



ENFIELD
Council

Enfield Council –
solving problems
with HANDD
Business Solutions
and GlobalSCAPE
EFT Server

Introduction and overview

Enfield Council serves nearly 300,000 people, and is one of the largest boroughs in London.

Providing for such a large and diverse population means that its needs are complex, whether serving tenants or contractors, staff, schools or other government offices. As there is a daily need to exchange data with partner organisations it's crucial to understand how the needs of file transfers and other data acquisition and transfer projects can be solved adequately and cost effectively. Leading managed file transfer (MFT) experts, HANDD Business Solutions, were approached after a successful tender to install GlobalSCAPE MFT and support with the SAP integration required.

There is a need for the complete picture in governmental operations – so having a file transfer system that can not only cater for that, but automate some of the day to day responsibilities (such as generated report sending) makes this easier. HANDD Business Solutions understands that it's important to have the most up to date information available at all times.

The Council's accountability is a constant news item, so streamlining and supporting the ability to provide secure bi-directional electronic file transfer was essential. An MFT system with the capability of taking care of as many of these processes in a hands-off way was critical.

Finally, there is the issue of compliance – with increasing areas of scrutiny falling on the government and all areas of file transfer security, it is of critical importance that all organisations transferring files out of physical offices are using and encoding documents to protect them fully, ensuring that only the intended recipients can access them.

Enfield Council has a constant need to exchange files with its many partner organisations, suppliers, and customers. Sometimes the data is sensitive and in other cases, such as technical drawings, just too large to be allowed through the email system. This led to workarounds including despatches by courier which were costly and compromised security. The MFT solutions proposed not only saved the Council money but also supported the ability to transfer files, of any size, to any number of people and allowed a clear audit trail.

HANDD Business Solutions reviewed all of the borough's system needs, and decided that, GlobalSCAPE Enhanced File Transfer Server® (EFT Server) would fill the client's needs and exceed their expectations.

System requirements provided by the council

- Secure internal and external file transfer, with logging and monitoring.
- Meet and exceed the requirements of all known legislation and regulations including PCI DSS, GSX CoCo and DPA.
- Audit trails that can be reviewed without complex reporting, and monitoring of every area.
- File size should not be an object when transferring any information.
- Full support for ad hoc and scheduled file transfers.
- Be capable of more advanced transfers including scheduling and workflow.

HANDD Business Solutions reviewed all of the Council's requirements with a view to providing a fully compliant solution that would work well in the environments required, with additional support to ensure that external transfers were secure, given the cross- Council and support communication required.

The solution

After extensive consultation with HANDD Business Solutions, Enfield Council chose to work with GlobalSCAPE EFT Server¹, as it represented the system closest to their needs. The HANDD Business Solutions and GlobalSCAPE technical teams then tailored the solution to be a perfect fit, and included some extra guidance on regulatory compliance, including suggestions of sharing policies and more. This created an easy to use secure file transfer system, ready integrated with the Council's mailing systems and supported fully by an enterprise backed system designed to take the load off file transfers, without sacrificing security. This, in turn also created an easy to use, secure DMZ edge server system, where encrypted files could be shared from.

¹ GlobalSCAPE EFT Server <http://www.globalscape.co.uk/enhanced-file-transfer-eft>

GlobalSCAPE EFT Server

GlobalSCAPE EFT Server is a premiere managed file transfer solution that is designed to undertake the following needs automatically:

- *Multi-platform support, including single or two-tier architecture*
- *Extensive options for secure transport protocols*
- *User-friendly interfaces for sending and receiving files*
- *Data encryption and security, including a secure DMZ edge server*
- *Built-in PCI and FIPS compliance to enforce best practices*
- *Easy-to-use administrative interface*
- *Flexible authentication and user account controls*
- *Support for remote administration, virtual file systems, and automatic backups*
- *Event-based automation and processing*
- *GUI-based advanced workflow without script writing; COM API available*
- *Robust ability to audit, report, and monitor all activity*

GlobalSCAPE EFT Server met all of the critical ‘tick boxes’ required – a user friendly interface for those employees less skilled in IT; event based file management and automation; an easy to use GUI workflow that is advanced enough to be agile without requiring additional scripting, and a solid auditing protocol that is easy to use, easy to track and easy to understand. All of this represents the needs of the Council effectively, without placing an additional strain on resources. Furthermore, it is agile and yet user friendly enough to ensure that anyone in the organisation with computer access and an understanding of the underlying sharing agreements can use it.

Understanding the role of MFT in relation to security

MFT, especially software solutions like GlobalSCAPE EFT Server takes the pressure off organisations to protect their data. While this does not mitigate the need to understand and monitor security, it can remove some of the problems and inherent dangers of sharing files and services away from the people involved and ensure that they are supported in creating and managing their files effectively so they can focus on their work without worrying about its later distribution. GlobalSCAPE’s MFT solutions can support teams in understanding this, and allow those that need support to receive it without compromising data security.

Choosing HANDD Business Solutions to support the transfer

HANDD Business Solutions were proud to work with Enfield Council because it represented the opportunity to support a borough in choosing the best file system for them. *“Recognising our experience, whilst also trusting us to help support their choice, we provided them with consultations, documentation and further information to answer their questions and ensure the best fit solution,”* said Anthony Hodges, CEO of HANDD Business Solutions. *“It is important to ensure that clients are fully supported, to allow them to create a fully robust system, and that’s where we believe we excel.”*

The brief was a relatively straight forward one – provide and integrate the system with the support of Serco, a subcontractor who is responsible for supporting the Council’s IT networks .

Client statement

With a tight deadline to meet a new external feed into the Council’s SAP financial system, HANDD Business Solutions responded quickly, installing the software and configuring the workflow so that the project came in on time - avoiding the need for a bespoke solution.

HANDD Business Solutions continued to work with Serco to develop more scheduled file transfers with Council contractors and, crucially, ad hoc file transfers.

Oliver Rhodes, the Council’s IT infrastructure lead said:

“HANDD’s support was excellent. At last we have a highly secure and simple means for staff to transfer files efficiently over the internet, and I know we can rely on HANDD Business Solutions if more complex requirements arise.”

GlobalSCAPE Overview

GlobalSCAPE, is a global software and services company that supports all forms of file transfer, including FTP and secure transfers. They offer a range of access solutions and support that allows them effectively to provide for the business end user and home user, to complex commercial systems. GlobalSCAPE EFT Server, or Enhanced File Transfer Server, is a system that provides extensive options for secure protocols, including extensible SSH(2), SSL, FTPS, and a set of features that will allow and support extension, workflow, and logging with minimal integration into logging systems.

For More Information, Contact:

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