

Realizing Business Value in Managed File Transfer

Replace or augment existing legacy and homegrown systems with Managed File Transfer and realize an immediate ROI through increased tactical mobility, lowered maintenance and configuration costs, and rapid partner deployment.

1 *Marketscope for Managed File Transfer Suites*, 4Q 2004, Gartner Research.

If you need an easier way to extend a secure data exchange system to your partners and at the same time improve the integration capability and security of your data exchange, consider a Managed File Transfer (MFT) solution. If your existing system involves a lot of homegrown scripts, the advantages of moving to a MFT solution are even more obvious. According to Gartner Research, "By 2006, 30 percent of companies with 'homegrown' file transfer solutions will replace at least 50 percent of those solutions with MFT suites."¹ MFT suites are well established alternatives for providing necessary security and auditing needs set by compliance mandates such as Sarbanes-Oxley, HIPAA, and Gramm-Leach-Bliley and can do so at a much lower cost for configuration and maintenance than more traditional file transfer methods.

Businesses today need secure, reliable data exchange with:

- Server-client deployment characteristics like electronic data interchange (EDI) and value-added networks (VANs)
- Robust security and auditing as good as a VAN
- Minimal cost of ownership
- Internet distribution
- Inexpensive, easy to deploy clients
- Rapid installation and deployment for a real tactical advantage

Current data exchange systems for business-to-business gateways must go beyond simply adding security to your data transfer. It's now possible to provide a data exchange system that is flexible, provides automation, auditing, scalability, and rapid, transparent deployment in a package that offers much greater ease of use and speed of deployment than previously available in VAN, VPN, or even EDI systems. Managed File Transfer (MFT) is optimized for moving data; often bulk data, in a secure way that additionally involves the ability to manage data. A MFT solution includes not only security options but also workflow management tools, auditing and reporting for all processes, data integrity assurance, compression, restart, and checkpoint capabilities, and technology to move bulk data reliably.

According to Gartner Research, a true MFT suite requires secure communications, management capabilities, the ability to support streaming input and output, and the ability to resume

GlobalSCAPE Solutions

GlobalSCAPE's MFT products are currently in use in the financial, healthcare, media, and public sectors. Our customers currently use EFT solutions for:

FINANCIAL

- Payment processing
- Check processing
- Procurement

HEALTHCARE

- Patient records management
- Securing PHI for HIPAA compliance
- PHI transfer between institutions
- Transcription transfer & automation

ENTERPRISE

- Supply chain management
- Bulk media distribution
- Internet borne electronic data interchange

interrupted transfers, or checkpoint and restart capability.² Ideally, a MFT solution uses the Internet as a backbone for secure, reliable data exchange using a traditional server-to-client deployment scheme. The security and auditing capabilities must, however, deliver to the level or perhaps even exceed that already enjoyed by users of VANs or VPNs. A properly designed MFT solution offers an inexpensive deployment method; ideally it is also flexible, that is, can support multiple protocols and plays nice with other systems by supporting industry standard protocols. Finally, it must allow for rapid installation and implementation in order to maximize its potential for a tactical advantage.

Many business-to-business (B2B) gateway vendors offer a way to include secure data exchange with their solutions involving add-on packages or product extensions. These solutions often include some MFT functionality. These usually take the form of an extension to the vendor's web portal, or some type of server-to-server solution that requires configuration of a crippled server on the partner's end. GlobalSCAPE's Enhanced File Transfer solution is a MFT suite that gains you a real tactical advantage through a unique combination of technologies that emphasize ease-of-use without sacrificing security, automation, or its ability to integrate with existing systems.

Deployment Strategies

The server-to-server approach to providing secure data exchange is effective at providing security and reliability, but it comes at the cost of flexibility in tactical response. The server must be installed and configured at the partner's location; usually involving the user's IT department; additionally there are costs involved with purchasing appropriate software/hardware and coordinating the rollout and maintenance of such a system. The necessity to outlay the cost to your partner can create problems, and can show you in a negative light. If you have many partners to support you wind up with hardware and software in scattered locations out of your direct reach, creating costly and time-consuming logistical maintenance and management problems. From a tactical standpoint these disadvantages can be critical. Your solution is at the mercy of your partner's available resources, because the ability to extend services to a new partner or customer is directly tied to the response time

of that partner's IT department and their ability to bring the solution online.

GlobalSCAPE's Enhanced File Transfer solution uses client-to-server architecture to provide its fully featured MFT suite a deployment scheme that can extend a new secure connection to a partner in a manner of minutes. By the same token, this allows for an efficient method of account maintenance without sacrificing MFT basics like security, auditing, and automation.

Enhanced File Transfer solves a significant tactical problem by minimizing or even eliminating the need to collaborate with a partner's or customer's IT department just to provide secure transfer of your data.

Web Portals

B2B gateway solutions that offer file transfer capabilities using a web portal offer the advantages to its users that web access grants, most notably very convenient access and eliminating the need to collaborate with the users' IT department for deployment. On the negative side, this typically comes at the cost of reliability, strength of security, and data integrity features. Portals are quite good at providing a company with a flexible, brandable interface for many partner/customer interactions, including file uploads and downloads. Unfortunately, they provide little in the way of reporting, or tracking when/where a file was accessed transferred, or even secured, all of which is functionality necessary for complying with corporate governance mandates. A web portal solution also limits your security options to HTTP/S for transport security. The user's browser further limits the solution's ability to do checksum, restarting, or guaranteed delivery; likewise any audit trail is lost at the point of the browser. Finally, these portals are normally tied to the company's web servers; so adding or making changes to an account requires reconfiguring the web server.

An Enhanced File Transfer solution involving EFT's Web Transfer Client provides the advantages of using a web portal for file transfer without sacrificing the strengths of a typical MFT solution. It's easier to set up and configure than a web portal yet more secure and feature rich. Customizing the client is as simple as changing a single Cascading Style Sheet (CSS) because the Web Transfer Client is completely rebrandable—all icons and controls are styled with fully exposed CSS. The web client deploys automatically: all that the user needs is a

“EFT's Web Client lets customers and partners connect to you without requiring them install or configure anything.”

Enhanced File Transfer Advantages

- Fully exposed API that eases integration with existing B2B systems.
- Runs on a stand-alone server: no need to configure a separate web server to extend fully supported web client connectivity.
- Checkpoint restart.
- Install, configure, and connect in minutes.
- Anybody with a compatible client and authentic login credentials can use it.
- Zero configuration option for partners and customers. With web access, partner and customer IT department involvement is not needed.
- Full complement of security protocols including both transport security and payload encryption.
- Full featured FTP client that supports all EFT server features.
- Support for FTP client that is compatible with the protocols chosen in your configuration.
- More cost effective than server-to-server approach.

browser and a valid user name and password. And EFT Server serves up the web client with no need for a separate web server. Any changes you make to EFT Server, like adding accounts, changing passwords, modifying user rights, or changing folder privileges, are all automatically reflected in the Web Transfer Client. Integrity checking, proxy negotiation, multiple concurrent transfer, and transfer queuing are all supported with the web client. There is no need to reconfigure your web servers every time you need to change something. Further, EFT Server tracks and provides an audit trail of all transactions with the EFT Web Transfer Client using the same mechanism as any other connected client.

Automation with a web portal is not supported. If you need to set up a regular transfer at a specified time, or automate moving and securing payloads using a web portal, well...you can't. Enhanced File Transfer solution enables automation, but offers a real advantage that most automation schemes offered by MFT suites don't have: You can actually set it up yourself. This can yield a great deal of savings both in cost and time. GlobalSCAPE's automation features are controlled right in EFT Server's Event Rules interface. It's a visual method that doesn't require command line work or help from a division of professional services people, yet it still offers a comprehensive set of automation tools. (GlobalSCAPE's professional services group is only a phone call away if you do need help, or need something that's fiendishly difficult, but you won't need them just to tie your shoes. Or offload and encrypt data. All you need for that is your mouse.)

If you have very complicated automation requirements that must be integrated into your existing system, EFT Server has a fully exposed API through a COM interface. So if you have a portal already, and want to add a little EFT flavor to it, like automatic file retrieval or payload encryption, well...now you can.

Securing Internet Borne Data

The ideal MFT solution takes advantage of the Internet's ubiquitous distribution method. Making that a viable transport mechanism necessitates securing the data exposed over the Internet. Authentication, payload encryption, and transfer

security are all vital elements to have in place with an effective MFT solution, but worthless if your server is compromised. Adding a gateway server to serve as a proxy in the DMZ is an effective way to remove sensitive information from public access. The limitation of such a proxy server is that it doesn't typically authenticate user data, and simply passes data through the firewall to the destination server. This can allow for direct delivery of denial of service attacks or malicious payloads to the internal server.

GlobalSCAPE's Enhanced File Transfer solution solves this by deploying a gateway server in the DMZ that protects the network with support for virtual authentication, DMZ data streaming. This method has no requirement for an inbound firewall hole, gives you full transport security protocol support, and requires zero user database replication in the DMZ.

An EFT solution involving DMZ Gateway Server enjoys:

- Virtual Authentication – EFT Server authenticates all connections to DMZ Gateway Server from behind the firewall. Authentication data is never exposed in the DMZ.
- DMZ Data Streaming – No data is ever stored in the DMZ; it is streamed directly to EFT Server through an authenticated and encrypted connection verified by EFT Server.
- No Inbound Firewall Hole – EFT Server initiates all communication from the internal network outward to the DMZ Gateway.
- Full Transport Protocol Support – DMZ Gateway Server shares all protocol support with EFT Server.
- Zero Database Replication in the DMZ – No data synchronization is needed between DMZ Gateway Server and EFT Server. There is no replication of data or user information; the gateway acts as a completely transparent agent for all Internet-borne EFT Server requests.

In the unlikely event that DMZ Gateway Server is compromised, it gives away nothing, for it holds no data. Additionally, since all data passed between DMZ Gateway Server and EFT Server can easily be encrypted, a sniffing or snooping attack on the DMZ is pointless. A solution that has the multi-tier security of DMZ Gateway Server and EFT Server can realize a highly secure data transfer platform fully able to use the

Internet as a distribution medium, resulting in very scalable cost savings.

Integrating

How difficult is integrating a new data exchange solution into an existing system? A solution that relies heavily on proprietary methods and protocols can hinder attempts to integrate it with an existing system. Authentication, branding, automation, minimized dependency, and protocol compatibility all impact integration. To ease integration efforts, an MFT solution should:

Why Enhanced File Transfer?

- A broader MFT feature set than is available from all-in-one B2B gateway solutions, which typically have limited MFT capabilities. You can solve more problems, more quickly, at a lower cost.
- Tactical advantage: You can be up and running with EFT in minutes. It's easy to install, easy to implement, and easy to set up automation processes. Free up your time to spend on other problems.
- Simplified data management. Add Enhanced File Transfer to your B2B gateway and replace costly, inflexible VPNs, VANs, and EDINT based systems and increase security while also taking advantage of the Internet's broad distribution.
- Gateway security in the DMZ offers multi-tier protection.
- Easy deployment, multiple client support, including browser-based zero configuration client.

- Play nice with authentication, through supporting LDAP directories and third party authentication methods. LDAP, Active Directory, NT, and ODBC are among the authentication schemes EFT Server supports.
- Reduce configuration time and need for professional services
- Support industry-standard protocols. EFT Server uses no proprietary transfer protocols, and offers a broad palette of industry standard protocols, ensuring compatibility internally and between you and your partners and customers.
- Be easy to brand. EFT Web Transfer Client offers fully exposed CSS, making it a snap to tailor to your needs.
- Offer fully exposed APIs for custom integration solutions. EFT Server has a fully exposed API in COM+, allowing you to leverage existing competence in your own IT department to customize your integration.
- Come with a comprehensive set of automation tools to enable automatic offloading, encryption, transfer, and distribution of data. EFT Server's Event Rules based automation tool set and visual interface allow for rapid automation programming that you can do yourself without depending on professional services.
- Minimize dependency on your other systems to deploy its own solution. Enhanced File Transfer Server deploys EFT Web Transfer Client independently, not requiring any additional configuration of a web server, simplifying integration.

Summary

GlobalSCAPE's Enhanced File Transfer solutions offer a flexible, cost-effective way to upgrade or establish a secured data exchange system and add features typically expected in much

more costly MFT solutions such as automation, nonrepudiation, and multi-tier security. Standards-compliant technologies, exposed APIs, and full automation tools simplify B2B gateway integration and expand your ability to quickly provision your partners and customers. If compliance with corporate governance policies is a driving force behind your needs “GlobalSCAPE’s Enhanced File Transfer (EFT) Server is geared toward companies faced with tactical MFT challenges, such as HIPAA or Sarbanes Oxley.”³ If you are faced with the need to add a secure Internet-borne data exchange system to your B2B gateway, or require a way to secure and automate bulk data exchange that allows you to add or modify accounts rapidly, or if you need a way to extend a browser-based secure transfer method without losing auditing capabilities, an Enhanced File Transfer solution can give you a more secure data exchange system at a lower cost. [Contact us](#) to learn more about Enhanced File transfer solutions, or to test one in your own environment.

3 *Managed File Transfer Suite Technology Overview*, April 2005, Gartner Research