

Brentwood Bank Saves Five Hours Daily and Gains Peace of Mind with MOVEit Managed File Transfer

CASE STUDY



INDUSTRY

Banking and Finance

PRODUCT

Progress® MOVEit® Automation
Progress® MOVEit® Cloud

COUNTRY

United States

SUMMARY

Brentwood Bank, a 100-year-old community bank in Pittsburgh, relies on Progress MOVEit Automation and Progress MOVEit Cloud to securely manage and streamline critical file transfers across departments and vendors. The solutions have notably improved efficiency, enhanced security and freed up valuable IT resources—all while supporting compliance needs.

Challenge

[Brentwood Bank](#), headquartered in Bethel Park, PA, is a six-branch community bank with a century-long legacy of trusted financial services. As a financial institution, secure file transfer is imperative to protect sensitive data such as personal identifiers, credit card records and payroll information.

With a lean IT team of just 10, led by Vice President and Director of Information Technology David Christopher, the bank faced constant setbacks from manual file transfers—introducing errors, forcing script maintenance and increasing audit concerns.

An ordinary task—such as encrypted quarterly file delivery—could take up to three hours and tie up staff who were needed on higher-value initiatives. The lack of automation created inefficiencies and exposed the bank to operational risk, especially for external file transfers governed by strict service-level agreements (SLAs).

Additionally, the bank's hybrid technology stack complicated operations and added unnecessary friction. Managing recorded call data from their SaaS phone provider proved challenging without a secure and efficient mechanism to transfer files to on-premises.

Solution

Brentwood Bank became a MOVEit customer in 2022, deploying both Progress® MOVEit® Automation and Progress® MOVEit® Cloud. Initially brought in to automate the secure transfer of call recordings, the solutions quickly expanded in scope.

Today, MOVEit software handles 10 to 20 automated jobs per day—and up to 40 on peak days—including Crystal Reports distribution, Excel exports, PGP-encrypted transfers and core banking data flows.

David and his team particularly value MOVEit software's robust security architecture—highlighting its ISO and SOC 2 certifications, encryption at rest and in transit and granular user controls. “For a bank, having a secure file transfer solution is imperative. MOVEit Automation is best of breed,” David noted.

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Vice President, Director
of Information Technology,
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The bank also appreciates the software’s flexibility, reliability, audit trails and integration with ServiceNow for automated ticketing.

MOVEit Cloud serves as a secure SFTP endpoint in the cloud while MOVEit Automation handles job execution and orchestration. After starting with Tier 1 Automation, the bank quickly upgraded to Tier 2 as job volumes grew, citing ease of scaling and job maturation. Recently, they renewed both MOVEit solutions for another three years, praising Progress’ “top-notch” customer support as another major factor.

Results

MOVEit software has significantly reduced manual workload for Brentwood Bank’s IT team, saving up to five hours a day for staff who would otherwise manage these transfers. And the previously time-intensive encrypted file delivery every quarter? That now runs in just about 15 minutes.

Beyond efficiency gains, the bank has greater peace of mind knowing that sensitive data is better protected and audit-ready. The software’s alerting and reliability help meet SLAs for critical, external file transfers like payroll and account reporting—where missed deadlines could mean delayed paychecks or withheld funds.

The bank is now exploring additional MOVEit capabilities, including SharePoint integration, and aims to further centralize file transfer processes across departments as part of its digital strategy.

As David explained, the MOVEit investment was a conscious decision to prioritize quality over cut-rate alternatives: “You can use a low-cost tool but if you’re missing deadlines or can’t prove delivery, the repercussions are serious.”

In tandem with early AI initiatives, David sees MOVEit solutions playing a key role in data governance—giving the bank the visibility it needs before layering on future AI workflows.

About Brentwood Bank

Brentwood Bank is a Pittsburgh-based community bank serving the South Hills region for over 100 years. With six branch locations, it offers a full range of financial products and services.



Discover how MOVEit software helps banks automate, secure and scale critical file transfers with confidence.