

Shanghai Commercial and Savings Bank found their operational efficiency greatly improved after implementing Connect:Direct



Shanghai Commercial and Savings Bank

Location

Taiwan

Industry

Banking

Business challenge

To implement a system that can transfer and process data securely and efficiently

Solution

Connect:Direct®

Benefits

- Increase operational efficiency
- Reliable file delivery
- Trusted data movement

Customer background

First established in Shanghai in 1915 with the aspiration of "service to society, support for industry, and prosperity to enhance international trade," Shanghai Commercial & Savings Bank (SCSB) is now one of the largest privately held banks in Taiwan. It is the premier choice for small and medium enterprises, and recognized for its efficient trade finance and foreign exchange services.

Business challenge

In the last decade, Shanghai Commercial & Savings Bank has survived the impact of the Asian financial crisis, SARS, and the challenge of increasing non-performing loans after the burst of the dot-com boom. Today, SCSB has never been more

competitive, keeping pace with ongoing innovation, and carrying out reform and restructuring to provide customers with innovative services and products, while maximizing shareholders' value through modern and flexible operations. In order to maintain this high level of service, SCSB needed a software solution that could securely and efficiently transfer and process the data that could not be managed manually. "We deal with around 12 gigabytes of information daily," said Hsieh Ping-huang, Senior Vice President of SCSB's IT Program Office. "This takes up a great deal of time as data processing and transmission are tasks too difficult for the workforce to accomplish with the necessary accuracy and stability."

"We've been using it for more than 10 years and it has not once failed us."

Di Chin-li
Deputy Executive Vice President,
I.T. Department,
Shanghai Commercial and Savings Bank

Solution

Connect:Direct from Sterling Commerce ensures secure and on-time data delivery to the right destination. The point-to-point file transfer software is designed for secure, high volume delivery of files within and between enterprises. Connect:Direct has allowed SCSB to move their files quickly, efficiently, and with confidence. "We trust Connect:Direct 100% for data movement, especially business sensitive data," said Di Chin-li, Deputy Executive Vice President, IT Department, SCSB. Di disclosed that the time saved has allowed his bank to offer better service to end users. He stated, "The bank can now spend more time on doing research and case studies based on the data."

Connect:Direct has greatly increased SCSB's operational efficiency, proving why it is the industry-leading solution worldwide for assured, secure delivery of files, especially in the demanding financial services and telecommunications industries.

Many existing file transfer solutions built on FTP do not have the necessary mechanisms for management, monitoring, or advanced security, which is why more than 100 enterprises in Taiwan are now using Sterling Commerce software products which were introduced by a long-term Sterling Commerce partner, the Taipei-based Galaxy Software Services.

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.

Connect:Direct is part of Sterling Managed File Transfer™, a suite of products that provide transmission services, management/monitoring, security, automation/integration, and SLA management for enterprise data transmissions. These products deliver higher levels of service, help manage growth, and remove the risk of security breaches for all the file transfers that drive business.

Key benefits

Increase operational efficiency

Connect:Direct provides the sheer capacity of transfer rates that simply cannot be done manually, and performs such tasks securely, efficiently, and quickly. Connect:Direct has the ability to transfer high volumes and large files with no defined limits on file sizes.

Reliable file delivery

Connect:Direct provides built-in automation and checkpoint restart to ensure lights-out operations.

Trusted data movement

The proprietary and secure Connect:Direct protocol has never been breached. Sterling Commerce is committed to helping its customers satisfy regulatory and industry requirements within their file transfer operations.

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SC0677 07/09