opentext™

SUCCESS STORY

The Mansfield Building Society

Industry
• Finance and Banking

Solution
• OpenText™ XM SendSecure™

Services
• OpenText™ Optimize Managed Services

Partner support
• Docuflow Ltd

Results

Accelerated staff workflows by automating manual security measures

Increased security protocol compliance both internally and with partners

Implemented 2-factor authentication

MANSFIELD
BUILDING SOCIETY

The Mansfield Building Society improves security and dramatically boosts staff efficiency

UK mutual banking organization saves hours of staff time daily while improving security with OpenText™ XM SendSecure™

"The implementation of the SendSecure solution was quite smooth, and support was fantastic. We had SendSecure working on all machines within a week. Our employees send a fair few documents every day, and SendSecure saves a lot of paper, plus hours and hours of their time."

Will Sanderson
IT Support Technician
The Mansfield Building Society

The Mansfield Building Society is an independent mutual banking organization that has been operating continuously in Mansfield, Nottinghamshire in the UK since 1870. It now offers a full portfolio of financial services to customers across England and Wales, including savings accounts, many types of mortgages, and investment services. As of 2017 it possessed over £360 million in assets.

The Society had implemented strict, industry-leading information security practices that put them well ahead of the curve. Any documents containing customer identification of any kind were 256-bit encrypted and protected with long, complex passwords.

Unfortunately, the workflow necessary to ensure this high level of security was extensive, requiring hours of staff members' time every day. All files to be sent needed to printed and then scanned into password-protected PDFs. The files could then be e-mailed out, but employees needed to manually provide the recipients with the passwords separately, via either a phone call or text message.

To ensure the policy was being followed, the Society's IT staff watched incoming and outgoing e-mails for passwords being sent, which would be improperly circumventing security rules. Because it was hard for staff members to remember 16-character passwords, they couldn't be changed as often as would be prudent. It was also difficult for the Society to ensure compliance for incoming files from outside organizations, who frequently didn't have such strict policies.

The Society decided their current system was unsustainably time-intensive, but that their high-security policies needed to be preserved. The search began for an alternative method that would maintain data protection while dramatically increasing speed, convenience, and compliance.

XM SendSecure was the solution they selected because of its blend of a high security, customizable 2-factor authentication system with tremendous ease of use.

Today the Mansfield Building Society is seeing tremendous benefits from implementing XM SendSecure. Staff members save hours each day (and lots of paper), that they'd previously expended printing, scanning, and forwarding confidential information. The hassles of accurately conveying long passwords via phone or text have vanished. All employees need to do is put their files in SafeBoxes, which is about as easy as attaching files to e-mails. SendSecure takes care of the rest.

Will Sanderson, Society IT Support Technician, was very pleased with the speed with which the solution was deployed, *"The implementation of the SendSecure solution was quite smooth, and support was fantastic. We had SendSecure working on all machines within a week."*

The Mansfield IT department no longer has to spend so much time ensuring policy compliance, because everything is so much easier and more intuitive.

The Society has been so pleased with the new system that they rolled it out to their marketing department as well. Previously Marketing had limitations on file sharing technologies placed on them by the IT department protecting the Society's network, but SendSecure provides a convenient, secure alternative.

Many outside organizations are still behind the Society's security standards. With SendSecure's personal link functionality, the Society can offer use of their solution to these outsiders for incoming files.

"Our employees send a fair few documents every day, and SendSecure saves a lot of paper, plus hours and hours of their time," Will concluded.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit **opentext.com**.

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