

BANK ADMINISTRATION INSTITUTE RELIES ON SERV-U® FOR SECURE FILE TRANSFER

Our Customer

Bank Administration Institute (BAI) is a professional association for the financial services industry that offers products and services for financial institutions and solution providers. Headquartered in Chicago, BAI provides research, conducts events, and learning & development programs in the fields of retail banking, payments, and regulatory compliance amongst others.



The IT Challenge

The IT team at BAI is tasked with enabling secure data transfer both within and outside the organization. Interacting with clients and vendors from different geographies, fast and secure file transfer is an everyday business need for BAI.

Considering the stringent security policies in their corporate network, it was not possible to adopt just any file transfer service—that would risk data exposure to Cloud networks and third parties. SaaS-based solutions, such as Dropbox® was not an option. Email also had limitations with file sizes.

Jim DiNapoli, IT Manager at BAI, says it used to be a nightmare when they were just using CDs and DVDs to burn data and consign them to their clients. The process was repeated from the other end too, when the client or external party had to send them files. This was costing them in time, money and manual efforts, and was definitely not a viable option.

File Transfer Made Simple with Serv-U MFT Server

Serv-U Managed File Transfer (MFT) Server was the victor when Jim and his team were evaluating choices for a file transfer solution. Secure data transfer with external parties was one of their main requirements. Since the time they started using Serv-U, they have realized many benefits in terms of time and cost savings.

Deployed and configured within their own IT infrastructure, they have set up different file transfer domains and home folders. Having full administrative control of FTP operations, they are able to exercise limits over user access and permissions to who can access what files, and perform what kind of file transfer activity. For example, only the design team can have access to trade marketing files.

CASE STUDY

“Our file transfer process across the enterprise has become much faster since we got Serv-U. No more frustration with CDs and email.”

— Jim DiNapoli,
IT Manager, BAI

Serv-U MFT Server's logging functionality helped Jim and his team get comprehensive visibility into FTP operations, and identify the cause of any errors during file transfer.

Ad Hoc File Sharing With External Partners

Jim stated that, "Ad hoc file sharing using Serv-U MFT Server has made it much easier for us to exchange files with people in different parts of the world." Whether it is a video recording, a large webcast, or presentation, users at BAI upload their files to Serv-U, create a download link, and share it with the recipients. Access to files can also be password-protected, if required.

The same way, employees can also use Serv-U to send a secure link to external trading partners and request them to transfer files. Jim added, "Our file transfer process across the enterprise has become much faster since we got Serv-U. No more frustration with CDs and email."

Serv-U was definitely the right choice for BAI, and it has helped them centralize, streamline, and automate their file transfer operations.

Customer Quotes

Benefits Realized by BAI

"We had an ever growing need to transfer large amounts of data that wasn't feasible using e-mail. Regular FTP was too cumbersome to use, especially for non-tech savvy users. Most of our users wanted the simplicity of clicking a link to transfer a file and not bother with the complexities of FTP. Serv-U allows us to do this via its ad-hoc file transfer function. For our heavier users, Serv-U can do secure FTP without the need to install a client. Serv-U's built-in Web clients and FTP Voyager JV client give the end-user the ability to be as simple or complex as they want. All this functionality has reduced the support load on our IT department since it puts easy to use file transfer capability into the hands of the user."

BAI Recommends Serv-U MFT Server

"Do you need a system that will allow your users to perform simple ad-hoc file transfers and robust FTP? Do you need good security control and flexibility? Do you want a system that runs flawlessly without the need to spend a lot of time managing it? Then, Serv-U is what you want."

ABOUT SOLARWINDS

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide from Fortune 500 enterprises to small businesses. In all of our market areas, our approach is consistent. We focus exclusively on IT Pros and strive to eliminate the complexity that they have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with unexpected simplicity through products that are easy to find, buy, use and maintain while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at www.solarwinds.com.

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