



CASE STUDY (Globalscape)

## Online Retailer Improves Operational Efficiency Workflows by Deploying HA Solution with Globalscape EFT™

### Globalscape EFT Replaces Homegrown File Transfer Solution

#### Overview

For over a decade, three large online retailers all operated under the same corporate umbrella, until they made the decision to separate. With any split there are always questions. Who owns what? Who keeps what? Where do we go from here?

At the recommendation of one of the online retailer's employees, Globalscape Enhanced File Transfer™ (EFT™) was introduced as the best solution to meet business requirements for their secure data exchanges.

#### Challenge

The retailer's existing homegrown file transfer system left them vulnerable to a wide range of risks, from productivity declines to an insufficiently protected network. To better position their business, they hoped to find a solution that offered the following:

- A single platform for management, monitoring, and tracking
- Integration-ready solution with business-critical applications for full operational visibility
- A cost-effective and budget-friendly solution

The online retailer needed a quick and problem-free transition to their new enterprise-level managed file transfer solution, and the transition needed to be achieved without any interference to their daily operations.

#### KEY DETAILS

##### OUTCOME

-  Single platform for managing and monitoring file transfers
-  Operational visibility
-  Onsite training
-  Multi-layered security solution

##### APPLICATION

- + Simplify complicated data transfer workflows with Advanced Workflow Engine
- + High Availability in Active-Active clustering removes downtime
- + Reduce IT risk in implementing and migrating solutions with Professional Services team

##### PRODUCTS

- + EFT™ Enterprise
- + EFT™ Advanced Workflow Engine
- + High Availability (HA)
- + Professional Services

## Implementation

After an analysis of the online retailers' infrastructure and a discussion about their goals and file transfer requirements—the decision was made to deploy Globalscape EFT to Enhanced File Transfer™ (EFT™) to streamline the retailer's file transfer processes and decommission their existing file transfer system.

With EFT, they would be in a position to minimize errors with failed file transfers, and other inefficiencies or productivity risks, while having complete visibility over the entire file transfer infrastructure. The retailer liked the large feature set of Globalscape EFT, including the Advanced Workflow Engine (AWE) module which simplified their complicated data transfer workflows. EFT also gave the online retailer the ability to provide high-availability in Active-Active clustering.

## Result

By implementing Globalscape EFT with the AWE module in high availability the online retailer could finally decommission several outdated, homegrown systems. Through the Advanced Workflow Engine module, the online retailer was able to use automated scripts and programs within an easy-to-manage, centralized platform for management and tracking purposes.

Globalscape's Professional Services team was also brought in to assist with the implementation, as well as train the staff on the solution. Following the initial deployment, the team Globalscape's Professional Services team also provided remote support to help them with the integration of other systems as they migrated off the previous solutions on a case-by-case basis. In addition, the online retailer's IT team was able to expedite the deployment process to get the system up and running quickly and cost effectively.

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