COVIANT Software

CASE STUDY

THE CUSTOMER:
A High-Tech Bio-Pharmacological Manufacturing Company

THE PRODUCT:
Diplomat MFT Enterprise Edition

THE PAINT POINTS:

The Customer relies on a highly collaborative research and development process involving a decentralized team that manages large data files containing highly sensitive intellectual property.

To maintain data integrity and security, files are pulled back to the main office each day for secure archiving.

To ensure that the files are kept secure throughout the entire process, the Customer needed a way to automate the collection and distribution of files, and to tackle encryption/decryption as well.
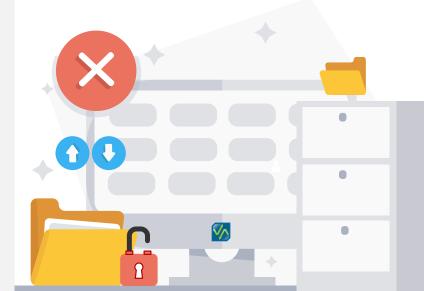
Furthermore, it needed to be simple to use to ensure proper pocedures were followed. That meant minimal user intervention and maximal automation.

A high-tech bio-pharma company overcome a costly data transfer challenge with Diplomat MFT

THE CUSTOMER AND CIRCUMSTANCES:

A high-tech bio-pharmacological manufacturing company specializing in the development of advanced therapeutics approached Coviant Software with a data transfer challenge that was costing them time and money.

They were putting their valuable intellectual property at risk by using an ad hoc file transfer system that was unsecure, hard to use, and unreliable. Worse, their employees didn't like it and so avoided using it, causing workflow problems.

THE CHALLENGE:

"We are a highly collaborative organization, and our research teams work with large, complex data sets," the Customer CIO said. "It is important for us to maintain the integrity of the data and to automate the way those files are shared."

The size of the files often complicates matters for the users as their existing process can take several minutes to complete before data transfers can take place. Doing so manually can be frustrating for individual users and occasionally result in errors or incomplete tasks. The Customer required a managed file transfer solution capable of operating on a variety of distributed, often mobile workstations; the capacity to handle large data files; and the ability to manage complex processes, including PGP file encryption, automatically. Furthermore, the processes needed to be fully auditable and able to immediately alert users in the event of a file transfer failure.

Quote from the CIO …

"Diplomat MFT makes it easy for us to manage our file sharing processes no matter how big those files are," the CIO said. "And because our teams don't have to worry about manually saving, moving, and securing their data, that helps to make us more efficient and productive."

THE SOLUTION:

Following a rigorous review process, the Customer chose Coviant Software's Diplomat MFT Enterprise Edition as its secure managed file transfer solution, enabling the Customer to set up unlimited remote agents for each of their external workstations. Remote agents are lightweight versions of Diplomat MFT, deployed on remote networks or desktops. They execute specific tasks controlled by the primary Diplomat Server to complement the product's primary function.

With secure deployment at their headquarters, and using remote agents on each external workstation, the Customer created a customized process to detect when employees moved their completed files into a prescribed location. Once the file is transferred and remains idle for one minute signalling that all processing is completed, the remote agent then collects the file using SFTP, encrypts it, and transfers it to the centralized location.

Each transferred file is fully audited, including the capture of all data associated with tracking any workflow changes or manual interventions. This ensures that every action is accounted for and can be further investigated if required. By deploying Diplomat MFT Enterprise Edition, the Customer can now transfer files securely from multiple locations with built-in PGP authentication, streaming encryption, checkpoint restart, checksum file integrity, bandwidth utilization, and more. Today, the Customer rests easy knowing their intellectual property is protected and that collaborations are managed smoothly, keeping vital R&D projects productive—and secure.

We invite you to download a free trial or schedule a demo by visiting:

www.coviantsoftware.com/request-demo/