



 **DataMotion™ / SuccessStory**

A Large Technology Solutions Company

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## CHALLENGE:

Auditable automated report delivery, PCI compliance, Proof of SLA requirements

## SOLUTION:

SecureMail Automation  
Large File Attachments TotalView Reporting

### Background

A large technology solutions company is providing transaction settlement and data information services to over 15,000 retail locations, and is processing more than \$80 billion annually through their world-class settlement system - making them the financial backbone for their industry.

The company processes and transfers thousands of files and reports every day on behalf of their global customers. Details on more than 1.5 billion individual data points, nearly 150,000 unique origins and destinations, and over a 1,000 days of accumulated sales data are stored in the company's data warehouse. The company averages over \$6 billion per month in settled transactions.

### Requirements

The company needed a solution that would:

- Securely transfer files and reports to global customers
- Generate automated reports and deliver them securely via email
- Enable the company to maintain control over all information transfers for auditing and SLA purposes
- Make it simple for the recipient to access with no additional software required
- Offer easy recipient password reset
- Leverage existing systems to provide more functionality
- Pass stringent testing to ensure complete data recovery in the event of a disaster
- Include 24 x7 Support
- Ensure PCI compliance

### Challenges

The company needed a way to generate automated reports from their existing systems and deliver them securely through email to their worldwide customers. Their existing system was in its End-of-life cycle, and had to be replaced quickly. They also needed better metrics to prove files were being delivered in a timely manner as well as measure performance for management. This all had to be done without requiring their customers and partners to install additional hardware or software.

Lack of security options with their old system was also a point of frustration, and a logistical nightmare when connecting customers did not have compatible security options. "Corporate policy dictated the use of an on-premise solution," said a company representative, "yet we needed the flexibility and ease of use of a SaaS solution."

"We preferred DataMotion's SSL format and flexibility," said a company representative. This made the system ideal for integration with our existing proprietary systems, and with partners that had systems that used different security protocols."

"Since implementing SecureMail 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 SecureMail.

## Solution

The company evaluated DataMotion SecureMail along with several other vendors. They chose SecureMail 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 SecureMail'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 SecureMail 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. SecureMail'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.

## Results

The company's customers experienced a seamless transition to SecureMail 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.

"Since implementing SecureMail 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."

## ABOUT DATAMOTION

DataMotion enables organizations to dramatically reduce the cost and complexity of delivering electronic information to employees, customers and partners in a secure and compliant way. The company's easy-to-use solutions for secure email, file transfer, forms processing and customer contact leverage the DataMotion Platform for unified data delivery. In 2012, DataMotion expanded operations as a health information service provider (HISP) with its DataMotion Direct secure messaging service, allowing healthcare organizations to meet emerging Meaningful Use Stage 2 (MU2) requirements. Millions of users worldwide rely on DataMotion to transparently improve business processes and reduce costs, while mitigating security and compliance risk. DataMotion is privately held and based in Morristown, N.J. For the latest news and updates on DataMotion, visit [www.datamotion.com](http://www.datamotion.com), like DataMotion on Facebook® or follow DataMotion on Twitter® @datamotion.

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