



## GlobalSCAPE® Gives Williams Lea a Competitive Edge

GlobalSCAPE® answers their file transfer needs and offers a solution that alleviates disaster recovery concerns.

### The Challenge.

Williams Lea relies on accurate and timely exchange of information between its customers and its business partners. Security is a major concern; much of the files passed in and out of the company contain sensitive and critical information. Also, solutions must fit into the business process workflow of the various systems each department uses to fulfill customer requirements. And since Williams Lea relies on information exchange, what if files get lost, corrupted, or a disaster strikes? Business would be brought to a standstill, resulting in lost revenue and unhappy customers.

The company had been using a Windows FTP solution to share files, but found it unreliable and lacking in functionality. Files couldn't be moved to the FTP environment directly without some human intervention and it did not provide the level of security they required. The system did not provide adequate back up, so business-continuity and disaster-recovery were major concerns.

### The Solution.

Bola Salami, Senior Technical Architect at Williams Lea Holdings Plc., decided to conduct a search for alternative solutions. "Our research found that GlobalSCAPE products were very reliable and economical. Upon further review, we discovered that not only could they answer our file transfer needs, but they also offered a solution that could alleviate our disaster recovery concerns." The company started by deploying GlobalSCAPE's Enhanced File Transfer (EFT) Server Enterprise™, which leverages industry-standard secure protocols to exchange files.



Williams Lea is the leading global provider of customized corporate information solutions. The firm's 10,000 employees around the world focus on making clients' information work more efficiently.

The company also installed GlobalSCAPE's DMZ Gateway, which brings multi-layered security for data storage and retrieval, authentication, and firewall transversal. DMZ Gateway acts as a communication proxy, replacing inherently insecure inbound connections to the company's network, enabling the organization and its partners, suppliers, and customers to share information in a convenient and safe manner, and ensuring critical information is not stored outside the firewall.

In addition to EFT Server Enterprise and DMZ Gateway, Williams Lea chose GlobalSCAPE's Wide Area File Services (WAFS) for bidirectional file replication and backup. The company deployed WAFS at two separate data centers that automatically share data. One is always active, the other is on standby in case of access problems or a disaster.

## The Result.

Today, Williams Lea uses GlobalSCAPE's EFT Server Enterprise for strategic file transfer between customers and suppliers, and the WAFS solution to share and backup data between internal users and sites. With EFT Server Enterprise, Williams Lea is able to establish "event rules" that guide various interactions and ensure nothing falls through the cracks. For example, administrators established a rule so that if a customer tries to download a file and is unsuccessful, an email is automatically sent to certain individuals to alert them of the issue.

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EFT Server Enterprise is particularly useful in the production environment. Williams Lea linked the software to various internal applications so that when a customer transfers files via FTP, the files are instantly picked up and delivered to an application for composition, and then forwarded to printing. With all these functions automated, the company has gained tremendous productivity benefits.

"GlobalSCAPE's software has been a huge time saver for us," Salami said. Williams Lea administrators have been impressed with the feature-rich software. "There are loads of features available to us," Salami said. "We can do so much with the administration GUI. It's so much more powerful than our previous solution. Administrative tasks are a walk in the park; for instance, we can easily set quotas for each user, control the amount of bandwidth used, and tie customers to certain folders."

The GlobalSCAPE solution allows Williams Lea to guarantee authenticity and non-repudiation by using public key technology. "We always know for a fact who is sending us files, and we always know who we are sending them to, and if they received them. When dealing with as many critical files as we do on a daily basis, this is a tremendous benefit and competitive advantage to our company."

The GlobalSCAPE solution is used by more than 300 users who share and back up files. “Everything is transparent to our users, always available, and always replicated in case something happens. Overall it’s been simple to integrate our suppliers into our workflow process. We’ve received excellent support from GlobalSCAPE, and the software has had a very positive affect on our organization. And the best part is, if anything should occur, we know we are ready to go live almost instantaneously by simply switching our users to our other data source, and we are fully confident that the critical files our customers send us will never be lost.”

“How our customers integrate with our environment is drastically improved,” Salami continued. “From their point of view, they see an increase in productivity because our FTP environment is always available to them, and they do not have to be concerned with loss of data, even in the event of a disaster. It also saves in administrative costs, because it’s so much easier to use than what we used before. As a result of implementing GlobalSCAPE EFT Server, DMZ Gateway, and WAFS solution, not only are our response times improved, but our customers also find us easier to do business with—and that really helps our competitive edge.”

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GlobalSCAPE, Inc. (NYSE Amex: GSB), headquartered in San Antonio, TX, is a global provider of managed file transfer (MFT) solutions for securely exchanging critical information over the Internet, within an enterprise or to business partners. Since the release of CuteFTP in 1996, GlobalSCAPE’s solutions have continued to evolve to meet the business and technology needs of an increasingly interconnected global marketplace.



For more information about GlobalSCAPE, visit [globalscape.com](http://globalscape.com).