

Reducing Script Risk and Reclaiming IT's Time: A Credit Union's Upgrade to Progress MOVEit

CASE STUDY



INDUSTRY

Financial Services

PRODUCT

Progress® MOVEit® Automation
Progress® WS_FTP® Professional
Progress® WS_FTP® Server
Progress® WhatsUp® Gold

COUNTRY

United States

SUMMARY

A long-time Progress customer, this US-based credit union had for years used Progress WS_FTP Professional software and Progress WhatsUp Gold IT infrastructure monitoring software. As a growing organization, it was time to scale their file transfer workflows, promote operational efficiency and prioritize data security. By upgrading to MOVEit Automation software, the credit union now meets SLA deadlines without manual effort, creates new automations with ease and invests more time on strategic initiatives.

“WhatsUp Gold is our eyes on the network. It gives us the visibility and control we need to stay ahead of issues.”

VP Network Infrastructure,
Credit Union Organization

Challenge

For over a decade, the credit union's IT team has trusted Progress to support its evolving infrastructure—from monitoring uptime to exchanging member and operational data with vendors. The journey began with the WhatsUp Gold product in 2007, followed by the WS_FTP Professional product in 2010. As they grew their membership and partner network, reliance on manual file transfers and PowerShell scripts introduced inefficiencies and risk.

“Our file transfer process had grown too complex for scripts alone,” said the IT System Administrator. “We needed more automation, more visibility—and most importantly—more security.”

Inconsistency and human error across file transfers were amplified as the team's file exchange operations expanded to include Tableau analytics, vendor systems like NetSuite and internal archival tasks. The credit union needed a more reliable, automated and auditable way to exchange sensitive member data that could also integrate easily with its extensive partner and IT ecosystem.

Solution

To modernize their approach, the team migrated from WS_FTP Professional client to MOVEit Automation software—enabling more secure, centralized workflow automation with built-in checks, logging and alerts. “The transition to MOVEit gave us serviceability and control we didn't have before,” said the VP of Network Infrastructure.

Rather than building and maintaining custom PowerShell scripts, they now use MOVEit Automation workflow engine to trigger tasks based on file conditions, execute validations and deliver assets more securely across multiple channels. This gives the team confidence that files are delivered consistently and reliably to their core banking and financial service partners. The no/low-code interface also provides centralized visibility and control over file transfers, making it easier to manage and report on automation tasks.

The MOVEit workflow solution rollout was fast and effective thanks to the team's long-standing familiarity with Progress products. After quickly seeing ROI, the team expanded basic task creation to custom scripting and extended automations to over a dozen host endpoints. Next, they're planning

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IT System Administrator,
Credit Union Organization

to start leveraging the advanced task features of MOVEit Automation software and scale workflow creation to support growing business demands.

Their broader Progress ecosystem also includes WhatsUp Gold software for continuous uptime monitoring, better network visibility and reliable device configuration backups—critical for maintaining operational continuity across branches.

Results

For this credit union, sharing sensitive data with trusted external vendors including core banking ecosystem partners, card processors, lending platforms and ATM networks is non-negotiable. MOVEit Automation software powers these workflows with the security, transparency and scalability expected for financial service providers.

- **15+ Years with Progress:** A trusted technology partner in file transfer and infrastructure monitoring since 2007.
- **Enhanced Reliability and Consistency:** File transfers are automated, reducing the risk of human errors and missed SLAs.
- **Centralized Management and Reporting:** The IT team can easily track and verify the success of tasks.
- **Time Savings:** No more babysitting old, brittle and manual scripts - creating and testing a script that previously took days now takes 30 minutes or less.
- **Seamless Integration:** Extensive partner and IT ecosystems are now supported and set up for future growth.

About the Company

This credit union serves thousands of members with a focus on secure, technology-driven financial services. The IT department supports core operations through automation, proactive monitoring and reliable vendor integrations across a distributed infrastructure.



Explore how MOVEit Automation software can transform your file transfers— more securely, at scale.