

The High Risk of Physical Media Shipments and Storage

Securely “Ship” Your Data Electronically with Globalscape®

A global information services company who provides data to clients around the world needed to exchange data with some of its clients on physical media (CDs), because the clients didn't have a way to exchange the data electronically. This data contains information on more than 440 million credit accounts, provided by virtually every major consumer lending organization in the UK.

In 2007, after Her Majesty's Revenue and Customs (HMRC) lost a CD containing names, national insurance numbers, dates of birth, and pension data, companies reexamined their security practices to include physical media. Physical media shipments are high-risk, because CDs/DVDs can be accidentally left in an unsecured computer or, in the case of HMRC, lost in shipment.



Shipments Can be Intercepted or Lost En Route

When clients needed to submit credit data to the information services company, many of them had no way to submit the data electronically. Instead, they would burn it to physical media (CD/DVD) and then a courier truck containing the physical media would pull up to the back door of the information services company's datacenter. Datacenter employees would unload the truck, unpack the media, and then manually load the data from the media onto a computer that would then transfer the data through their local network to the mainframes in the datacenter—a very tedious, time consuming, and insecure manual process.

The data was secure once it was delivered to the datacenter, but it could easily have been intercepted or lost during shipment, not to mention user error. Additionally, there is the question of secure storage or destruction of all of those CDs/DVDs.

Transferring Data Electronically is More Secure, More Efficient, and Less Error Prone

The information services company was using a Globalscape competitor's product to exchange data with its large clients (banks and government offices). However, they also do business with many small organizations that don't have and can't afford a managed file transfer solution for exchanging data, hence the need for shipping physical media.

The information services company came to Globalscape to find a low-cost way for these clients to submit their data electronically.

Globalscape® Has the Solution

The competitor's product did not have a suitable and affordable file transfer client that would allow for secure remote connections over the Internet. The information services company upgraded their managed file transfer solution to Globalscape EFT™, allowing them to leverage non-proprietary secure standard protocols, like SFTP and HTTPS, and DMZ Gateway®, so that data is never stored in the “demilitarized zone” (DMZ) of the network.

Globalscape Professional Services customized a web page with the information services company's branding from which the information services company offered the Globalscape CuteFTP® file transfer client. The company directs their clients to the page to buy and download CuteFTP, and to view documentation about how to install and configure CuteFTP to connect to the information services company's EFT server and submit their data. CuteFTP's scheduled transfers and folder monitors can operate automatically, in the background, even while the CuteFTP interface is closed.

For the clients, the one-time cost of purchasing CuteFTP is minimal compared to the recurring cost of purchasing, burning, and shipping of physical media. Using CuteFTP, even the “mom and pop” companies can submit their data electronically.

Transferring data electronically is not only more secure than using physical media, but also more efficient and less error prone. Data handoff is now automated—no need to burn, ship, store, or destroy CDs, DVDs, USBs, or any other physical media.