Progress® MOVEit®

Abrigo Elevates Data Security with Progress MOVEit

CASE STUDY

abrigo
make big things happen.

INDUSTRY
Software

PRODUCT
Progress MOVEit

SUMMARY
When Abrigo brought its managed service provider footprint on-premises, Progress MOVEit made it a swift, smooth and efficiency-boosting transition.

> "We're very pleased with MOVEit. We've been using the product for a number of years, and it's recognized inside and outside of our organization."
>
> **Charley Hibbard**
> Manager of Systems Engineering, Abrigo

Challenge

Abrigo provides market-leading compliance, credit risk and lending software solutions to community financial institutions, enabling them to think bigger, manage risk and drive growth. Its customers trust Abrigo solutions to allow them to maintain compliance, fight financial crime, process loans quicker and leverage data to strengthen their portfolios.

As a company serving the software needs of financial institutions, Abrigo's chief data concern is maintaining exceptional levels of data security throughout all stages of file transfer. A key differentiator for Abrigo is its focus on consolidating data on its own co-location data center, giving clients the security and control they need to operate with confidence in a dangerous online world.

"We are very deliberate about keeping our customer data on our own co-located data center and out of the cloud," said Charley Hibbard, Manager of Systems Engineering, Abrigo. "We have a fantastic team where we can put all the servers and the infrastructure associated with running a data center in place. We have the skillsets on my team to support this and do our own capacity planning."

But as Abrigo grew, so too did the number of use cases it had to contend with. To fulfill its ambitious goals, the company needed a file transfer solution equipped to handle its data needs as company strategy evolved.

Solution

Abrigo already used Progress® MOVEit® to support one product line, financial crime detection software. MOVEit Automation then became a critical tool enabling the company to absorb its managed service provider footprint into its own co-location data center. This step saved Abrigo customers from having to maintain VPN connections to its previous managed service provider. However, a new work-around was quickly needed. "Our Information Security team would not allow customer VPNs into our production data center," said Hibbard. "That's when we hit the ground with MOVEit Transfer. We were

able to set up a portal which gave customers inroads into getting their core files to us in a secure fashion, and without a VPN requirement."

As Abrigo evolved its business strategy, new use cases began to increase. That is when it further expanded its footprint with MOVEit products. "As new challenges surfaced, it became clear MOVEit was able to speak directly to these emerging challenges." The company adopted the MOVEit EZ client for its customer rollout and the MOVEit Ad Hoc Transfer module for clients needing to upload log files or other files for troubleshooting to the Abrigo support team. Each integrated seamlessly with the company's application servers, the ultimate destination for files managed by MOVEit.

With MOVEit, customers send Abrigo their core business files, using PGP encryption if needed. Uploaded files can then be moved to their exclusive destination for processing. "MOVEit Ad Hoc Transfer improved the customer experience simply through the way that the

workflow played out. They used a temporary account and changed the password. It just felt a lot more secure than what they had been using before," said Hibbard.

Results

Customers have seen a significant improvement in their experience exchanging files with Abrigo. "Historically managing connections with our managed service provider, especially with smaller institutions, added significant overhead, challenges and impacted the customer experience. Adding MOVEit Transfer and moving to a co-location data center allowed us to simplify the customer experience and add efficiency," said Hibbard.

Hibbard summarized the company's thinking, "We're very pleased with MOVEit. We've been using the product for a number of years, and it's recognized inside and outside of our organization. It's just something we're very comfortable using."

About Abrigo

Abrigo provides market-leading compliance, credit risk, and lending software solutions to enable its customers to think bigger, allowing them to maintain compliance, fight financial crime, process loans quicker and leverage data to strengthen their portfolios. Learn more at www.abrigo.com

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