



“I really like that it does not take the tech team time or internal resources to manage. The employees don’t even consider it a hassle as they have their phones on them anyway, and **it’s quick and convenient.**”

**PHILIP VENZKE**, CIO & VP AT FORWARD FINANCIAL BANK



**CUSTOMER**

Forward Financial Bank



**INDUSTRY**

Banking



**CHALLENGE**

Providing remote employees with secure access to highly sensitive financial data without weighing down IT



**SOLUTION**

SMS PASSCODE  
 (Multi-Factor Authentication)



**IMPLEMENTATION**

RMM Solutions

**How remote access helps Financial Bank give back to the community**

Forward Financial Bank was established in 1919 and has had a long tradition of community-focused financial services. The bank’s first priority is to find the best solutions for their clients and to help them thrive. Now, they have found the best way to effectively protect their clients’ sensitive financial data with SMS PASSCODE’s Multi-Factor Authentication Solution.

**Background and challenges**

Helping the community is an important part of Forward Financial Bank’s culture. They sponsor sports at the local high school and offer money-market accounts through which interest earnings can be donated towards preferred charities. What’s more, all their employees do volunteer work on the side.

The bank allsowanted to give their employees the opportunity to work from home. However, they needed a way to do so that would keep their their clients’ financial data secure without burdening IT with the heavy management of a cumbersome security solution.

**Choosing SMS PASSCODE’s solution**

Philip Venzke, CIO & VP, Forward Financial Bank, recalls when the bank used to have a token-based solution. It was very expensive and required a lot of management and a lot of hand-holding with the users. The interface was



unintuitive, and the hardware tokens were difficult to manage and would expire, so the IT department constantly had to order more.

Philip knew there had to be a better way and did thorough research before his trusted technology vendor, RMM Solutions, recommended SMS PASSCODE's solution, which had all the elements he was looking for.

### **The advantages of SMS PASSCODE**

Philip's favorite part about SMS PASSCODE's Multi-Factor Authentication solution is that his technology team does not have to spend time dealing with the solution. After the fast and easy installation, everything just ran smoothly.

He also notes that the employees do not even consider the extra layer of security a hassle. Since they always carry their mobile devices on them, logging in is quick and convenient.

### **Feedback and results**

Philip is happy that he is able to give the bank's employees the option of working from home, so they may have a better work-life balance. He sympathizes with parents who have sick children or busy employees who want to finish up their projects after dinner at home.

He is, however, also very aware of the threat landscape and has noticed how the FFIEC has been increasingly focused on data security and has been pushing a lot of information on the subject. It was important to him that he took a proactive step to get ahead of the game rather than be sorry after it was too late.

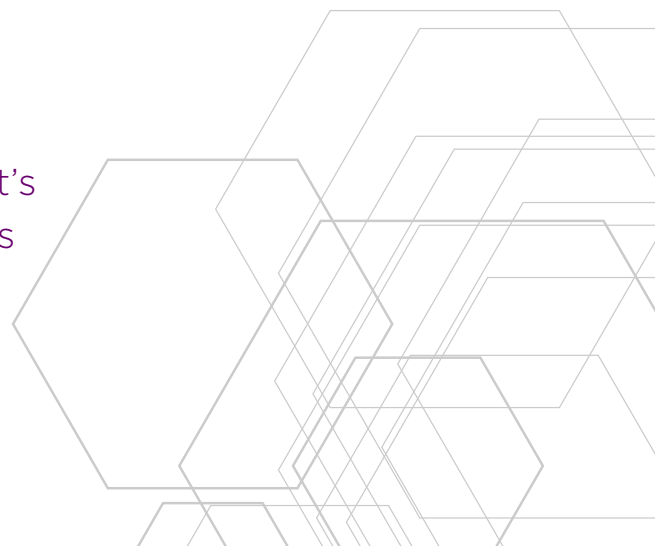
He is very pleased that the solution works so well and is hassle-free for IT while, at the same time, the employees are having an easy time using it.

“The FFIEC has been pushing a lot of info on IT security, and they have been increasingly focused on the subject.

I wanted to be proactive and be ahead of the game rather than sorry when it's too late. That's why I decided to implement SMS PASSCODE's Multi-Factor Authentication Solution.”

**PHILIP VENZKE**

CIO & VP AT FORWARD FINANCIAL BANK



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