

## CASE STUDY

### THE CUSTOMER:

U.S. Debt Collection Agency

### THE PRODUCT:

DIPLOMAT MFT  
ENTERPRISE EDITION

### CHALLENGES OVERVIEW:

The company's primary challenges were:

- To ensure compliance with state and federal regulations: The solution must ensure adherence to laws such as the FDCPA and FCRA.
- Streamline the file transfer process to relieve staff from tedious manual effort.
- Minimize the risk of a data breach through automated strong encryption management.
- Capacity to move reliably and schedule the transfer of large volumes of data on time.
- The solution should be intuitive and user-friendly, allowing staff to easily operate and manage the file transfer process.

## Debt Collection Agency Keeps Data Safe, Avoids Regulator Action, by Using Coviant Software

### THE CUSTOMER AND CIRCUMSTANCES:

U.S. debt collection agency with a sizable consumer and commercial debt portfolio found itself trying to manage large volumes of sensitive client information using a file transfer system they'd built in-house years earlier. Because those files included personal identification details, financial data, and sensitive information about outstanding debt records, they recognized that the old system was too risky. It relied too heavily on manual effort, security was questionable, and errors were common.



## THE CHALLENGE:

Debt collection agencies are highly regulated, and because of the nature of their industry they must follow rules meticulously or risk legal action. It's fair to say that, although necessary to minimize losses in some business scenarios, there is not a lot of sympathy for debt collection firms. In the U.S. the Fair Debt Collection Practices Act (FDCPA) and Fair Credit Reporting Act (FCRA) are the primary laws dictating debt collection practices. In the UK it is the Late Payment of Commercial Debts (Interest) Act.

While most people may be familiar with how those laws determine the way debt collectors interact with individuals, there are also many restrictions on how data is shared, moved, and kept secure. Ensuring the secure transfer of this sensitive information between various stakeholders, such as clients, financial institutions, and legal entities, is critical to maintaining compliance with debt collection regulations and safeguarding client privacy.

### Quote from the IT Project Manager ...

**"In our industry, there's no room for error. We needed a secure, reliable way to manage data transfers that would make compliance easy and keep us out of the spotlight. After testing Diplomat MFT and evaluating it against other options, the choice was obvious."**

## THE SOLUTION:

To rectify the situation the debt collection firm evaluated several managed file transfer (MFT) solutions from well-known vendors. Their needs were straightforward:

- Easy to use
- Fully automated
- Secure by design
- Robust and reliable scheduling

The firm chose Diplomat MFT from Coviant Software. Diplomat MFT was easy to operate and boasted a full set of automated features that unburdened the debt collection firm's staff from a lot of tedious effort. Security was assured through automated PGP encryption management and support for SFTP, keeping files secure both at rest and in transit. And because Diplomat MFT is secure by design and deployment, the firm had confidence no inbound or outbound data would ever be exposed.

Finally, with its robust scheduler capable of handling virtually unlimited concurrent jobs, Diplomat MFT was more than up to the task of delivering files whenever and wherever they needed to go.

Diplomat MFT quickly streamlined the debt collector's existing workload and has accommodated growth, making it easy for staff to manage all the company's file transfers within the tight restrictions of state and federal regulations. They now have a trusted and secure MFT solution that they can rely on.

**We invite you to download a free trial or schedule a demo by visiting:**

**[www.coviantsoftware.com/request-demo/](http://www.coviantsoftware.com/request-demo/)**