SEEBURGER
BUSINESS INTEGRATION

As a leading technology service provider for prominent banks & insurance companies Raiffeisen Informatik relies on leading-edge technology to deliver the highest security and easy-to-use services for its customers

Raiffeisen Informatik chose SEEBURGER BIS FileExchange for its highly configurable technology and comprehensive technical capabilities to add to its customer-friendly service offering for its banking and insurance customers.

As a service organization with an earned reputation for excellent service and its ability to solve complex requirement scenarios for its customers, Raiffeisen Informatik was in search of a vendor with technology that could be trusted to maintain its high standard of service. This means that the file exchange solution needs to be user-friendly, always available, highly secure as well as technically robust to handle multiple customer set ups, including in-depth customization across global solution settings and on a per administrator basis, for service efficiency and flexibility.

''In addition to provide an easy to use service and the technical specifications needed, SEEBURGER also offers a flexible licensing model based on actual usage of the service, which means our customers are using a high value, lower cost service,'' explains, **Johannes Freudl, Team Leader - Managed File Transfer, Raiffeisen Informatik GmbH**

User-friendly is Business-friendly

Service providers are only as successful as customers are happy. A simple to use BIS FileExchange service for Raiffeisen Informatik's portfolio requires three levels of user-friendliness: 1) For Raiffeisen Informatik to configure the services to individual customer specifications; 2) For customers of Raiffeisen Informatik wanting administrator and sub administrator roles to straightforwardly manipulate the file exchange settings for their organization; and 3) For end users, both internal and external, to intuitively send and receive files.

BIS FileExchange at Raiffeisen Informatik Quick Facts

- Accessible anywhere file sharing, web, mobile etc.
- Supports all use cases in one – ad hoc, scheduled, host-to-host for internal and external users and data of any kind
- User-friendly tool requiring minimal support
- Interface customization according to brand guidelines
- Customization options such as folder structure, access rights to entire structures files
- End user configuration permissions, duration and password protection
- Supports multiple languages
- High security, robust configuration capabilities

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An easily usable file exchange service for end users and administrators ensures happy customers, while also providing maximum independence from Raiffeisen Informatik support for end users and administrators, which has the benefit of reducing operational costs for Raiffeisen Informatik. Usability features include:

- Ability for lines of business to send ad hoc files easily, via email attachments, web based, or mobile access
- Ad hoc exchange all within the same service between internal and external users, with direct download links
- All-in-one step control over how long and how many times a file/set of files may be downloaded and password security if warranted, including high security password requirements via a separate channel
- Fully integrated access to files shared across all channels, providing multiple access points to all files
- Native support for large (high GB range) file transfers
- Automatic file upload/download alerts – fully customizable
- Simple upload permit creation for external users, one click re-sharing uploaded files, multiple permit creation
- No need for external users to configure any system, no download needed to receive or send files
- Flexible enough to function on all operating systems, support for multiple languages

World Class Security for the Banking Industry

Raiffeisen Informatik provides technology in full accordance with the latest data protection and data security standards. Top security priorities for the service include:

- Secure protocols, encryption and support for SSL (TLS 1.2)
- Compliances with industry and compliance regulations
- LDAP service including authentication with single sign-on
- Compatible with a reverse proxy, ensure information is never persisted in the DMZ, affording reinforced information security for DLP
- Options for end users to have automatic deletion of successful file transfers for sensitive data sharing
- Automatic alerting to user/user groups for a file upload
- Secure password encryption and resetting
- Compatible with resiliency backups (active cluster option)

Robust Administration Tools and Customization

The flexible architecture of the technology meets multiple use cases and scenarios with one comprehensive solution:

- Large file transfer of sensitive information in either structured data exchange by end user ad hoc file transfers, to host-to-host automatic unstructured date exchange scenarios all in one tool
- Customizable product for each customer, including administration rights branding, file folder structure, protocol and more
- Reporting and auditing capabilities, custom reports, including upload and download reports, space used per customer and per user
- Adjustable roles for administrators and sub administrators including special sharing rights between sub administrators
- Able to tailor/restrict space quotas, sharing channels, and file sharing settings for each customer and user groups

About Raiffeisen Informatik

Raiffeisen Informatik has been providing professional IT services for major customers in Austria and abroad for more than 45 years. As Austria's largest IT service provider, Raiffeisen Informatik is responsible for operating the Raiffeisen Banking Group's IT infrastructure and running computer systems for numerous other major Austrian companies – putting the expertise and professionalism to the test for countless customers every day.

The highest security and quality standards, optimal availability of services and failsafe infrastructure are at the heart of the successful data centre operations.

Raiffeisen Informatik operates in over 30 countries, with over 42,000 customers, 3,000 employees and over 100 branches.

For more information on Raiffeisen Informatik visit:

www.raiffeiseninformatik.at/en

More information on BIS FileExchange:
www.seeburger.com/managed-file-transfer

More success stories:
www.seeburger.com/case-studies