

CITIZENS BANK



INITIATIVE	Beyond Secure MFT
AWARD	Celent Model Bank 2025 for Technical Onboarding Excellence
EXECUTIVE SUMMARY	<p>The core MFT platform at Citizens Bank was approaching end of life, along with its underlying software and infrastructure. Its age was causing many challenges, not least that the platform was failing to meet the bank's functional, business, customer, resilience, and security needs. The customer onboarding and file testing processes were a major pain point. They were inefficient, time-consuming, and often frustrating for both the customer and Citizens Bank.</p> <p>Citizens Bank implemented a robust, next-generation, cloud-based business integration platform that was flexible, scalable, secure, and resilient as well as provided traditional secure file transfer capabilities. Second, the platform enhanced the customer experience by providing self-service file testing, real-time error identification, and comprehensive feedback that would enable customers to promptly correct and retest files.</p>
TIMELINE	<p>Timeline milestones:</p> <ul style="list-style-type: none"> October 2019: Project start December 2021: File validation tool live September 2022: Business integration platform production live June 2023: All 7,000 clients migrated
KEY BENEFITS	<ul style="list-style-type: none"> Onboarding time reduced by up to 75% Use of custom translation maps fallen by 70% Tickets for problems fallen by 66% Channel transmission speeds improved significantly, with SFTP Key and IP up 56%, Connect:Direct up by 45%
KEY VENDORS	SEEBURGER
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Source: Citizens Bank

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