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Payment Processing Firm Deploys High-Availability & Disaster Recovery Environment With Globalscape EFT™

Globalscape Provides Enterprise MFT Solution for Leading Payment Processor

Overview

A global payment processing organization was looking for a top-of-the-line managed file transfer (MFT) provider, with plans to embark on an MFT journey to alleviate and enhance their IT infrastructure. As a worldwide business, they are required to provide a secure file transfer platform to exchange data with their customers on a daily basis. They service over 100,000 active merchant locations spanning several countries, with headquarters in the U.S.

Payment processors typically transfer hundreds to thousands of files per day with multiple trading partners such as acquiring banks, merchants, and customers. Because of the nature of the business, payment processors have a mix of secure file transfer solutions to get the job(s) done. This particular payment processor came to Globalscape to organize their file transfer infrastructure into one centralized MFT solution built specifically for large enterprises.

Challenge

The previous configuration before Globalscape entered the picture consisted of a hodgepodge set of file transfer solutions. It was mainly a Linux-based homegrown SFTP house, with about 100 servers—the majority requiring manual scripting. Some trading partners required the payment processor to use UNIX scripting due to restricting file transfer protocols. Multiple FTP solutions created the need for clear auditing and reporting for transparent visibility on all data movement with their stakeholders.

Overall, the client wanted to reduce IT costs and time by removing inconsistent infrastructure to scale for future growth. They were also looking for a highly-available environment that could span multiple data centers with decreased manual scripting as well as support for disaster recovery scenarios.

KEY DETAILS

OUTCOME

A secure file transfer portal, safely accessed both externally and internally

Reliable, always available service

Centralized platform to manage data transfers

Vital protection on critical files containing PFI and PII

APPLICATION

+ Secure data transfers, as well as encryption of datat at rest and in transit

+ New quick, reliable, and secure method of file sharing, superior to consumer grade SFTP

+ High availability active-passive server cluster with load balancing and easy disaster recovery scenarios

PRODUCTS

+ EFT™ Enterprise
+ EFT™ OpenPGP Module
+ EFT™ Auditing and Reporting Module
+ EFT™ Advanced Workflow Engine
+ EFT™ Advanced Security Module
+ EFT™ Active-Passive Clustering
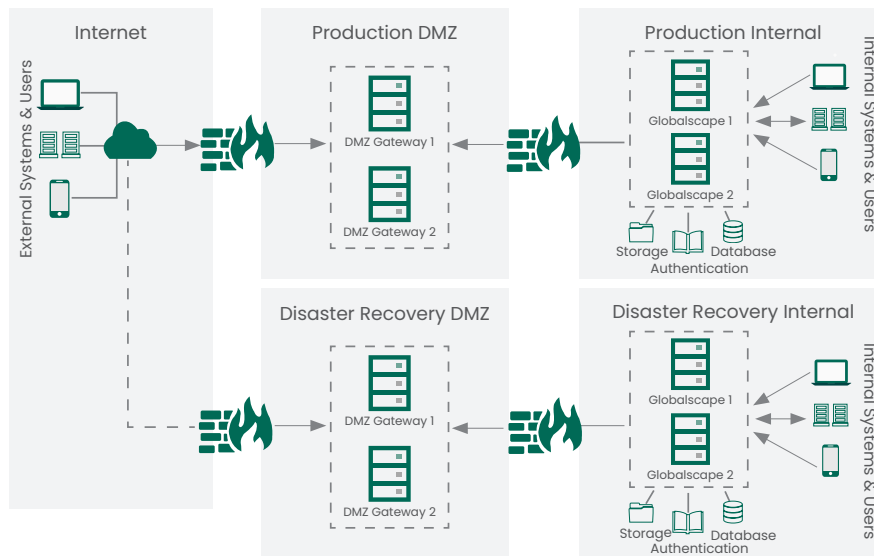+ Professional Services

Implementation

Globalscape engineers recommended EFT Enterprise with the OpenPGP module, Auditing and Reporting module (ARM), Advanced Workflow Engine (AWE), and the Advanced Security module (ASM). Through the OpenPGP module, the client will be able to employ industry standard encryption to safeguard their data transfers at rest. ARM will allow for all of their transactions with their acquiring banks and merchants through EFT, in real-time. AWE will streamline their business processes that were imposed by their old file transfer solutions into an intuitive workflow programming interface. In addition, this payment processor will be able to create file transfer automation and integration workflows without the need for code, scripting, or complicated batch files. EFT Enterprise with ASM will eliminate the need to create and track built-in, user and administrative accounts, by using the existing Active Directory infrastructure for account creation. This will help the payment processor maintain security of accounts in one location, rather than their previous configuration of hosting multiple accounts in several locations. Above all, these modules in conjunction will add security, automation, compliance, and auditing features to support a PCI DSS environment.

The payment processor deployed this solution using EFT's Enterprise High Availability (HA) solution to ensure seamless availability of their critical applications and file transfer systems for employees, acquiring banks, merchants, and customers. They also enlisted the help of Globalscape's Professional Services team to get started on their MFT journey with hands-on training tailored to their needs. The training course provides instruction on everyday administrative guidelines, user account control, account permissions, HA deployments, file sharing and troubleshooting.

Result

By partnering with Globalscape, this payment processor deployed a sophisticated highly-available MFT solution, including disaster recovery preparedness to automate and secure their most vital data transfers. Their new MFT solution provides added security layers, automation, as well auditing and governance to help facilitate compliance with PCI DSS. Globalscape EFT is able to streamline and centralize their MFT needs so that they can focus on exceeding SLAs as well as growth initiatives for the organizations' future.

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