

# Yorkshire Building Society strengthens online banking availability with DigiCert UltraDNS

Reliable DNS helps UK building society keep banking services online for members

## Customer Snapshot

**Company name:** Yorkshire Building Society Group (YBS)

**Industry:** Financial services

**Solution:** DigiCert UltraDNS

**Key Win:** Kept online banking and customer services consistently available

**Customer Voice:** "UltraDNS ticked all of the right boxes to be the primary DNS Provider." — Andrew Winkless, Infrastructure Manager, YBS

## Requirement

### Need reliable DNS service to ensure members have uninterrupted access to financial services online

Yorkshire Building Society, also known as YBS, is one of the UK's largest mutual building societies. Similar to a credit union in the U.S., mutual building societies like YBS are member-owned and committed to providing better rates and support than traditional banks offer for financial services like savings accounts and mortgages.

Given that the majority of people now manage their finances digitally, YBS wanted to maintain uninterrupted access to their banking services. "At YBS, our vision is to be the most trusted provider of financial services in the UK. If our services aren't available online, it's inconvenient for our customers and puts our trust vision at risk," said Andrew Winkless, infrastructure manager at YBS.

YBS needed a DNS provider that could make sure their members could reliably access their website and mobile app. According to Winkless, YBS evaluated several DNS solutions. "We looked at reliability, security, functionality, administration interface, reporting, two-factor authentication, cost, and what the solutions support and do not support," Winkless said.

## About DigiCert

DigiCert is a global leader in intelligent trust. We protect the digital world by ensuring the security, privacy, and authenticity of every interaction. Our AI-powered DigiCert ONE platform unifies PKI, DNS, and certificate lifecycle management, to secure infrastructure, software, devices, messages, AI content and agents. Learn why more than 100,000 organizations, including 90% of the Fortune 500, choose DigiCert to stop today's threats and prepare for a quantum-safe future at [www.digicert.com](http://www.digicert.com).

## Solution

### DigiCert UltraDNS

YBS chose DigiCert UltraDNS, an enterprise-grade, managed authoritative DNS service trusted by companies of all sizes to securely deliver fast and accurate query responses to websites and other vital online assets. UltraDNS includes a 100% uptime guarantee, built-in DDoS protection, and a private network that enhances both performance and security.

Said Winkless: "UltraDNS ticked all of the right boxes to be the primary DNS Provider."

## Outcome

### Reliable DNS and responsive support strengthened confidence in online services

UltraDNS provided the level of stability YBS was looking for in a primary DNS provider. By meeting all of the criteria identified during their evaluation and delivering the dependable service described in its capabilities, UltraDNS helped YBS maintain consistent access to their online services. This reliability extends to both customers who rely on the website and staff who depend on email and internal systems.

In addition to dependable service, YBS appreciated how easy it was to reach the UltraDNS support team. Their ability to quickly connect with knowledgeable assistance contributed to a positive overall experience and reinforced confidence in their DNS provider. Said Winkless: "We couldn't be happier with the DigiCert UltraDNS team. If we've ever had any questions, we know we can just pick up the phone and receive excellent support."

Find out how UltraDNS can help your organization keep critical online services accessible and responsive.

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