CASE STUDY
Major U.S. Bank

Company Background

Our customer is one of the world's largest financial services companies, providing individual consumers, small/mid-market businesses, and large corporations a full range of banking, investing, asset management, and other financial and risk-management products and services. The company serves clients in more than 150 countries and maintains business relationships with 99 percent of the U.S. Fortune 500 and 83 percent of the Fortune Global 500. The bank handles credit, debit, stored value, and electronic benefits transfer (EBT) card transactions.

INDUSTRY

❯ Financial Services

CUSTOMER PROFILE

❯ One of the world's largest financial institutions

CHALLENGES

❯ Meeting data security compliance standards and requirements, specifically PCI DSS
❯ Transferring data securely to multiple endpoints
❯ Exchanging email securely

RESULTS

❯ Encrypted sensitive emails for secure exchange via integration with centralized RSA digital certificate directories
❯ Employees can easily send secure emails via integration with Microsoft Outlook®
❯ Protected sensitive data exchanged with multiple endpoints

Challenges and Requirements

The bank needed to meet PCI DSS compliance requirements, which required them to protect credit card data as it is transmitted, processed, and/or stored. Meeting these compliance requirements would impact several processes throughout their organization.

The bank initially set out to protect and store credit card information for the PCI DSS-mandated minimum time frame of 7 years. This information was taking up valuable storage space on their UNIX Server—therefore, they wanted to implement a solution that could secure the information, but would help ease the burden of storing such large amounts of information.

Every night, the bank sends hundreds of thousands of settlement transactions containing confidential credit card information to companies of all sizes. Without secure, dedicated lines set up for data transfer with smaller merchants, they were sending this confidential credit card data via fax. In an effort to secure this process, they established an initiative to move all fax transmissions to email, electronically transferring encrypted data to multiple endpoints that would then have to decompress and decrypt the data after it was received.

The data for these transactions originates on a z/OS mainframe and is then transferred to an internal server before it is sent to external merchants. The bank wanted a solution that would be easy to use and cost effective, especially for their business partners.

The Solution: SecureZIP for Windows Desktop

As soon as the bank purchased SecureZIP for Windows Desktop, they quickly realized the solution could work for additional security initiatives throughout their organization. They engaged PKWARE for assistance in achieving strong enterprise security across all major computing platforms.

The bank wanted to use Public Key Infrastructure (PKI) to facilitate secure email communication both internally and with external business partners. SecureZIP was the only solution that could provide the level of functionality, customization, and ease of use required. They incorporated RSA Keon Certificate Authority, as well as PKWARE's ZIP Reader to round out the SecureZIP solution.

SecureZIP for Windows Desktop provides seamless integration with the centralized directories containing digital certificates issued by RSA. This supported the requirement for processing secure transactions, without slowing the delivery of reports to their partners.

PKWARE's free ZIP reader extends the benefits of SecureZIP to the bank's large network of partners without requiring them to purchase additional software. As a result, they are able to securely communicate with, and send information to, their partners, regardless of the their computing environment or security infrastructure.

The bank also needed to enable the secure exchange of confidential documents via email. SecureZIP for Windows Desktop's seamless integration with Microsoft Outlook was a necessity, in order for employees to easily use public key encryption through their email client. Once again, SecureZIP proved to be the best solution, providing the simple integration and ease of use.

The bank deployed SecureZIP on their z/OS mainframes, UNIX Server, and on 1,700 desktops throughout the organization over several months. They now have a consistent, corporate-wide, secure means of transferring sensitive information both internally and with the hundreds of thousands of merchants they work with daily.

PKWARE connects security with performance, helping businesses protect and maximize data as it moves from mainframe to servers to desktops and into the cloud. We created the ZIP file standard in 1986 and continue to provide innovative solutions in use by more than 30,000 global customers for billions of documents every day.

PKWARE®

CORPORATE HEADQUARTERS	UK / EMEA
648 N. Plankinton Ave.	Building 3 Chiswick Park Chiswick High Road,
Suite 220	London W4 5YA
Milwaukee, WI 53203	United Kingdom
1.800.219.7290	+44 (0) 208 899 6060

Find out more about our customers and solutions at pkware.com