



Introduction

The banking sector is often one of the first to see the advantages of new information technology. From the early days of electronic data processing to online payment and customer accounts, IT has helped banks improve customer service and employee productivity. Now file synchronization and sharing with mobile access makes sense too. This is a smarter way to share documents and other content than sending it via email. Bank representatives can get timely access to information that can help progress internal meetings, successfully conclude business transactions and provide support for on-the-go activity and authorized access from within or without a bank's offices.

First United Bank – in the Spirit of West Texas

With some 300 employees and offices in West Texas, First United Bank saw the potential benefits of making file synchronization and sharing part of its information management strategy. As a dynamic communication and collaboration solution, it would also support the bank's mission to "offer innovative financial products and services delivered by responsive, friendly and knowledgeable professionals who will strive to create the ultimate customer experience".

File Sharing and Synchronization for Employees and Board Members

The bank's objective was to create a private cloud to enable employees to work more efficiently, and also to allow board members who are not employees to securely view confidential financial meeting notes. Trying to do this using email has several disadvantages. Emails with attachments can end up in many different places, making it difficult to ensure proper data backup and confidentiality. On the other hand, the right file synchronization and sharing solution can limit access appropriately and avoid problems of confidential data stored outside the bank's control.

Security and Compliance to Match Existing Infrastructure

Together with productivity and efficiency, security is therefore also an important consideration. First United Bank wanted to host its own file sharing and synchronization service in a way that fitted in with its existing IT architecture and offered capabilities to protect data across all accessing devices – including monitoring, preventing and resolving any instances of data leakage. Banking and government regulations also required user activities to be recorded within a secure system for audit purposes.

Additional Requirements for Cost-Effective, Mobile Access

As Sean Rich, Vice President & Senior Network Engineer for First United Bank, explains, a file sharing and synchronization solution hosted by the bank itself “must work with iPad and Android devices. It must have the ability to work with Active Directory and give use the ability for read only settings.” In addition to providing the requisite functionality, the solution must be affordable. Banks feel the same pressure as enterprises in other sectors to keep costs to a minimum and compete effectively to win customer business.

FileCloud Advantages for First United Bank

After considering different vendor solutions with varying functionality and costs, First United Bank chose FileCloud and its unique capabilities for securely synchronizing and sharing files. FileCloud was integrated into the bank's IT infrastructure without the need to either move data or reconfigure permissions. Immediate interworking with the existing Active Directory implementation made it easy yet safe to give users access to files and data. FileCloud's detailed connected devices inventory and activity and access logs brought First United Bank all the tools needed for data compliance too.

Looking Forward to the Future

FileCloud is now an ongoing success story for First United Bank. Sean Rich says "FileCloud has allowed the IT department to offer a solution to our executive team and board members for accessing confidential bank data outside our network using mobile devices. This has been a big hit with our users and we hope to continue to use it for other solutions in the future." The first phase of deployment has also given First United Bank further ideas about how to enhance the end-user experience, while maintaining full security. FileCloud and First United Bank will be working together to bring new features to bank employees and board members.



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Sean Rich
Vice President & Senior
Network Engineer

Find Out More about FileCloud Today

FileCloud is available for you too to run your own private cloud storage, synchronization and sharing solution for your employees, customers and clients. Highly scalable and robust with the features you need for secure, productive, cost-effective enterprise file sharing and synchronization, FileCloud is suitable for deployments anywhere from tens to millions of users.

Contact FileCloud today to discuss your requirements and to [try FileCloud for free on your own server for 14 days.](#)