



First Commercial Bank of Florida Improves Critical Business Processes with WS_FTP Server and the WS_FTP Server Web Transfer Module

Case Study

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Company

First Commercial Bank of Florida

Industry

Banking/Financial Services

Business Challenge

First Commercial Bank of Florida needed a more secure and more efficient way to transfer confidential data to and from customers, vendors, and service providers.

Outcome

With WS_FTP Server and WS_FTP Web Transfer Module, First Commercial Bank of Florida improved productivity and the way it shared its most sensitive data all while cutting costs.

Company Background

The First Commercial Bank of Florida is a premier full-service community bank focused on serving small and medium-sized business clients. Since its inception, the bank has emphasized true relationship banking by offering quality, personalized service to its clients.

Like all financial services institutions, First Commercial Bank of Florida has to safeguard its customers' confidential information – such as account numbers, passwords, statements, and more – all while meeting stringent regulations related to data privacy. More than just great service, ensuring data privacy is critical to First Commercial Bank of Florida's way of doing business.

Yet before implementing Ipswitch's WS_FTP Server and the WS_FTP Server Web Transfer Module, the bank didn't always have the most secure – or efficient – method for sharing sensitive information.

Render Swygert, vice president of information technology, describes how the process used to work, which was especially challenging in its commercial property line of business. "Whenever a new loan was being processed, we had

"What a great way to do business. The WS_FTP Server Web Transfer Module gives us a simple and secure way to share our most sensitive data. It's fast, it's easy, and it's totally secure. We're thrilled."

Render Swygert

Vice President, Information Technology
First Commercial Bank of Florida

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to send all the details to anyone who requested it. It was way too much data to send as an email attachment, but given the sensitivity of this information, we didn't want to use email or online file-sharing websites anyway. They couldn't deliver the security or control we needed. The whole process was a real challenge."

As a result, loan officers and administrative staff had to resort to copying each loan package – sometimes creating binders four inches thick – and overnighting them to borrower, and receiving confidential information from vendors. Bank employees were wasting significant amounts of time, effort, and money sharing this information. Worse, the process took them away from what was really important – securing more loans and providing high-caliber customer service the bank was known for.

First Commercial Bank of Florida was already using Ipswitch's WS_FTP Server as a way to improve its information sharing process. With such a secure solution, customers could scan their information, encrypt the data, and send it securely with WS_FTP Server.

Swygert heard about the WS_FTP Server Web Transfer Module, Ipswitch's browser-based file transfer solution, he immediately knew this was the answer he had been looking for. He didn't even think twice. "Ipswitch is a proven company with a history of providing innovative and reliable products," he explains. "We needed a file transfer solution that was fast, simple, and secure, and I knew I'd get that from Ipswitch."

He reports that Ipswitch immediately delivered with an implementation that was both fast and painless. "We had 40 customers access information live in a matter of a few days," Swygert says. "It really was seamless."

Now, with the WS_FTP Server Web Transfer Module, loan officers simply log on using the ease and convenience of a Web browser, upload all of the information to a dedicated folder over encrypted HTTPS protocol, and they're done. No more copiers, no more overnight packages, and most important, no more time away from more valuable activities.

When a customer requests information about a particular property, they receive an ID and password that gives them access to that folder – and that folder only. "The data is completely encrypted," explains Swygert. "So we are assured that only the intended recipient can access this folder and they can't see anything else. It's complete security."

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The file transfer solution helps First Commercial Bank of Florida meet industry compliance regulations too. Financial institutions are required to keep records of all transactions for seven years and be able to prove they took the necessary measures to protect information deemed confidential. “The Ipswitch solution lets us track all data movement, it enables secure transfer over encrypted HTTPS protocol, and it provides an audit trail of all connections and administrator activities,” says Swygert. “As a result, we can easily meet our banking regulatory compliance requirements.”

As he looks to the future, Swygert can already envision expanding the use of the WS_FTP Server Web Transfer Module. Swygert says that it is becoming very popular, and that he’s fielding requests to let more employees use it. For example, vendors and customers in different states could take advantage of this solution to easily access and move critical files without risking a data breach.

Swygert says he’s a satisfied customer. “The WS_FTP Web Transfer Module has given us an easy and completely secure way to transfer confidential data,” he says. “It has improved the way we do business, and we’re thrilled to have it.”

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