

SUCCESS STORIES

Large Investment Management Firm Meets Service Level Agreements through Data Transfer Automation

Challenge

A large investment management firm, with assets of around \$1 trillion USD under management, receives important files such as stock quotes, fund updates, and other time-sensitive updates, that are regularly uploaded to their internal network from an external system. These files need to be delivered immediately to 30 of their customers, each of whom is paying the organization for this timely information.

If any one of those 30 customers has a slow server or the transfer takes longer than 15 seconds, the transfer times out. Each of the subsequent files that are in line to be sent has to wait for delivery, because each file is sent in chronological order.

If three or four of those destination servers along the string of 30 are slow, then the last ones in line are NOT getting their files in a timely fashion, creating a serious problem for the investment firm. There is also a service level agreement (SLA) in place requiring that the file be delivered within 10 minutes of when the investment firm received it.

Solution

Normally, when there is a set of automated file transfer actions, all of those actions execute one file after the next (i.e., send file to customer 1, send file to customer 2, send file to customer 3, etc.), which means the last file of the 30 might be transferred much later than the first. Using Enhanced File Transfer™ (EFT™) Enterprise Event Rules the administrator enabled the “parallel file transfer” registry option to automatically deliver this file individually to each of the 30 recipients. When the registry option is enabled, the automated transfers occur in parallel, so that all the customers receive the file at the same time.

Results

The investment firm met its SLAs, which required all 30 remote customers receive their file transfers in a timely manner. When the firm initially faced challenges completing secure file transfers because of slow external servers or connection timeouts, the automation features of EFT Enterprise with Event Rules and the parallel file transfer registry made it possible to eliminate the problem of incomplete file transfers caused by a dependence on the completion of subsequent file transfers. The organization no longer has any problems meeting its SLA to its customers, thanks to Globalscape.

[Contact a Globalscape Solution Specialist](#) today to find out how we can help your organization meet stringent SLAs with our managed file transfer solution, EFT Enterprise.

Key Benefits

- ✓ Met SLAs
- ✓ Eliminated problem of incomplete file transfers
- ✓ Simplified complicated workflows