

Have Challenging Satellite Transmission Issues?

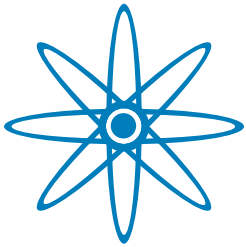
One company solved complicated file transfers with one key solution.



A prominent cruise ship company recently sought a solution to successfully, consistently, and reliably transmit files over satellite communications. From photographic images to security videos, to inventory lists, ship manifests, and seating charts –varying file types had become a challenge to transmit accurately and completely. The company’s current transfer solution could not keep up with ever-growing file sizes as their business evolved. Plus, due to the nature of satellite communication and ship movement across the seas, larger media files were no longer able to be successfully sent over the satellite. Constant disconnections occurred during transmission, which caused the transfer to start all over again. To add to the complication, multiple file transfers were not easily supported, causing delays in the whole system during file transmission.

Many times files were removed from the queue until a later period, causing delays in processing or downtime in backend applications. To add to that, the old system required external, specialized programmers to make changes, plus there was no visibility at the ship level around file movement. This was unacceptable for the business and a new transmission solution was needed.

The cruise line reached out to several potential vendors for help with their file transfer issues. Over the course of a couple of weeks, working with some of the largest technology entities, they experienced numerous unsuccessful file exchange attempts. Frustration grew as not even one file transferred securely during testing. Globalscape was already actively engaged in supporting the cruise line with onshore file protection, so the cruise line asked Globalscape to help with the satellite transmission challenge. Within two short days, Globalscape installed a proof-of-concept solution and demonstrated successful satellite transfers to the cruise line.



EFT

Enhanced File Transfer Enterprise™ to the Rescue

One key feature that Globalscape's Enhanced File Transfer Enterprise (EFT™) supports is the ability to resume transfers where they left off. This, coupled with the ability to multi-thread transfers, was critical when working with unreliable communications over satellite. Once Globalscape was able to prove the EFT solution could successfully move files, it was time to put it to the test.

The cruise company staged data of various sizes and types into a test bed. From there, the mission of EFT was to sort through data and determine which data belonged to each of the company's 32 ships. Once that was determined, the solution had to move it to the respective ship successfully and archive the transmission. Once data was shipside, EFT then had to sort and deliver it to appropriate applications on the ship. This required use of Globalscape's Advanced Workflow Engine™ (AWE), allowing Globalscape to define various cases and destinations for the file types.

Another challenge the cruise line needed to solve was centralized management of the ships' event rules. Again, AWE was used to create workflows centrally onshore and, using the same satellite, delivered to each ship. Each ship consequently updated its workflow schema so that the processing workflow was updated inflight.

One final piece that was added was centralized and remote monitoring. EFT's Auditing and Reporting Module (ARM) allowed each of the ship's personnel to monitor results of the file movement, which was not available before. At the same time, these transfers were also centrally recorded onshore, which made transmissions seamless, timely, and pain-free.

One Key EFT Product = Smooth Data File Transmissions

Globalscape turned a complicated, archaic transmission environment into simple, efficient data sharing with increased productivity across a wide range of operational and support departments. Contact a Globalscape solution specialist today to find out how the EFT platform can become a key part of your daily data sharing and help make your customer experience, and ultimately your bottom line, even better.