

## FNBLI Secures Electronic Customer Statements with Globalscape® EFT™

Providing Automatic Secure Electronic Document Delivery Service

### **Business Challenge: Secure and Automated Statement Data Transfers**

FNBLI selected an electronic document delivery service to prepare statements from the raw customer statement data, but also needed a turnkey solution to securely and automatically exchange statement data with the service.

Security was FNBLI's top concern, as the sensitive data included names, account numbers, and addresses. The bank must comply with industry regulations for protecting access to this data while also meeting its customers' expectations for security and privacy. Additionally, the legacy solution lacked effective automation capabilities, which added more work on an overburdened IT department as they attempted to provide temporary fixes or implement manual transfers. They also had a difficult time tracking the large volume of transferred data. The lack of visibility and reporting capabilities placed them at an additional risk of failing compliance mandates.

Security alone was not enough; the solution also had to offer:

- > Straightforward automation. Because the statement data transfers occur daily, the bank needs to automate the file transfers in a manner that is both reliable and easy to maintain.
- > Auditing and reporting. The bank needs to track and audit all file exchanges from the file server for its own operations as well as regulatory compliance and audit purposes.

The IT team quickly dismissed the idea of putting together its own internal solution. According to Conrad Lissade, Vice President of IT for FNBLI, "We didn't want to build something piece by piece and then worry about maintaining it. We wanted a comprehensive, reliable solution for secure managed file transfer from a recognized leader in the market."



The First National Bank of Long Island  
*Where Everyone Knows Your Name®*

*The First National Bank of Long Island (FNBLI) is a full-service commercial bank offering a range of services to individual, professional, and business customers through more than 30 branches in New York on Long Island and Manhattan.*

## The Solution: Globalscape EFT

After evaluating various options, the FNBLI team selected Globalscape Enhanced File Transfer™ (EFT) because, as Lissade said, “We had already been using Globalscape’s CuteFTP® for an FTP client on the recommendation of an IT colleague. So when we needed a secure, managed FTP server, we immediately thought of Globalscape.”

Globalscape EFT™ meets all of the bank’s requirements for security and automation. EFT also offers encryption and decryption of transfers, a range of security protocols, simplified file transfer automation, complete management and visibility of file transfer processes, and an optional DMZ proxy server for enhanced security.

Lissade stated that “Globalscape EFT had everything we needed to rapidly get moving, from security and encryption to point-and-click automation.”

FNBLI deployed EFT in parallel with the broader rollout of the electronic statements processes. Lissade was pleased that “Globalscape’s support team was very responsive and helpful during the implementation as we determined the best way to automate our systems and processes.”

*“The reporting capabilities save us a lot of time, particularly for audits. I can also see the status of sensitive file transfers at any moment using the reporting tool.”*

- Conrad Lissade, VP of IT at FNBLI



### About HelpSystems

HelpSystems is a people-first software company focused on helping exceptional organizations Build a Better IT™. Our holistic suite of security and automation solutions create a simpler, smarter, and more powerful IT. With customers in over 100 countries and across all industries, organizations everywhere trust HelpSystems to provide peace of mind. Learn more at [www.helpsystems.com](http://www.helpsystems.com).