



GlobalSCAPE's Cloud-based Managed File Transfer Solution Helps AVI-SPL Streamline Global Operations

AVI-SPL helps businesses around the globe operate more effectively and efficiently through innovative audiovisual and collaboration technologies. Formed from the 2008 merger of two industry leaders, AVI-SPL is now the largest integrator in the audiovisual industry, with approximately 1,400 employees in 32 offices around the globe.



In its role as an integrator, AVI-SPL collaborates extensively with its customers and partners. These processes frequently require the transfer of large files across great distances. To support these file transfers, AVI-SPL has long relied on GlobalSCAPE Enhanced File Transfer Server™ (EFT Server™). But when a planned implementation of Electronic Data Interchange (EDI) increased the demands on its existing infrastructure, the company looked for a cloud-based solution to offload functions from in-house servers and provide better global scalability, reliability, and flexibility.

EDI Puts New Demands on FTP Services

As a global business doing custom installations in multiple countries, AVI-SPL regularly transfers large files over the Internet:

- Between technicians and engineers on customer sites and the office
- Between departments or company groups across locations
- Between designers and architects, customers, and general contractors

Files exchanged include web content, blueprints, CAD drawings, technical specifications, videos, and custom graphics.

As part of ongoing efforts to drive efficiency and productivity in its growing business, AVI-SPL decided to implement EDI, the structured exchange of invoices, purchases, and other data between suppliers and partners.



Rather than working with specialized EDI vendors to do the requisite mapping and transport, the AVI-SPL team wanted to use secure FTP for the data transfers and develop the mapping with its own suppliers and partners. But AVI-SPL needed to choose a solution that could support a variety of different standards for secure file transfer. According to Leslie Johnson, senior vice president of IT at AVI-SPL, "We didn't want to worry about different protocols or AS2 connectivity."

Tapping into the Benefits of Cloud-Based Services

In looking to expand its business-to-business data exchange capabilities to handle EDI needs, the AVI-SPL team researched cloud-based services for secure file transfers.

Says Johnson, "We were systematically evaluating which infrastructure services we could move to Software-as-a-Service rather than on-premise infrastructure. Using cloud-based services gives us better redundancy and scalability than we can easily achieve ourselves, freeing our own IT services for other purposes."

As an existing user of EFT Server, the company was pleased to hear about GlobalSCAPE's Managed Information Xchange (MIX) service. Says Johnson, "As a GlobalSCAPE customer, we trust their expertise in secure file transfer. When we were offered the MIX service with secure file exchange as an on-demand service, we knew we'd found our solution."

The MIX service offers all of the secure file exchange features of EFT Server while also providing GlobalSCAPE business data exchange experts to manage the day-to-day operations.

These features include:

- Multiple secure transport protocols, including SFTP (SSH2), FTPS (SSL/TLS), HTTPS, PGP, and AS2
- Event-based automation – particularly important in the EDI environment supporting supply chain processes
- Audit, reporting, and monitoring capabilities
- Flexible authentication and user account controls



GlobalSCAPE MIX: Secure File Transfer in the Cloud

MIX is an award-winning hosted and managed service that integrates the market-leading GlobalSCAPE EFT Server with infrastructure from Rackspace® Hosting. The tiered service allows AVI-SPL to outsource file exchange services to reduce costs, increase efficiency, and provide reliability and redundancy on a global scale.

Using GlobalSCAPE MIX, AVI-SPL has taken advantage of a scalable cloud-based infrastructure to support EDI transactions and large file transfers with partners, vendors, and customers around the globe.

Collaborative Support Speeds EDI Implementation

Having adopted the MIX service from GlobalSCAPE, the next step was to identify the details of AVI-SPL's EDI exchanges with vendors and partners. As this was the 'do-it-yourself' part of their EDI implementation, they expected to spend a large amount of time on this effort. What they didn't expect was the amount of support they received from GlobalSCAPE's Managed Solutions team to make the deployment a success.

Says Johnson, "The GlobalSCAPE team participated on calls with our vendors, and made our onboarding process much smoother than we expected. They took care of much of the coordination and discussion, and were completely professional and accountable."

Today the company is using the MIX service for file transfers as well as supply chain processes, such as invoicing/purchase order transfers with vendors and customers. The cloud-based infrastructure gives the company the ability to scale its secure file transfers without adding to its own infrastructure and management costs.

Says Johnson, "At AVI-SPL, collaboration is essential to everything we do. Secure, efficient file transfers help us collaborate more effectively with partners and customers, and MIX gives us a scalable, reliable platform to support those efforts."

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