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Retail Distributor Accelerates Business with Fast File Transfers

Challenge

A global retail distribution company in Seattle, WA regularly exchanges files of different types and sizes, ranging from SLAs to product design documents, with a company in Hong Kong. They exchange the files over the internet using TCP/IP.

However, when using TCP/IP, the larger sized files are split into "chunks" or packets. These packets go through the company's network in Seattle, through their local internet provider's network, over the regional gateways and networks, transmitted to satellites, and sometimes even transmitted across telephone lines.

Eventually, the packets that make up the file make it to the local network of the company on the other side of the world. Then another packet of information is returned to the originating server to acknowledge that the file was received. The process was not instantaneous. The process involved with splitting up the file and reassembling the file, on top of the sending of acknowledgements to ensure that there are no errors, in turn causes significant delays.

While the retailer didn't experience any problems with their files reaching their final destination, they needed their files to transfer at a faster rate in order to meet business objectives. The slowness issues they experienced as a result of files transferred across a long distance was becoming a challenge.

Solution

The company initially dealt with productivity problems, running time consuming manual workflows, which is why they choose Globalscape Enhanced File Transfer™ (EFT™) Enterprise many years ago. Through EFT Enterprise and its automation functions, they saved a great deal of time and effort automating integral information exchange and workflow automation activities.

Among their activities included the file transfer workflows in their accounting department, which required that they automate activities such as, moving the file to another location, saving a file with a different name, and folder monitor rules that automatically take an action when the folder contents change.

SOLUTIONS
- EFT Enterprise
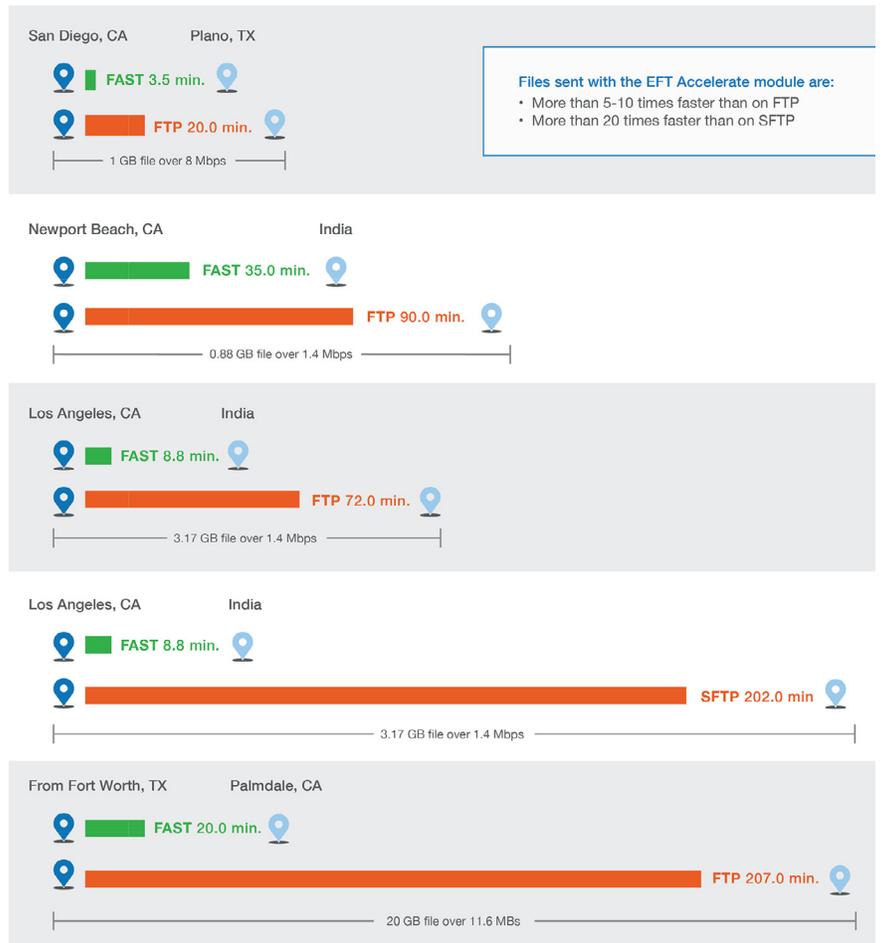- The Accelerate module

KEY BENEFITS
- Fast and secure file transfers across long distances
- Reduce excessive delays challenges that commonly accompany long distance file transfers
- Meet business objectives

Ready to accelerate their long distance file transfers, they chose to upgrade to an implementation of EFT Enterprise with the Accelerate module. The Accelerate module for EFT Enterprise reduces file transfer delays and improves the time it takes for transferred files to reach their destination.

Results

No more long waits for files to arrive. Initially, the company's production manager would sit on the phone with her partner in Hong Kong waiting for a file he sent over an hour ago. While an hour isn't a long time, it often feels that way if you needed your file "yesterday."

According to the production manager, once the high-speed file transfer solution was in place, file transfers felt like they were being sent from a server in the same building instead of from across the ocean. With EFT Enterprise and the Accelerate module, files being transferred went 5 times faster than before.

San Diego, CA   Plano, TX

FAST 3.5 min.

FTP 20.0 min.

1 GB file over 8 Mbps

Files sent with the EFT Accelerate module are:
- More than 5-10 times faster than on FTP
- More than 20 times faster than on SFTP

Newport Beach, CA   India

FAST 35.0 min.

FTP 90.0 min.

0.88 GB file over 1.4 Mbps

Los Angeles, CA   India

FAST 8.8 min.

FTP 72.0 min.

3.17 GB file over 1.4 Mbps

Los Angeles, CA   India

FAST 8.8 min.

SFTP 202.0 min

3.17 GB file over 1.4 Mbps

From Fort Worth, TX   Palmdale, CA

FAST 20.0 min.

FTP 207.0 min.

20 GB file over 11.6 MBs

Don't let your big data or long-distance file transfers be delayed another minute. Contact Globalscape today for more information about EFT Enterprise with the Accelerate module.

ABOUT GLOBALSCAPE

Globalscape is an innovative software company that secures mission-critical exchanges of data across multiple platforms - including remote and mobility solutions - for businesses worldwide. Through superior software, standards compliance and experienced, reliable support, Globalscape secures information exchange for individuals, global enterprises, governments, and small and medium enterprises across a wide range of industries.

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