



CASE STUDY (Globalscape)

CIBIL Turns to Globalscape EFT™ Solution for Business-Critical File Transfers

Automated File Transfer Tool Enhances Security and Improves Efficiency

Founded in 2000, the Credit Information Bureau Limited (CIBIL), India's first credit information company, has redefined how India's financial institutions examine and approve consumer loans.

Once a month, CIBIL creates and distributes a comprehensive credit report to assist lenders in evaluating and improving the loan application process. More than 900 financial institutions rely on CIBIL's financial reports to make lending decisions. The bureau launched in 2004 with only 4 million records, and currently houses over 300 million consumer and commercial credit reports.

For years, CIBIL manually shared its reports through email and CDs, a time-consuming strategy that hurt efficiency for both CIBIL and its partners. There were several issues with this process:

- > CIBIL was limited in the amount of data they could send via email
- > Highly-confidential financial data was put at risk
- > The file-sharing process was resource-intensive

In order to more effectively serve its client base, CIBIL needed a more dynamic file transfer system that could keep pace with the information and security needs of its customers.

"Our clients needed faster, more reliable access to our credit reports. Any delay on our part would directly impact their ability to make lending decisions," said A Shiju Rawther, CIBIL's Assistant Vice President of IT Infrastructure. "There were also growing concerns around security. We needed to rethink our entire file sharing process."

KEY DETAILS



"Globalscape's solution has considerably enhanced our business productivity and end-user experience..."

- A Shiju Rawther, Assistant VP of IT Infrastructure

Improving Where it Counts: Increasing Productivity While Enhancing Customer Experience

After researching several file-transfer solutions, CIBIL selected Globalscape EFT.

Globalscape's file transfer solution empowers CIBIL to:

- › Schedule fast and fully-automated transfers for 900+ financial partners
- › Provide unprecedented file security through file encryption and password authentication
- › Increase visibility into file behavior inside and outside the organization

"Globalscape's solution has considerably enhanced our business productivity and end-user experience," continued Rawther "Today, our members benefit from faster downloads and improved security. The solution has significantly improved the customer experience."

Globalscape EFT has grown into a business-critical tool for CIBIL.

"The FTP server is crucial to our business strategy. The deployment was quick and easy, and the Globalscape team always provides quick and effective support," said Rawther.

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