



Fiduciary Trust Company International

## Integrating a Secure Messaging Solution into a Diverse IT Infrastructure

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***Fiduciary Trust Company International, a member of Franklin Templeton Investments, is a global asset management firm established in 1931 to serve private clients and institutions. The company decided to deploy a secure messaging solution as Fiduciary Trust's clients increasingly used the Web to communicate with investment managers. The company turned to CertifiedMail.com for a secure messaging solution that could interoperate with its heterogeneous IT environment. Built on the Microsoft® .NET platform, leveraging XML and other open standards, the CertifiedMail solution provided Fiduciary Trust with the secure messaging capabilities that it required – seamlessly integrating with the firm's existing technical infrastructure.***

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### **Situation**

One of the world's oldest global investment firms, Fiduciary Trust manages assets for institutions individuals and families through offices in New York, Miami, Los Angeles, Washington, D.C., Wilmington, London, Geneva, Hong Kong, Melbourne, Tokyo and Grand Cayman. With the benefit of a worldwide presence, Fiduciary Trust offers its customers global investment expertise. The firm also provides client-tailored portfolio management and independent, in-house research and analysis. Other key services include private banking, estate, trust and Master Custody services.

"Our clients come to us not only for our investment expertise, but also for our discrete and private service," says Stephen J. Tall, Executive Vice President and Chief Technology Officer for Fiduciary Trust. "It's absolutely essential that we preserve customer privacy, ensure discretion, and provide an absolutely secure relationship."

### **Business Challenge**

Fiduciary Trust needed to maintain a high level of security while Web-enabling communications between clients and investment managers. The technical challenge would involve seamlessly integrating a secure messaging solution into Fiduciary Trust's existing IT environment.

### Solution Overview

#### **Customer Profile**

Fiduciary Trust provides a variety of financial and investment services to private clients and institutions. The company's discerning clientele demands privacy and security in financial matters.

#### **Business Situation**

Increasingly, Fiduciary Trust's clients were interacting with investment managers via email. The company wanted to facilitate this type of electronic interaction while maintaining a high level of security.

#### **Solution**

Fiduciary Trust turned to CertifiedMail.com – a secure messaging solution provider who builds their products and services on the Microsoft® .NET platform. Fiduciary Trust deployed a solution using CertifiedMail Server™.

#### **Benefits**

Because CertifiedMail Server is built on the .NET platform and uses XML and SOAP to expose its Web APIs, the solution easily integrated into Fiduciary Trust's heterogeneous IT environment. The .NET-based solution can provide a range of firms with various capabilities: consume Web services, increase usability for clients, and offer secure messaging over wireless devices.

#### **Software and Services**

Microsoft Windows® 2000  
Advanced Server  
Microsoft SQL Server™ 2000  
Microsoft Exchange Server 2000  
Microsoft Passport  
Microsoft Notification

#### **Partners**

CertifiedMail.com

## **Solution**

Fiduciary Trust turned to CertifiedMail.com for a secure messaging solution. CertifiedMail.com offers a variety of messaging options to customers with critically important security requirements. CertifiedMail Server™, running Windows® Advanced Server, was chosen as Fiduciary Trust's security solution.

CertifiedMail Server solutions are built on the .NET platform and therefore support open standards. "We leveraged the XML capabilities of the .NET platform to provide interoperability between our CertifiedMail Servers and our customers' Legacy systems," says Bob Janacek, Executive Vice President for CertifiedMail.com.

Implementing the CertifiedMail Server solution required interoperating with Fiduciary Trust's heterogeneous IT environment. Because CertifiedMail leverages XML and SOAP (Simple Object Access Protocol) to expose their Web APIs, integration with virtually any operating system is fast and easy – even mixed environments like those found at Fiduciary Trust. "We manage a variety of operating systems - AIX, Sun, as well as Windows," says Stephen Tall. "CertifiedMail Server made the integration seamless."

"Our environment is mixed Sun/Solaris, and CertifiedMail brings the Windows 2000 platform into it," says James Cassata, Web Services Manager at Fiduciary Trust. "The CertifiedMail Server running Windows 2000 interoperates seamlessly, utilizing open standards such as XML and Internet protocols."

## **Benefits**

Since CertifiedMail Server easily integrates with existing IT environments, Fiduciary Trust efficiently implemented a messaging solution that provides the level of security and privacy that the company's discerning clientele demands. Along with easy integration, Fiduciary Trust has realized many other benefits as well – all of which can be attributed to the agility of the .NET platform.

"The CertifiedMail solution is very flexible and it easily adapts to any changes we make in our UNIX environment," says James Cassata. "Using CertifiedMail and Windows 2000 we are getting excellent performance, top-level security and great functionality at a low cost."

James Cassata continues, "The CertifiedMail solution requires very little maintenance and people can quickly learn how to maintain the environment. Another advantage is the ability to cluster the servers using Microsoft's clustering technology. As far as adding boxes to the environment, it's very seamless." He adds, "The CertifiedMail solution has been very good at installation and continued operation."

Stephen Tall recognizes the advantage of developing on one platform. "We are seeking to consolidate on one common platform, which is Windows 2000. From the desktop down to the server, Windows 2000 provides a very widely available standard that we can employ in our environment, simplifying our management and allowing us to spend more time adding value for our clients and less time managing a variety of standards."

He continues, "In addition, we can enhance our client usability features using the CertifiedMail Server solution."



In general, the CertifiedMail Server solution can provide a range of firms with various capabilities. Secure messaging to clients via wireless devices now exists, as CertifiedMail.com incorporated the WAP, WML and HDML protocols. Firms can also benefit from CertifiedMail's XML Web services, including Microsoft Passport and Notification services (two of the .NET Web services currently available in the "HailStorm" initiative). Passport will enable Single Sign On service, which provides a method for authenticating users, eliminating redundant log on procedures. Notification will enable automatically generated instant messaging, immediately advising users of CertifiedMail activity.

The .NET Enterprise Servers are Microsoft's comprehensive family of server applications for building, deploying and managing next generation integrated Web experiences that move beyond today's world of standalone Web sites. Designed with mission-critical performance in mind, .NET Enterprise Servers will provide fast time to market as well as scalability, reliability and manageability for the global, Web-enabled enterprise. They have been built from the ground up for interoperability using open Web standards such as XML. The .NET Enterprise Servers are a key part of Microsoft's broader .NET strategy, which will enable a distributed computing model for the Internet based on Internet protocols and standards in order to revolutionize the way computers talk to one another on our behalf.

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For more information on Fiduciary Trust Company International, the company's products or services, call (212) 466-4100 or visit their web site at: <http://www.ftci.com>.

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