

IT Services Provider #6

Industry

- IT Services Provider

Customer Profile

- One of the nation's largest communications services providers
- Provides cable television, high-speed Internet, and voice & long-distance telephone services
- Over 6 million customers and 22,000 employees across the United States

Challenges

- Moving very large files exceeding 4GB for month-end invoicing
- Finding a solution that could be quickly and easily deployed to avoid loss of revenue

PKWARE® Solution

- SecureZIP® Enterprise Edition for IBM i®

Results

- Data is efficiently transferred for month-end invoicing, avoiding loss of corporate revenue
- Personally Identifiable Information (PII) is now encrypted during transfer, protecting against loss or theft

Company Background

Our client is a full-service, facilities-based provider of communications solutions for commercial customers, with more than 6 million customers and over 22,000 employees. In addition to cable television, the company also provides high-speed Internet, voice and long distance services (including wireless services) over its own nationwide IP network, and data and video transport services for small- to large-sized businesses.

Challenges and Requirements

When our client approached us, they were currently using PKZIP to compress data for month-end invoicing. The amount of data being processed each month had grown to exceed the 4GB limit that their current PKZIP application could process. In order for the company to send out their monthly invoices and, in turn, generate revenue, they needed to find a new compression solution as soon as possible.

The Solution - SecureZIP Enterprise Edition

Our client had a compelling reason to purchase from PKWARE--to solve the immediate problem of compressing huge amounts of data. However, they discovered they could add security capabilities as well by using SecureZIP Enterprise Edition.

SecureZIP puts our client "ahead of the curve" in terms of encryption capabilities. In their current working environment, there are no regulations or official requirements regarding data security, but the company was eager to begin following a best business practice and protect their customer information. SecureZIP now compresses and encrypts data for month-end invoices that contain large amounts of Personally Identifiable Information (PII) including customer names, addresses, and phone numbers. The company not only solved the immediate problem, they also maximized ROI while increasing their role as a customer service leader by ensuring that all customer data is being handled as efficiently and securely as possible.

Out of respect for our clients' privacy, names have been omitted from customer success stories. Many of our clients are happy to discuss their experience with PKWARE products. If you are interested in learning more information about a particular customer success story, please contact us at <http://www.pkware.com/contactus>