

Highmark Federal Automates Secure File Transfers and Fraud Detection with Progress MOVEit Software

CASE STUDY



INDUSTRY

Financial Services

COUNTRY

United States

PRODUCT

Progress® MOVEit® Automation
Progress® WS_FTP® Professional
Progress® ShareFile®

SUMMARY

Highmark Federal Credit Union relies on Progress® MOVEit® Automation MFT software to help power more secure, high-volume file transfers across critical business operations—from fraud detection to member communications.

Since transitioning from Progress® WS_FTP® Professional software, they've expanded to over 50 automated tasks, integrating MOVEit functionality deeply into their IT environment, including data exchanges with the core banking platform. Powered by Progress® ShareFile® software for more secure document handling and a recent three-year renewal for MOVEit software, Highmark Federal continues to innovate while improving operational efficiency.

“MOVEit is flexible, powerful and it just works.”

Tony Pannone
CIO, Highmark Federal
Credit Union

Challenge

[Highmark Federal Credit Union](#) needed a reliable, automated way to move sensitive data between systems. Manual processes for handling statements, loan files, check images and fraud monitoring were costing the organization seven to 10 hours a day and putting pressure on IT resources to maintain consistency and compliance.

While WS_FTP Professional software helped early on, the growing need for advanced automation, auditing and integration with core systems made it clear the team had outgrown manual scripting and standalone file transfers.

Solution

The credit union adopted MOVEit Automation software to help streamline secure file transfers and gain visibility across workflows. Starting with just four tasks, their deployment quickly scaled to 52 automated processes handling loan documents, ATM images, mortgage statements, fraud alerts and even marketing lead emails.

“We do some nerdy things with MOVEit—from text notifications to fraud detection—it’s become part of how we work,” said Tony Pannone, CIO at Highmark Federal Credit Union.

Their MOVEit environment connects directly with the core banking platform via VPN and SFTP, processing and routing files to internal teams and external vendors without human intervention.

With the transition to MOVEit software, IT staff were freed up to focus on higher-value initiatives like distress detection and post-close surveys. The team also uses ShareFile software for efficient document exchange with auditors and partners—demonstrating a multilayered approach to streamlined collaboration.

Their recent three-year MOVEit renewal with Progress was driven by the solution’s transparency, ease of use and strong support—especially in how vulnerabilities were communicated and resolved. “We didn’t have to chase anyone down—we got clear info and quick resolutions,” Pannone shared.



Results:

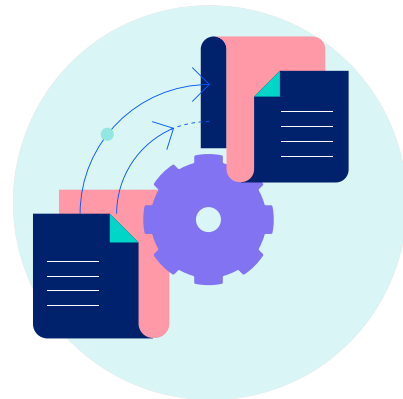
- **7–10 Hours Saved Daily:** Automated workflows replaced manual processing for core operations like statements and notices.
- **52 Tasks and Growing:** MOVEit usage has scaled rapidly across departments and processes.
- **Integrated Environment:** MOVEit software works seamlessly with core financial service providers and internal systems.

About Highmark Federal

Highmark Federal Credit Union serves members across South Dakota and Wyoming with a commitment to smart, secure financial services. The credit union prioritizes operational efficiency, digital transformation and exceptional member experiences, powered in part by long-standing technology partnerships.

“MOVEit has helped us deliver real results—from fraud detection to freeing up our staff’s time. And the support is top-notch.”

Tony Pannone
CIO, Highmark Federal Credit Union








Discover how the MOVEit Automation MFT solution can help drive secure innovation across your financial operations.

About Progress

Progress (Nasdaq: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible AI-powered applications and digital experiences with agility and ease. Customers get a trusted provider in Progress, with the products, expertise and vision they need to succeed. Over 4 million developers and technologists at hundreds of thousands of enterprises depend on Progress. Learn more at www.progress.com

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