

# National Bank of Abu Dhabi

National Bank of Abu Dhabi uses Micro Focus® FileXpress® to create a company-wide standard for file transfers.



## Overview

The National Bank of Abu Dhabi (NBAD), The Number One Bank in UAE, operates in 13 countries on four continents. It has a network of more than 120 branches and 500 ATMs in the UAE, and provides 24/7 account access via Internet banking, an SMS-based payment service, and a 24-hour call center.

Since 2009, NBAD has been ranked as one of the “50 Safest Banks in the World” by Global Finance magazine. In 2011, Euromoney magazine also named NBAD the Best Bank in the UAE for the third consecutive year and for the fifth time in a decade.

NBAD began looking for the best way to strengthen security for data in transit while adhering to industry regulations, such as PCI DSS. The

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### MR. MAHMOUD YASSIN

Lead Security Engineer  
National Bank of Abu Dhabi

bank found all that and more in the FileXpress managed file transfer solution.

## Challenge

NBAD’s strategic vision, defined by Group CIO Mr. Srood Sherief, included strengthening security and facilitating regulatory compliance. To realize this vision, Mr. Hossam El Korbasy, head of IT infrastructure, needed an enterprise-strength managed file transfer solution that could:

1. Secure and facilitate interactions with business partners.
2. Establish a secure and manageable process for deploying updates to customer-facing websites.
3. Adhere to current and upcoming regulations related to data management and transference within the bank, especially the management of credit card information as defined by Payment Card Industry Data Security Standards (PCI DSS).

Ultimately, NBAD hoped to find a solution capable of defining a company-wide, policy-based standard for all file transfers. The bank planned to launch the chosen solution in phases that could be measured for success and refined as needed.

## Solution

With FileXpress, NBAD found the flexible solution they needed. For starters, FileXpress worked seamlessly within NBAD’s existing Windows and Unix (Solaris) framework, so all projects were able to move forward without any environmental adjustments—a bonus from a cost-savings perspective. What’s more,



## At a Glance

### ■ Industry

Banking

### ■ Location

United Arab Emirates

### ■ Challenge

NBAD didn’t have a company-wide standard for file transfers that was flexible enough to support partner, public, and internal requirements.

### ■ Solution

Use FileXpress to set the company standard for file transfers—strengthening security, facilitating compliance, and meeting business partner needs.

### ■ Results

- + Addressed business partner demands with multi-protocol support.
- + Facilitated compliance with data security regulations, such as PCI DSS, with the latest authentication, authorization, and encryption technologies.
- + Gained secure, one-way synchronization between the staging and production servers.
- + Implemented a standard, company-wide policy for handling file transfers.

**The PCI Security Standards Council offers a range of resources—including specifications, tools, and measurements—to help organizations ensure the safe handling of cardholder information. The keystone of protection is the PCI Data Security Standard (PCI DSS), which dictates rules for handling sensitive cardholder data, both in-transit and in-storage.**

FileXpress accommodated NBAD's plan to adopt a phased approach to implementation. Phase 1 consisted of a small, well-defined project aimed at quickly enhancing NBAD's reputation with business partners and meeting legislative requirements regarding data transfers. Measured by the bank's key performance indicators, this phase was a resounding success for these reasons:

- Support for multiple secure file transfer protocols eliminates the need for partners to change their own transfer standards.
- Automated features save time and money by reducing unnecessary manual labor costs related to writing and maintaining complex scripts. These features include:
  - Email notifications for successful file transfers and email alerts for failed file transfers.
  - Error-handling routines that automate the actions required when a file transfer fails.
  - Checkpoint restart, which allows a stalled file transfer to resume where it left off instead of at the start of the file.
  - Post-processing actions that automate the initiation of post-transfer activities.
- A single repository for reporting and auditing enables the bank to easily view 1) access rights (e.g., user A has rights to business partner C's FTP/SFTP server), and 2) transfer activity at the user level.
- Support for the latest authentication, authorization, and encryption technologies helps NBAD comply with data security mandates, such as PCI DSS.

By the end of Phase 1, NBAD had implemented a highly configurable, maximum-strength security solution that could match or exceed the security level of any partner. This solution also

provided the comprehensive support needed to comply with internal and external security mandates.

Phase 2 consisted of standardizing and securing the process for updating public-facing websites, which are held in the Demilitarized Zone (DMZ). With FileXpress, NBAD now has a secure and reliable way to push updates out to the web application server, either manually or on an automated schedule.

Phase 3 involved extending the use of FileXpress to internal transfers—thereby establishing a standard, enterprise-wide process for all file transfers occurring between servers inside of NBAD's corporate network and data center.

### Results

"The most important aspect of the project was working with a partner who understood the enterprise vision," said Mr. Mahmoud Yassin, lead security engineer for NBAD. "Attachmate (now part of Micro Focus) was one such partner. In the first project, the combination of their professional approach and robust, enterprise-level software solution gave us the confidence to move forward."

With FileXpress, NBAD has been able to improve interactions with partners and customers; secure external file transfers; adhere to data security regulations, including PCI DSS; and standardize data-in-transit policies throughout the bank.

The winning formula for NBAD was the fact that the solution was introduced, serviced, and supported by our regional office—resulting in fast and agile responses. This more personalized service demonstrates the depth of knowledge that runs through our company.



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