Legacy File Transfers Slows Down Fast Food Chain

International Fast Food Chain Eliminates Legacy Data Transfer Inefficiencies with EFT Enterprise

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Large restaurants and fast food chains manage more than delivering great food and friendly service to their customers.

SOLUTIONS

- EFT Enterprise
- Active-Passive Clustering
- DMZ Gateway
- Event Rules

KEY BENEFITS

- Quick and easy EFT implementation
- Full integration with business critical applications
- Automatic failover
- Sensitive data secure at rest and in transit
- Disaster recovery readiness
- Streamline business workflows and processes
- Eliminate tedious manual processes through automation

Large restaurants and fast food chains manage more than delivering great food and friendly service to their customers. Behind the scenes, these restaurants have to manage a high volume of sensitive and business-critical data. Keeping a restaurant's data moving – reliably and without downtime – ensures that the consumer-facing side of the business continues to run smoothly. At the same time, maintaining the security and operational visibility of the data helps the organization meet compliance mandates, while making it easier for their IT team to save both time and money.

CHALLENGE

One particular international fast food company, that has been in business for multiple decades, with thousands of restaurants and employees across the globe was in search of an advanced managed file transfer (MFT) solution to replace their existing legacy file transfer protocol (FTP) solution. They were seeking a replacement solution to help them keep up with the high volume of data being exchanged between its restaurants, franchises and vendors, while also mitigating any potential security and compliance concerns.

The legacy system in place was a homegrown file transfer solution that included custom software codes that began requiring constant maintenance. This led to a growing concern about the company's compliance preparedness, security best practices and overall operational efficiency. Additionally, the company lacked a failover safety net, which helps to protect an organization when a network disaster strikes.

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The legacy system was split between two different systems, one for FTP and one for SSH File Transfer Protocol (SFTP). SFTP was hosted using a Linux environment, which ran through a separate system for NetApp. The different systems were owned and managed by various team members, which also meant each of the systems had completely different processes. The old hardware and disparity of systems ate up too much time within the IT department – creating shifts in personnel and resources solely dedicated to maintaining the systems – and caused slowdowns to the larger workflows.

The scripting, coding, and programming was unique and created specifically for the restaurant's homegrown solution. However, since a small number of the technologists on the team had the specific skillset required to maintain or troubleshoot any programming issues, it ultimately created limitations in staff assignments and caused strain on overall IT resources. In addition to resource constraints, the existing systems were working off of legacy domain controllers that were no longer supported by their current technologies and IT staff – and caused some challenges when considering next steps to implement cloud-based technologies into the current IT environment.

The fast food company needed a solution that would provide more stability, operational visibility, built-in reporting and auditing functions, while also supporting third-party solutions and facilitating compliance and security requirements. They also wanted a user-friendly solution that would make set up easy and efficient for administrators.

Additionally, IT needed a new solution that could fully integrate with key business applications at the corporate level and throughout their various locations.

SOLUTION

The fast food chain's IT leadership chose Globalscape's on-premises managed file transfer (MFT) platform, EFT Enterprise, to streamline data transfer processes and secure all data movement within their network. EFT provides secure file transfer, data management, and compliance functionalities to safeguard the fast food chain's business critical and sensitive data. By implementing EFT Enterprise in an active-passive cluster in conjunction with the DMZ Gateway and Event Rules – in an effort to replace and consolidate the legacy systems --

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EFT provides:

Secure file transfer

Data management

Complicance functionalities

their IT department had greater control over security and compliance over their network. With EFT, the fast food company is more prepared for emergencies, saves overall maintenance time and no longer faces manpower limitations. With the active-passive cluster, the company gained the failover capabilities they required to feel more confident in the event of a disaster recovery scenario.

The high volume of data managed by the organization's IT department was heavily relied upon throughout the company. The previous systems faced challenges managing the network traffic as the data volume continued to increase over time. Coupled with the large volume of data and the disjointed legacy platform, their risk of network outage also increased with time. Through the EFT active-passive cluster implementation, the IT department could ensure uninterrupted service for all users on the network across the organization and its franchises.

With EFT Enterprise, their team now has access to intuitive automated workflows—instead of using complicated scripts. Removing the extra step of local authentication in the Linux environment, they no longer need to deal with minor but time consuming tasks like ID management or creating accounts, because that's all handled securely within the automation and Event Rules features of EFT Enterprise.

While the automation and Event Rules functionalities supported greater efficiency for the overall IT team, the move to EFT Enterprise provided additional IT department team members with the ability to receive training on the platform, which better balanced their IT resources across the organization and supported franchises. EFT Enterprise provides the fast food company's IT department with the ability to more transparently monitor the flow of data into and out of the organization, and quickly identify issues or vulnerabilities.

RESULTS

With Globalscape's EFT Enterprise implementation in an active-passive cluster, the fast food company experienced greater efficiency across the organization. The IT team felt more confident in their ability to prevent network outages, and they had more control and visibility over the data movement throughout their network.

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The specialists within their IT department no longer need to spend extra time compensating for an outdated, inefficient system. Even at the administrative level, EFT Enterprise offers an easy-to-use platform; the added convenience of LDAP integration means the IT department doesn't have to manually adjust important user data (like user-names and passwords) to the new solution. The transition over to EFT Enterprise also helped their IT department identify other issues not related to the original systems but that stemmed from processes interacting with the old architecture, which were otherwise not apparent.

Now, through their fully integrated EFT Enterprise solution, automation helps streamlines their business processes and workflows across the corporate network. While their previous solution was tedious and lacked visibility, the IT team is not slowed down by trying to keep up with and maintain two very different – yet outdated – systems. After implementing EFT Enterprise, their IT department is now on to bigger projects to enhance the corporate network.

ABOUT GLOBALSCAPE

Globalscape enables businesses around the globe to unleash the power of their data. As a leader in secure information exchange and a data integration innovator, Globalscape's powerful yet intuitive platform, reliable support and dedication to solving even the most complex of data challenges help organizations accelerate their digital business transformation.

Download your <u>free trial of EFT Enterprise</u> **today to discover the efficiency boosting benefits of Globalscape's advanced managed file transfer solution.**

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