



HOW AN OUT-OF-DATE MANAGED FILE TRANSFER TOOL BROUGHT A LARGE FINANCIAL ORGANISATION TO A GRINDING HALT

CASE STUDY

THE BACKGROUND

Managed File Transfer (MFT) software is a key business enabler for thousands of businesses in the UK, providing secure, reliable and automated data and file transfer functionality across a range of departments and use cases. Crucially as a tool, MFT will often run as a background process, requiring minimal manual intervention and flying under the radar.

THE BACKGROUND

As the UK's leading experts in MFT, Pro2col routinely come across systems that have largely been forgotten about. These out of sight / out of mind systems showcase the robust benefits of MFT, but ultimately begin to form a risk for businesses. Like any software system, MFT does need to be updated in line with the latest security advice, to ensure companies and their data is not being put in a vulnerable situation.





THE SITUATION

Recently, one of Pro2col's busy sales team received a general enquiry from a major financial company. They had multiple file transfer tools in play and were looking for an audit to be carried out on their systems to give them greater visibility of what products they were using and to recommend ways to refine and slim down their file transfer infrastructure.

Shortly after conducting the audit and presenting findings to the client, Pro2col received an urgent query late on a Friday afternoon. It transpired that one of the MFT tools being used by the financial organisation was nearly a decade out-of-date, and the cyphers and encryption on that version of the software was no longer secure enough to pass muster within the data-sensitive world of financial services. Over the course of a week, two major banking partners had ceased all trading and activities with the client.



THE SITUATION

Their business was at a complete standstill. Every hour that they were unable to trade was costing the firm. They needed a quick solution. But, unfortunately for them their software was so out-of-date that they not only required an extensive migration plan, but also needed to procure new licenses from the software provider.



HOW PRO2COL HELPED

Whilst Pro2col's commercial team were negotiating with the software vendor to speed up the licensing process, including releasing license keys prior to payment delivery the Pro2col Technical team began mapping out the upgrade process.

Our lead technical advisor was embedded virtually into their central IT team. Using his expertise, he managed a step by step upgrade, whilst continuously monitoring the process and ensuring that each upgrade step didn't break anything in their system. He worked with the CEO all evening to design a high-level document to map out their issues and future needs as well as developing and launching product-specific training for the client.



THE RESULTS

Within 24 hours of the issue being reported, the new system was up and running and once again compliant and operating with approved and up-to-date cyphers. Working overnight and on weekend downtime the technical team ensured a minimum of visible downtime. With the financial impact of the downtime costing up at over £2 million a day the vastly accelerated upgrade that Pro2col delivered saved the client 10s of millions of pounds.

Once again, this vital financial corporation was able to trade with their key banking clients and offer the security and reassurance to their clients. Once the system was live, they engaged Pro2col's technical team to deliver a full proof-of-concept for their future file transfer systems, with an entirely new product set and Managed File Transfer tooling due to be delivered in mid-2023.

ABOUT PRO2COL

At Pro2col we support clients through the lifetime of the product. Our Managed Service offering allows us to take care of the time-consuming management of your MFT system. Our customer was so pleased with the way we had sorted out the crisis, we arranged a one-year managed service license with them.

We offer a free health check as one of our services that can identify any vulnerabilities with your MFT system. Pro2col are here to help with any issues and can support your organisation to prevent business-critical functions from ceasing. If this sounds like something you would be interested in, feel free to get in touch to receive top level service and expertise to keep your files safe and up to date.



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