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>
> *Charles Beierle, Vice President of Information Systems at Randolph-Brooks Federal Credit Union*

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Enhanced File Transfer™ an Easy Choice for Large Credit Union

Randolph-Brooks Federal Credit Union Uses Enhanced File Transfer (EFT) to Solve Common Issues

Introduction

Credit unions offer many benefits for their members including more personalized services and a stake in the organization. Like many financial institutions, credit unions safeguard some of the most sensitive—and valuable—information of their customers. Operating within a complex vendor network, credit unions must send sensitive information to vendors like check printers, credit card processors, credit card issuers, ATM partners, and other external partners. To do so, information must be transferred securely through electronic means.

Randolph-Brooks Federal Credit Union (RBFCU) is no different. Ranked among the top 25 of nearly 7,700 financial cooperatives, RBFCU is one of the strongest credit unions in the country with more than 450,000 members and total assets exceeding $6 billion. As a credit union, RBFCU is dedicated to serving its member and improving their quality of life. For RBFCU's IT infrastructure, this commitment is two-fold: to deliver the best-possible service to its customers and to ensure that their members' sensitive information is carefully safeguarded.

The Challenge

RBFCU's vice president of Information Systems, Charles Beierle, sought an easier way to send sensitive files both inside the organization and externally to vendors. Like many financial institutions, RBFCU had a number of vendors with whom they needed to interact seamlessly to ensure its members' needs were met.

Historically, RBFCU used a largely endpoint-centric transfer strategy built independent of other processes and use cases. This method lacked transparency; it did not allow IT staff any visibility about the transfer performance, there was no user-friendly way to check if a file had been received, and many retransfers were a manual process. Any software purchased would need to be able to work with file transfers inside the organization as well as with external customers via the Internet. Both server-to-server and person-to-person file transfers were needed. Additionally, RBFCU often sent files as large as 20-50 MB, which their traditional email infrastructure was ill-equipped to handle.

The Solution

For Beierle and RBFCU, the solution was a simple one. "I didn't consider any other vendors," said Beierle. "I'm a second-time Globalscape customer looking for a solution when we identified a need. I know Globalscape's products work; I needed a solution so I called Globalscape."

EFT was chosen as the solution for system-to-system file transfers. EFT allowed automation and transparency, giving administrators the ability to monitor transfers and confirm whether file transfers were successful. "I had used EFT at a previous company, so I know it works," said Beierle.

For ad hoc file transfer, RBFCU chose Mail Express®. Mail Express is an easy-to-use solution for person-to-person file transfer. Mail Express integrates with Microsoft Outlook allowing seamless integration with users' day-to-day workflow, providing an intuitive, secure file sharing solution without the need for end-user training. Mail Express even reduces IT workloads by reducing the need for management of FTP accounts, one-time-use external accounts, and management of mail server storage.

The Result

Globalscape's EFT platform continues to be an integral part of RBFCU's business process automation efforts. Beierle saw an immediate improvement in transparency, control, and automation of the system. Administrators were able to review files to monitor the status of file transfers.

Provisioning new accounts when necessary was easy. "If a third party needed to upload a file, it was as simple as making folders and provisioning accounts," said Beierle. "The flexibility is great. I can't even imagine how much time we saved. Even for unplanned requirements, we are able to execute quickly and the software performs as expected."

Moreover, Globalscape's support team has a proven track record when needed. "I've been a customer of Globalscape for nearly a decade," said Beierle. "Anytime I've had a problem, they've been there to help."

About Globalscape

Globalscape ensures the reliability of mission-critical operations by securing sensitive data and intellectual property. Globalscape's suite of solutions features Enhanced File Transfer™, the industry-leading enterprise file transfer platform that delivers military-grade security and a customizable solution for achieving best-in-class control and visibility of data in motion or at rest, across multiple locations. Founded in 1996, Globalscape is a leading enterprise solution provider of secure information exchange software and services to thousands of customers, including global enterprises, governments, and small businesses.