Progress® MOVEit®

15-Year MOVEit Customer Copp Clark Expands MFT Capabilities with MOVEit Cloud and MOVEit Automation

CASE STUDY

COPPCLARK
ESTABLISHED 1841

COMPANY
Copp Clark

INDUSTRY
Financial Services, Publishing

PRODUCT
Progress® MOVEit® Transfer
Progress® MOVEit® Cloud
Progress® MOVEit® Automation

COUNTRY
Canada

SUMMARY
Based in Toronto, Ontario, Copp Clark is the global authoritative source for holiday observances affecting world financial markets, transmitting holiday closure data to its 1,000+ financial, technology and manufacturing clients. For more than 15 years Copp Clark has relied on Progress® MOVEit® to transmit this data securely, and today relies on multiple products from the MOVEit suite, including Progress® MOVEit® Transfer, Progress® MOVEit® Cloud and Progress® MOVEit® Automation, to meet the evolving needs of its clients.

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>
> **Todd Ruthman,**
> Director of IT, Copp Clark

Challenge

On any given day there are holidays around the world that affect financial markets. Without accurate, timely market closure data, the risk of failed trades, lost revenue, administrative costs and damage to reputation increases. Copp Clark introduced its market closure notification services with paper publications in 1984 and transitioned to digital in 2000, using a traditional FTP server and email to deliver files.

As Copp Clark's roster of clients grew, that methodology proved to be too labor intensive, and its growing list of financial clients required a more secure solution.

"Most of our customers are in the financial services sector and they began telling us they need a more secure file transfer solution," said Todd Ruthman, Director of IT, Copp Clark. "With file transfer at the core of our business, we set out to find the best option for a managed file transfer solution."

Solution

After conducting a thorough market search, which at the time was a relatively young secure file transfer market, Copp Clark began its journey with Progress® MOVEit® in 2008.

"There weren't that many vendors in the market at the time offering managed file transfer," Ruthman said. "MOVEit gave us the key features to go from FTP to SFTP, and the web client turned out to be a nice bonus enabling clients to log in and download their files manually if they had to. It also had a good user interface for managing users and user access."

And that web client feature is still important today as we regularly monitor who is downloading files, if there are any problems and if they are downloading too often," he continued.

With a small IT team, the ease of use of MOVEit has proven valuable to Copp Clark as non-technical users can onboard new clients without IT's help.

"With a lean team, having our account managers being able to log in, create users, debug

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and provide support on connection issues has been very helpful," Ruthman said. "As we continue to grow, that ease of use grows in importance."

The growing capabilities of MOVEit have been vital to support Copp Clark's growth over the years. In 2015 Copp Clark went on to adopt Progress® MOVEit® Cloud for onboarding new customers and now, with over 1,000 clients, is beginning to implement Progress® MOVEit® Automation as well.

Results

Today, as new customers are added to Copp Clark's roster, they are onboarded to MOVEit Cloud. This provides Copp Clark with the leverage they need to grow with a small team.

"Moving forward we weren't sure how many more customers we could handle in our on-premises model," Ruthman said. "The biggest benefit of the cloud is outsourcing more of our IT needs and the fact that disaster recovery is already in place. We like not having to think about patching, uploading and testing all the servers, and we don't like dealing with outages—now Progress takes care of it all."

Although Copp Clark is just getting started with MOVEit Automation, Ruthman can already see the benefits, the main one being having up-to-date protocols, which its previous solution lacked.

"They weren't keeping their transfer protocols up to date and we were running into issues with banks who are keeping up to date and we could no longer connect to their servers," Ruthman said. "Now we can go in and choose what we want—we have no issues connecting to the servers with this new software."

Additionally, MOVEit Automation provides the ability to encrypt files before transfer as well as extensive logging capabilities.

"Automation has a lot of the same features we like about Cloud," he said. "Our colleagues can log in and easily review the logs and how files are being processed—it's a nice system."

Moving forward, Ruthman is confident that MOVEit can keep pace with Copp Clark's growth and the evolving security needs of its clients.

"We are more or less beholden to the evolving security requirements of the financial market sectors and because of that, even though our files do not contain personal information, they still need confidence that we're compliant," he said. "We need to be able to check the boxes that we are compliant—and with the capabilities of MOVEit, we can."

About

Based in Toronto, Ontario, Copp Clark is the global authoritative source for holiday observances affecting world financial markets, transmitting holiday closure data to its 1,000+ financial, technology and manufacturing clients.

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