



FNBLI Secures Electronic Customer Statements with GlobalSCAPE®

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.



FNBLI has built its reputation as the bank “Where Everyone Knows Your Name®.” In an effort to improve efficiency and improve customer service, the bank now offers its customers the option of receiving statements electronically. But before it could implement this service, it needed a way to securely manage file transfers with the statement-processing provider. Having successfully used another GlobalSCAPE® solution, FNBLI again turned to GlobalSCAPE for assistance.

The 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.

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 Solution: GlobalSCAPE EFT Server™

After evaluating various options, the FNBLI team selected GlobalSCAPE Enhanced File Transfer™ (EFT) Server 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 Server™ meets all of the bank’s requirements for security and automation. EFT Server 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 Server had everything we needed to rapidly get moving, from security and encryption to point-and-click automation.”

FNBLI deployed EFT Server 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.”

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The Results: Satisfied Customers, Reduced Costs, and Audit Support

The electronic statement option has been very successful with FNBLI’s customers. Many customers have adopted the electronic statement option, and now the bank saves time and money on the operational costs of preparing, burning, and shipping statement CDs to all of its business customers. The savings will continue to grow as more customers opt for electronic statements.



FNBLI exchanges statement data every day with the document delivery service, in both directions. The files vary in size depending on the day. EFT Server automatically encrypts and decrypts transfers sent to/from the external service, and tracks/audits each transfer.

EFT Server's reporting capabilities give the bank essential visibility and support for audits. Lissade says, "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."

The Future: More Applications Beyond Customer Statements

FNBLI has already expanded the use of GlobalSCAPE EFT Server beyond customer statements by creating a secure FTP site for the bank's marketing team.

The marketing team frequently exchanges content and artwork files with outside vendors for publishing and creative efforts. Before EFT Server, the team shipped CDs or USB drives containing the files to the vendors. This was both time-consuming and costly. Now the marketing team has its own, separate FTP service using EFT Server.

Moving forward, the bank expects to continue expanding applications for EFT Server. As Lissade said, "Having a secure, easily automated file transfer service helps us operate with outside business partners more securely and efficiently, while meeting regulatory compliance requirements. This not only benefits our customers, but also makes the entire organization more competitive."

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