



## CASE STUDY

### THE CUSTOMER:

Multinational Property Developer

### THE PRODUCT:

Diplomat MFT Enterprise Edition

### THE PAIN POINTS:

The Customer is a growing property management company with operations in the U.S., Canada, and Brazil, and plans for further expansion elsewhere.

It requires timely and reliable data transfers to partners and government agencies when pursuing projects, and also for day-to-day administrative functions.

Existing data transfer processes were mostly manual and ad hoc, and thus prone to delays and errors.

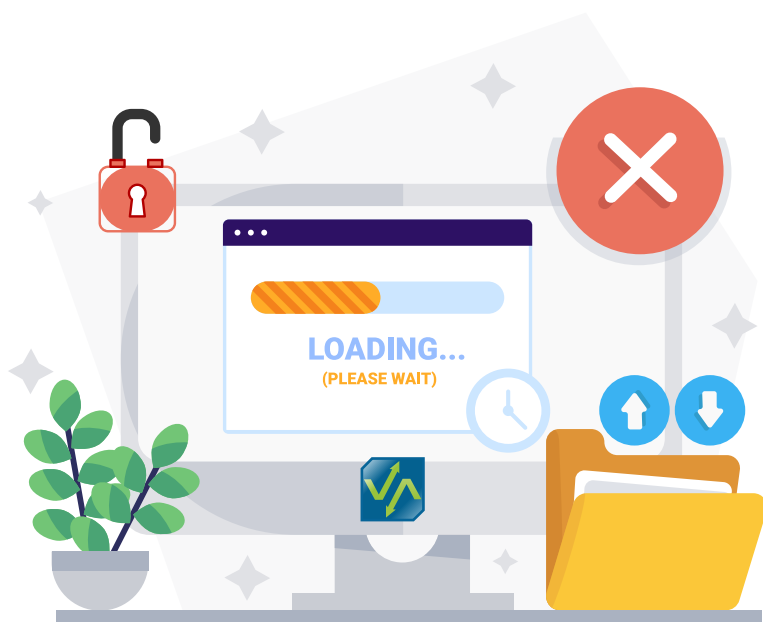
### REQUIRED COMPATIBILITY WITH:



Multinational Property Developer use **Diplomat MFT** to securely send and receive corporate, financial, and HR data

### THE CUSTOMER AND CIRCUMSTANCES:

A multibillion-dollar, multinational property investor, developer, and manager approached Coviant Software looking for a way to securely send and receive corporate, financial, and HR data from a variety of applications while remaining compliant with different national regulations. And as a multinational organization, the managed file transfer product they needed had to support data security, privacy, and cross-border data sharing regulations from several countries.



## THE CHALLENGE:

Because the Customer doesn't have a large IT department, it needed a managed file transfer solution that was intuitive so that administrative staff could easily use it whether they worked in finance, human resources, or project management. That meant finding a product capable of integrating with a broad range of business applications. Furthermore, security—including PGP encryption management—was essential to ensure the integrity of its business plans and to remain compliant with various privacy regulations like the Health Insurance Portability and Accountability Act (HIPAA) in the U.S., the Personal Information Protection and Electronic Documents Act (PIPEDA) in Canada, and the General Personal Data Protection Act (GDPA) in Brazil.

The IT project manager told Coviant Software, "Security is a high priority here, so we were looking for a simple solution to handle encryption and decryption when sending and receiving files from third parties. The reputation and stability of the vendor is important to us. Coviant Software checks those boxes. When the search concluded, the Customer went with Diplomat MFT from Coviant Software and has been a satisfied customer for more than 15 years."

## THE SOLUTION:

The Customer launched a comprehensive search, with several specific requirements including:

- Compatibility with business applications like Concur, UKG UltiPro, Yardi, and more.
- Simple, automated PGP encryption management.
- Robust scheduling capabilities with confirmation and error notifications.
- A reputable vendor with a track record of success.

### Customer Quote

"Diplomat MFT saves me a lot of time, the simplicity of the solution is great, and we are very happy with the level of support we receive," the project manager said. "Coviant Software turned out to be an excellent value and investment for us."

IT Project Manager



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

[www.coviantsoftware.com/request-demo/](https://www.coviantsoftware.com/request-demo/)