

File transfer time reduced from
7 hours 40 minutes to 3.1 minutes



HSBC Bank Brasil S.A.

Location

São Paulo, Brazil

Industry

Financial Services

Revenues

US\$2.15 trillion as of June 30, 2007

Business challenge

Implement a new file transfer platform, enabling banking customers to do business electronically with increased productivity, efficiency, and effectiveness

Solution

Sterling Managed File Transfer™

Benefits

- Increased the number of processing times from 4 to 11, for customers to engage in real-time transactions
- By reducing file transfer time from 7 hours 40 minutes to 3.1 minutes, the new solution let the bank offer customers a product that discounted receivables in a few minutes
- Increased bank's productivity by supporting high data volumes
- Improved overall efficiency by rapidly delivering information to customers

Customer background

HSBC Bank Brasil S.A., a wholly-owned subsidiary of HSBC Holdings, is one of the largest financial groups in the world. Headquartered in London, HSBC Group is present in 83 countries in the Americas, Europe, Asia, the Middle East, and Oceania.

Business challenge

HSBC Bank's electronic banking service is called Connect Bank. Previously, Connect Bank's file transfer solution was based on queuing and prioritizing, which meant all files were placed in a single queue, according to a given priority. The send/receive process took, on average, 7 hours and 40 minutes for low-priority files.

In addition, the bank previously operated with four processing cuts (preset times to process files), and the receivables were

accumulated. The former file transfer platform also showed some restricted processes and functionalities to meet market needs; high downtime risk; and an inflexible infrastructure to expand the customer base. Besides that, the return files had to be recreated manually, and customers who needed file formatting and translation were required to use other partner channels (VANs, Host-to-Host, and so on), which increased overall costs.

Solution

Now HSBC Bank uses Sterling Managed File Transfer to remove the barriers of traditional file transfer protocol and improve the overall function. This solution enables the bank to manage growth and productivity because it supports high data volumes, ensures security, and offers higher levels of service.

“Sterling Managed File Transfer greatly reduced our file transfer timetable, which not only improves our productivity, but our customers’ as well. Now our electronic banking process is much more efficient and effective.”

Ivo Katz
Senior Executive, Business Channel,
HSBC Bank

The greatest improvement for HSBC Bank was the development of 11 processing cuts for the billing application, which, among other services, allows customers to cash checks through Connect Bank in real-time. The average time for file transfer also greatly improved. Before Sterling Managed File Transfer was in place, customer files took 7 hours and 40 minutes to process because they were queued and prioritized first. Now they take 3.1 minutes, regardless of file type.

With Sterling Managed File Transfer, hundreds of thousands of files are processed daily at HSBC Bank, more than 50 business applications are supported, and 24,000 customers exchange files with the bank efficiently and effectively.

Key benefits

In addition to developing more processing cuts and greatly reducing file transfer time, Sterling Managed File Transfer also:

- Provided unmatched data security
- Improved customer satisfaction
- Increased agility
- Enabled successful growth management
- Helped HSBC meet market demands
- Led to more business for strategic products, like billing and online check cashing
- Improved performance and reliability
- Decreased costs (now there is no need for connection channels between customers and the bank)
- Increased productivity, efficiency, and effectiveness

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.com.

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