



 **DataMotion** / **SuccessStory**

Financial Settlement Services Company

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“Since implementing DataMotion the process is streamlined, resulting in increased productivity and improved customer service. This enables the team to spend our time focusing on more complicated, mission-critical tasks.”

Like many other organizations in their industry, the company was also looking for ways to streamline their processes and increase productivity while maintaining PCI compliance. They intended to initiate an online password challenge protocol in the event that customers' passwords were lost. This required a two factor authentication process they could not do with the previous system. “This is an internal security precaution that allows us to track and prevent internal hijacking of logon IDs and passwords. Self-service password reset also reduced help desk costs.” They were able to achieve this with DataMotion's secure mailbox.

Getting started

The company evaluated DataMotion's secure mailbox along with several other vendors. They chose the secure mailbox because of the system's robust security, and the platform's flexibility allows them to customize and grow as needed. Knowing the DataMotion solution is one they intend to keep for years to come, the company has been building applications around DataMotion solutions.

“We preferred DataMotion's SSL format and flexibility. This made the system ideal for easily working with our existing proprietary systems, as well as the varying systems our customers used.”

The company set up an on-premise deployment of the secure mailbox with large file attachments enabled. Global customers can easily send data securely to the company from their own email systems instead of using complicated FTP clients. All transactions are time stamped as they are sent and received both in and out of the system. The secure mailbox's integrated TotalView report gives full visibility into all of the system's transactions, and can easily be delivered to both customers and senior management, demonstrating fulfillment of SLA requirements.

Getting started

The company's customers experienced a seamless transition to DataMotion with no training required, and no software to install. They now have the tools and data to satisfy auditors, customers, and senior management and can easily prove reports and files are delivered in a compliant and timely way. The ability to properly track a report's delivery has significantly reduced the number of customer support and help desk calls, resulting in lower customer service costs.

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