is able to adapt and grow with our needs and requirements. That way we can deliver our service to millions of people each day without any downtime.”

– Marco Grossi, Founder
& Software Engineer at iLovePDF

About iLovePDF

Since 2010, iLovePDF has been providing tools for editing and converting PDF files online, offline and through the mobile app. Due to popular demand, they recently launched a Sign PDF tool, which allows users to upload, sign and certify PDF documents in a few clicks. Users can sign their own PDF file or send a request for others to sign using a simple electronic signature or a digital Certified Digital Signature.

About GMO GlobalSign

GlobalSign is the leading provider of trusted identity and security solutions enabling businesses, large enterprises, cloud service providers and IoT innovators around the world to secure online communications, manage millions of verified digital identities and automate authentication and encryption. Its high-scale Public Key Infrastructure (PKI) and identity solutions support the billions of services, devices, people and things comprising the Internet of Everything (IoE).

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