



Secure file sharing through TIBCO Managed File Transfer

Challenge:

One of the largest architectural and engineering firms worldwide, with offices in over 50 countries worldwide, needed an easy and secure way to transfer design documents with a wide variety of business partners, clients and contractors. The exchanges of these files, ranging from simple two dimensional designs to large three dimensional modeling, were just a normal part of doing business. Unfortunately these files were not only too large for email but finding an easy and secure manner to transfer them was clearly a challenge in itself. The firm maintained a number of FTP servers to provide file transfer functionality, but the systems were confusing and often lead to problems being reported to the helpdesk. In an average month the firm was receiving approximately 140 incidents being reported to the support group related to the sharing of files both internally and with outside partners. Negative feedback from clients, who also had to use FTP to access their design files, was also being reported in heavy volume.

When the firm began to look for a solution to address these issues they encountered yet another challenge. A significant number of employees were using outside services to help them overcome the file sharing issues. This meant that the firm had no control or visibility over who were accessing these files, when they were being sent or what third party applications were storing confidential information about the company or the designs themselves.

After a comprehensive analysis of major file transfer solutions and a pilot program of approximately 100 employees, the firm chose TIBCO's Managed File Transfer (MFT) to solve their communication issues.

TIBCO MFT Solution:

The various components of MFT were each able to address specific file transfer challenges within the firm faced. By leveraging TIBCO's Slingshot, users are now able to send files of any size as easily as they send emails today. Internal users can utilize Slingshot's plug-in, allowing them to access attachments with no change to the overall user experience. For outside recipients, such as clients or contractors, a link within the email body directs them to access the files via any standard browser.

TIBCO's Platform Server allows them to drop files in a folder on one file server and have those files automatically transferred to file servers located at their offices around the world with little if any user interaction.

TIBCO's Internet Server is able to bring their file transfer capabilities one step further, now allowing them to standardize all their file transfers onto MFT while still maintaining the existing FTP sites they already had in place, so as to not disrupt any long-term projects. In addition, they are now able to gain visibility over the entire file transfer network allowing them to see what information is being exchanged, when and with whom.

Benefits of TIBCO Managed File Transfer:

- User experience is significantly improved for both internal and external recipients
- Calls to the helpdesk down over 90%
- Project managers now have visibility over when partners or clients have downloaded the files
- Worked with existing antivirus infrastructure in place
- Compatible with the firms email archiving policies
- One solution to address all needs of moving files within and outside the organization



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