



Cartes Bancaires

Employees at Cartes Bancaires now use kiteworks to securely share files and encourage colleagues and customers to do the same.

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Stéphane Jouanne
IT Manager

Cartes Bancaires is the national interbank network of France with over 46,000 ATMs and one million EFTPOS acceptance points. Known almost everywhere by its abbreviation CB, the organization acts as a universal system of payments and cash withdrawals by card. It represents 8 billion transactions, roughly 130 banks or member payment organizations, 1.2 million merchants in France, and nearly 60 million cardholders. CB is a Groupement d’Intérêt Economique (GIE) comprising of around 130 financial services organizations. The group’s function is to provide governance, security, and administration of the CB system.

Challenges

Before kiteworks by Accellion was installed at CB, the systems for exchanging files were diverse, complex, and disorderly. Several different methods were used, including sending files over email and instant messenger, and uploading them to a number of FTP sites. The method varied depending on the preferences of individual users, which lead to a great deal of confusion. The situation was complicated further by the fact that some users were CB employees, while other users were external customers or partners with alternative ways of sharing files.

FTP sites were often costly and inconvenient, and placed a significant burden on the IT teams responsible for fixing the frequent problems that arose. Messenger and email only worked for certain files, and would often slow down web servers. Open source methods of file sharing were not used, because such methods were inherently insecure. Given the volume, importance, and sensitivity of much of the data and information used by CB, the organization began looking for a secure, fast, and user-friendly file sharing solution that could replace all of the existing methods.

The varied methods for exchanging files, depending on the preference of individual employees, external customers, and partners, lead to a great deal of confusion at Cartes Bancaires.

Solution

kiteworks was seen as the ideal technology for CB as it addressed all of the file sharing and security challenges. Its security and straightforward functionality pleased IT teams, security personnel, and users, and improved efficiency. Initially, CB deployed the solution for a three-week trial period. The feedback from testers was extremely positive, which led to the selection and installation of kiteworks for on-going use.

Users are often highly reluctant to change behavior when it comes to IT, as new technology often carries a steep learning curve. This was not the case with kiteworks at CB, which is universally seen as simple and easy-to-use – compared with previous methods. The kiteworks user access authentication was instantly familiar. All a user needs is the kiteworks web-link, username, and password to be able to access and use the solution.

“All it took was a two-minute demonstration and I understood everything. I now use kiteworks to exchange all my files and encourage colleagues and customers to do the same,” said one CB employee. The proportion of internal users currently using the system is very high, and is expected to reach close to 100% by the end of the year.

Many external users are also using the solution to upload files, and very few have been given guidance on how to use the system. CB's IT team has only needed to send out the 'How to use kiteworks' user guide about three or four times.

Similarly, the integration process into CB's IT environment was quick and problem-free. In total, the solution took only one-week to install with assistance from the technical team at Accellion. The Accellion technical team also helped train the CB internal team. The system is also very low maintenance and requires much less administration and troubleshooting than previous methods including the FTP sites.

Summary

kiteworks by Accellion has brought a number of tangible benefits to Cartes Bancaires. It is an easy-to-use and highly secure file sharing solution that has helped boost employee productivity, protect important company documents and decrease administrative burdens on IT teams. “The transition to kiteworks has been incredibly smooth,” comments CB IT Manager, Jouanne. “Both internal and external users are very happy, and next year we may look into expanding the solution so it can be used on mobile devices.”

About Accellion

Accellion, Inc. is the industry leader in providing private cloud solutions for secure access and sharing of enterprise information across devices, enabling employees to work securely wherever. Founded in 1999, Accellion is an award-winning, private company headquartered in Palo Alto, California with offices in North America, APAC, and Europe. The company has evolved from its roots in cloud storage into a leading enterprise security software provider. More than 12 million business users and 2,000 of the world's leading corporations and government agencies, including Procter & Gamble; Indiana University Health; Kaiser Permanente; Lovells; Bridgestone; Harvard University; the Securities and Exchange Commission; and NASA use Accellion solutions to protect confidential information, ensure compliance, increase business productivity, and reduce IT costs.

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