



CASE STUDY (Globalscape)

Publicly Owned Entertainment Group Replaces Unreliable Legacy System, Achieves Data Security and Reliability Using Globalscape® Enhanced File Transfer™ (EFT™)

Summary

After publicly owned entertainment group replaced their legacy FTP servers and increased availability, visibility, reliability, and security while reducing downtime and costs using the [Globalscape EFT Enterprise platform](#). By using several existing modules from EFT's robust product suite, as well as professional [Deployment services](#), the client was able to implement the solution quickly and reduce risk during the transition.

The Challenge

The client was struggling with a 10-year-old solution consisting of four legacy software applications for FTP transfers, scheduling, and PGP encryption. The system was originally built when the business was smaller, with a low file transfer volume. The firm grew substantially, ultimately needing a system that could handle >280 custom jobs, >50,000 FTP transactions, and >\$7 billion transferred every month. The transfers included several types of file exchanges, such as

- Cloud application to cloud application
- Employee payroll to banks
- Database to database
- Supplier and company (payments and invoices)

- Customers and company (accounts receivable)
Implement the new platform quickly, fully tested, and with low risk of failure

All of the files from each of the organization's business units (e.g., human resources, finance, payroll) and their back-office systems (e.g., SAP) were transferred through this single, insecure, legacy FTP system.

The company was experiencing the following pain points:

- Security risks
 - › Undocumented access to directories
 - › Local user accounts with weak passwords
 - › Insecure protocol used for transfers (FTP)
- Poor administration
 - › Unknown job criticality
 - › Undocumented job purpose
 - › No self service
 - › Manual user management
 - › Custom scripting required

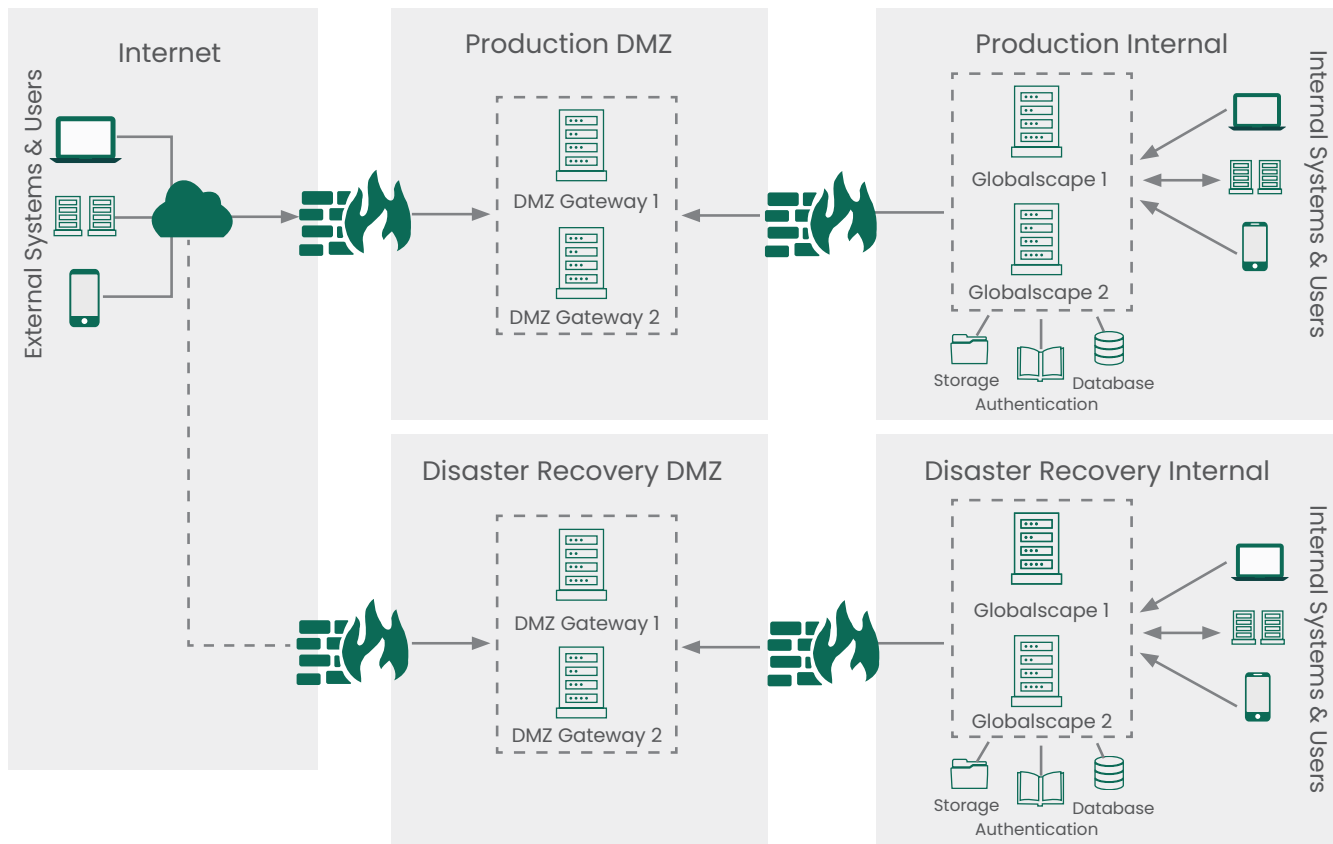
- Reliability issues
 - › No visibility/reporting for success/failure
 - › No High Availability
 - › No redundancy
- Inefficient processes
 - › Decentralized delivery
 - › Reactive support
 - › Lengthy issue-resolution time due to research required

The Solution

Globalscape engineers delivered a highly available disaster recover system using EFT Enterprise, DMZ Gateway®, Advanced Workflow Engine, Auditing and Reporting module, OpenPGP module, Advanced Security module, EFT Insight, Workspaces, EFT Web-Based Admin interface, and Professional Services for Quick Start, Implementation, and Automation Migration.

Previous Pain Points	Globalscape Solution
No high availability or redundancy	EFT Enterprise in an active-active, highly available configuration with disaster recovery
Time-consuming custom scripting required	The Advanced Workflow Engine requires no custom scripting with a drag-and-drop workflow design interface
No visibility into transfers	Auditing and reporting module (ARM) provides auditing and reporting for user, admin, and file transfer activity on EFT
No self-service transfers	EFT with Workspaces provides a secure space through which users can upload/ download files—with admin control and visibility
Undocumented access and weak passwords; manual user management	EFT administrator manages user accounts/permissions, sets password-strength rules; user accounts can be added to EFT automatically using authentication databases (AD, LDAP, etc.)
Insecure protocol (FTP) used for transfers	EFT uses SFTP and HTTPS for higher security
Processes for delivery was decentralized and there were no reporting mechanisms to use for monitoring	EFT Enterprise provides a central location for transfer and management of data and users; the Auditing and Reporting module provides reports of all activities on EFT
Unknown job criticality or purpose	EFT added visibility to jobs. Created Event Rules to be organized and managed by business unit. EFT Insight provides view into success/failure of Event Rules

Process using EFT



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