Connecting Consultants and Customers Securely at Arthur D. Little

Founded in 1886, Arthur D. Little is the world's first management consulting firm, linking strategy, technology and innovation to offer its clients sustainable solutions to their most complex business problems. Arthur D. Little has a collaborative client engagement style, exceptional people and a firm-wide commitment to quality and integrity. Arthur D. Little has 26 offices worldwide and serves many of the Fortune 100 companies globally, in addition to many other leading firms and public sector organizations.

Arthur D Little

Simple, Secure File Exchange on a Global Scale

Business Challenge

Timely and efficient information exchange is essential in the consulting business. The consultants who work around the globe for Arthur D. Little often need to exchange large files containing sensitive information with their customers.

When the company migrated an older email system to Microsoft Exchange, its in-house file transfer solution stopped working. The IT team had to act quickly to find an alternative. Email attachments are the easiest way to send files, but they don't work well for large files. The IT team worried that consultants might turn to consumer-focused, "box"-like cloud file sharing solutions that were outside of IT's visibility and control. They needed to provide a secure and easy-to-use solution to mitigate this risk.

The firm created an IT team tasked with finding a suitable file exchange solution for its needs. The team surveyed people to determine what they wanted from a file exchange solution. The combination of user and IT requirements included:

- Ease of use: Consultants as well as external customers needed to be able to use it without training.
- Security: IT wanted to control and audit access to sensitive files, as needed
- Rapid deployment: The IT team did not want to undertake a major new infrastructure project.
- Scalability: The solution needed to accommodate future growth.

Solution: Globalscape's Mail Express®

The team evaluated many offerings that combined file exchange with workspace and collaboration features that were more comprehensive and expensive than the team wanted or needed.

"When we first saw Globalscape Mail Express, we realised that this was perfect for ADL. The fileshare portal was simple and easy to use, and we wanted to give our consultants and customers a simple solution," said Gareth Oxlade, Head of IT UK at Arthur D. Little.

"Mail Express provides an easy-to-implement and reliable file transfer solution at a great price."

- Gareth Oxlade, Head of IT UK at Arthur D. Little

Globalscape Mail Express replaces email attachments with secure file transfer. Available both as a secure web portal and a Microsoft Outlook Add-in, Mail Express lets people send large files easily over email. Behind the scenes, it adds audit and reporting capabilities, policy-based file access controls, and efficient storage.

Using Mail Express, customers or consultants can connect to the secure web portal, enter the email address of the recipient, and send the file. The Mail Express server stores the file on a secure server and emails a link to the recipient. It also tracks whether the recipient accesses the file. The Outlook Add-In automatically redirects email attachments to the Mail Express Server and replaces the attachments with links in the email. To the sender, the experience of sending an attachment is unchanged.
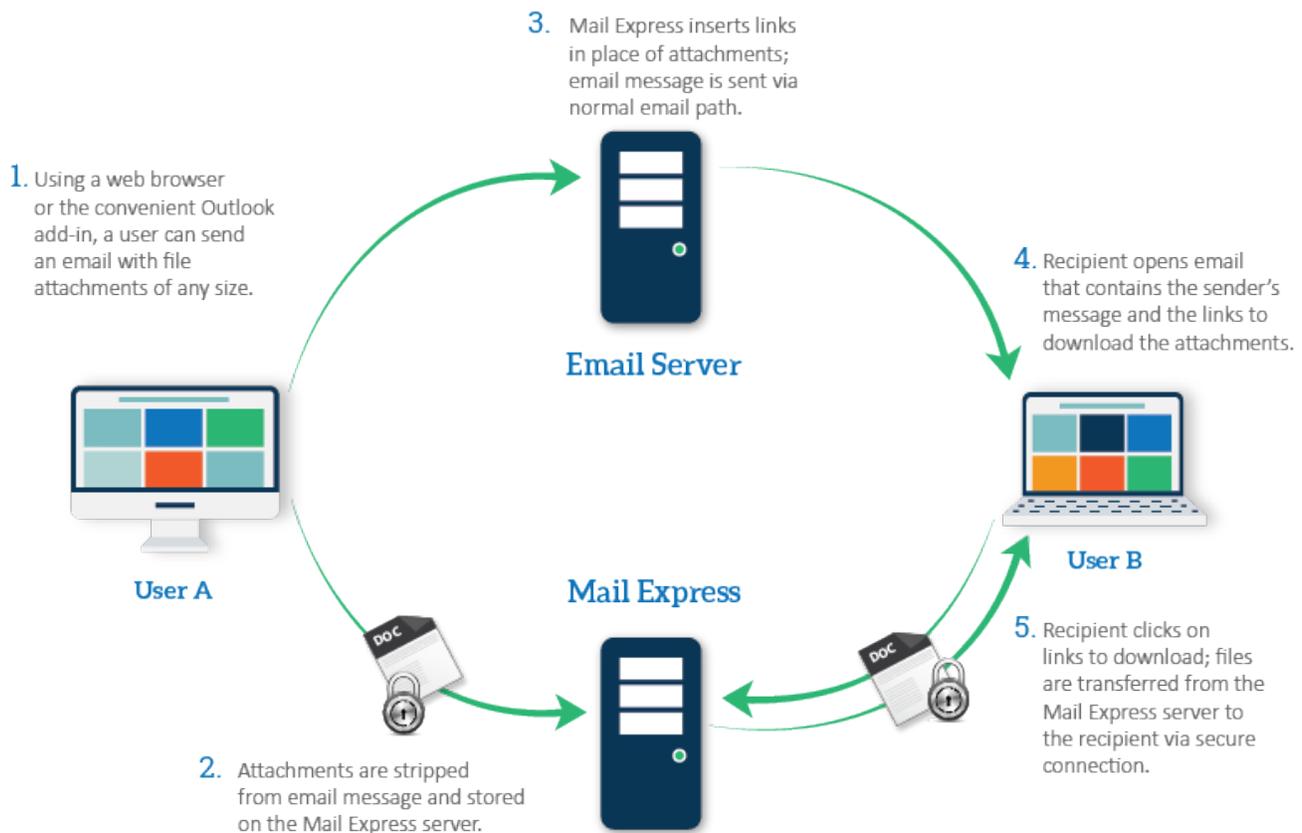
Having identified the preferred solution, the team at Arthur D. Little worked with Globalscape's Certified Master Partner Pro2col, who specializes in managed file transfer solutions, to ensure a rapid and successful deployment. Pro2col tested and configured Mail Express, using the Globalscape DMZ Gateway to forward requests to the Mail Express server securely from outside the firewall. Pro2col also customized the Mail Express web portal with Arthur D. Little branding.

Results: Widespread Adoption by Employees and Customers

Using Mail Express, the company's consultants and partners have a simple, attractive alternative to risky, consumer-focused cloud file sharing.

More than 700 of Arthur D Little's consultants use Mail Express to exchange large files across all of the company's global markets. According to Oxlade, "We have had nothing but positive reviews of the solution internally."

The web portal, customized with Arthur D. Little branding, is familiar and easy to use. This is particularly important as the company's customers use the solution to send and receive large files. Said Oxlade, "Our external clients have told our staff that they have been able to download documents sent to them and upload documents without any issue. We can now securely exchange large documents with customers with relative ease."

1. Using a web browser or the convenient Outlook add-in, a user can send an email with file attachments of any size.

2. Attachments are stripped from email message and stored on the Mail Express server.

3. Mail Express inserts links in place of attachments; email message is sent via normal email path.

4. Recipient opens email that contains the sender's message and the links to download the attachments.

5. Recipient clicks on links to download; files are transferred from the Mail Express server to the recipient via secure connection.

About Globalscape

Globalscape ensures the reliability of mission-critical operations by securing sensitive data and intellectual property. Globalscape's suite of solutions features Enhanced File Transfer™, the industry-leading enterprise file transfer platform that delivers military-grade security and a customizable solution for achieving best-in-class control and visibility of data in motion or at rest, across multiple locations. Founded in 1996, Globalscape is a leading enterprise solution provider of secure information exchange software and services to thousands of customers, including global enterprises, governments, and small businesses.

About Pro2col

Pro2col is an independent MFT and B2B consultancy working with customers in twenty-eight countries from operations in the UK and USA. Pro2col helps enterprises to identify, select, evaluate, and deploy the best managed file transfer solutions from the worlds leading vendors. Established in 2003, Pro2col is a recognised leader in its field with 700 customers, from industries including Health Care, Government, Utilities, Financial Services, Retail, Legal & Accounting Practices, Media, and Charities. Pro2col is a privately owned, profitable company.