



The Trusted Solution for Enterprise Secure File Transfer

Application Brief: **Replace Courier/Overnight Services**

Rockland Trust Company replaces email attachments and courier services with Biscom Delivery Server (BDS), providing their customers and vendors easy, real-time, access to important financial data, while maintaining their standard for security.

"BDS was an integral part of making the acquisition of Slade's Ferry Bancorp successful, there won't even be a question of how we're going to get the files from another acquisition next time; BDS will be built into the project plan from the start." – Dave Brown, CISSP, AVP, Information Risk/Security Architect, Rockland Trust Company

Profile: Rockland Trust Company

As the wholly-owned subsidiary of Independent Bank Corp., Rockland Trust Company is the largest commercial bank headquartered in southeastern Massachusetts. The bank provides consumer and business products and services through its more than 60 retail branches, 10 commercial lending centers, five mortgage banking centers, and four Investment Management Group offices. The company has more than 870 employees and \$3.3 billion in assets.

The Challenge

The bank's biggest challenge is protecting their customers' personal identifiable information when sending their data. There are many banking regulations which dictate how such data as account information and social security numbers need to be handled.

The company has a secure email application; it is not, however, sufficient for sending large files. According to Mr. Brown: "The size of files that we needed to send to customers, partners, vendors, law firms, and appraisal companies was much larger than our email attachment limit."

Rockland's method for sending large files was to burn the data onto DVD and send them via overnight delivery. The company had security concerns about the sensitive data getting lost when being sent by courier. Also, many of the documents were time sensitive and delivery by courier service was not fast enough. Additionally, it was taking approximately ten hours a week for staff to manage this large file transfer process.

The Solution

"We looked at other file transfer solutions but none were as easy to use and as secure as BDS," says Mr. Brown. The bank currently has employees within their executive, lending, compliance, human resources, and customer information departments sending almost 100 packages per week with BDS.

BDS is a secure file transfer web application that enables enterprise-class large file transfer. Data transfer is secure, authenticated, and delivered directly from point-to-point. Integrated tracking and reporting capabilities provide a comprehensive audit trail.

Rockland Trust has seen its most measurable benefit by using BDS during their acquisition of Slade's Ferry Bancorp. The process of obtaining Slade's Ferry customer information was a challenge. "We had conversion files from the bank we acquired, basically all of their customer information, and we needed to import that data into our Rockland Trust system. These were multiple files that were many gigabytes in size and they needed to be sent securely and quickly. All the customer data needed to be sent to us from Slade's after end of business day on Friday, so that their customers could become our customers on Saturday morning, and be able to transact business by Monday morning. We used BDS to send the files and were able to transfer all of these large, very sensitive customer files, securely and quickly," says Brown.

About Biscom, Inc.

Biscom Delivery Server is a division of Biscom with a focus on secure file transfer solutions; it solves the security, compliance, and file attachment problems common with email and FTP. Since 1986, Biscom has been enabling enterprise document delivery and workflow solutions for Fortune 1000 companies.

BDS Benefits

- Send large files of any size or type
- NO proprietary hardware appliances required
- Securely transfer sensitive information
- Eliminate FTP servers
- Reduce email attachments
- Track and audit all files
- Platform neutral - Windows, Linux, and Solaris
- Three-tier Services Orientated Architecture (SOA)
- Web-based interface
- Easy to use - reduces Help Desk calls
- Comprehensive APIs to extend and integrate with your existing applications
- Scalable - integrate out of the box with your SAN or NAS
- 100% customizable - change the application to fit your corporate image