



**Streamline, Speed and Secure the Supply  
Chain With Managed File Transfer**

# Executive Overview

To keep their supply chains operating efficiently and effectively, businesses need to keep *data* moving efficiently and effectively.

But many supply chains — particularly complex, active ones — may be constrained by the limitations of current data-exchange methods. These limitations are: (1) inefficient handling of large data files, (2) overstretched, IT-bound solutions (“FTP spaghetti”), and (3) unreliable network connections with trading partners. You may have one, two or all three of these limitations but not know it — until it results in a very visible business problem.

Business problems include longer data transmission times; higher costs; business delays or disruption; and unacceptable levels of business risk from loss of sensitive data, lack of data visibility, and lack of governance.

*Managed File Transfer* (MFT) overcomes the limitations by automating and securing the end-to-end management of data transfers — from provisioning through transmission, ensuring guaranteed delivery — across your business and between trading partners. So you can conduct business faster, at less cost, at less risk and with more confidence.

This paper explains how intelligently automated, secure MFT can streamline, speed and secure data exchange across your supply chain, and how SEEBURGER Managed File Transfer solutions can help.

## Dealing with Data Bloat and Data Myopia

Your data — and how efficiently and effectively you exchange it with trading partners — defines your business. It's part of your competitive advantage.

Data exchange can become a big competitive disadvantage when data is late, lost, misdirected or stolen. So you've likely invested in processes to ensure that these problems never happen — or happen as infrequently as possible.

However, as good and foresighted as your processes may be, you may be running into limitations. These limitations can result in lost time, higher costs, business delays or disruption, and unacceptable levels of business risk. In the event of data-transmission problems, you may never know when, where or why a problem happened — until it's too late to take action.

These limitations are:

**Inefficient handling of large files:** Files are getting larger. PowerPoint presentations can range from 100K to 20 MB, CAD files from 10 MB to 1TB, high-resolution graphics from 10 MB to 100 GB, and video and Blu-ray files from 5 MB to 50 GB.

Most business people instinctively will try to use email to send large files. But since email was never built to handle large files, people are likely to be unsuccessful — or they will waste time and energy as they try. If they do manage to successfully use email, the data and any transmission history may stay in a single repository: their personal email folder.

Alternatively, business people may resort to sending large files on flash drives or CDs/DVDs via overnight mail or courier; this wastes time and money and

complicates tracking. Even worse, people may be sending files using public Web-based file-sharing services or via their mobile devices over 3G or 4G networks — insecure methods outside corporate governance.

**Overstretched, IT-bound solutions:** FTP is a popular solution for large files and data transfers. But FTP servers frequently are scattered throughout the company, which makes them difficult to manage and govern according to business policies (“FTP spaghetti”). In addition, FTP is difficult to use by anyone without IT skills. This means that IT staff typically have to ensure that files are uploaded and downloaded, de-provision FTP sites after their use (for security reasons), troubleshoot problems, and hand-hold business users and trading partners. Tracking and retrieving files is a time-consuming, mostly manual process by IT, often resulting in unacceptable delivery delays.

**Unreliable network connections with trading partners:** Some trading partners may be working with unreliable or limited network connections — particularly in certain areas of the world. This may make data transmissions slow or impossible, and tracing and tracking them difficult. Business users on either end of the transmission may collaborate on creating work-arounds for ad hoc transmissions. System-to-system transmissions may fail and go unnoticed. Connectivity in many regions of the world is unpredictable and sporadic; managing for this is challenging. IT staff may need to get involved. The whole process is inefficient, risky, costly and unsustainable.

## Stop the Pain with Managed File Transfer

Whether you're experiencing one or all three of these limitations, it's likely costing your business time, money and risk.

Employees and partners are frustrated and wasting time. IT is in the critical path of too many transmissions, and must dedicate staff to this effort. Management has no centralized, intelligent and secure way to manage data transfer according to business priorities, including risk and compliance requirements (such as which security protocols have been followed and how long files are retained). This isn't just an inconvenience or an IT problem: it's a business problem.

It can hurt your business, your margins and your reputation. For example, you may be unable to meet special mandates from customers and trading partners for secure file transfer via protocols such as SFTP (Secure File Transport Protocol). Or you may fail an audit because tracking activities are missing or scattered across various people, departments or systems. Or you may lose confidential and sensitive data — and not know this until it's too late.

The solution is Managed File Transfer (MFT). It overcomes all three of the limitations above.

Managed File Transfer is a business process that provides secure, centralized and monitored end-to-end management of file transfers. By using intelligent automation,\* it provides automated, centralized control over all your data transfers — internal and external — in a single system. It reduces your risk and streamlines your business operations, while reducing management costs.

An effective MFT process will automate and standardize the handling of every kind of exchange (system-to-system, human-to-human, and system-

### What is Managed File Transfer?

Managed File Transfer (MFT) is a business process that ensures the secure transfer of data from one computer to another across a network. The process uses software and secure communications protocols to provide:

- Secure and reliable transfer
- Handling of large files
- Managed transfers based on policy
- End-to-end insight (via monitoring, logging, auditing and tracking capabilities)

to-human) and every kind of data (large and small files, structured and unstructured data) in ad-hoc or automated fashion.

It builds on open standard technologies and communications protocols to create efficient, repeatable and traceable processes.

Using MFT, you can:

- Empower business people to send, protect and track files, including large files — automatically from their email clients or a secure Web portal.
- Reduce or eliminate manual work for IT staff, while giving them a highly automated way to manage data transfers according to business policies. No more “FTP spaghetti” or dedicated data-transfer SWAT teams.
- Overcome unreliable network connections by creating a lightweight, cost-effective and sustainable infrastructure for guaranteed data transfers outside the firewall with small or large partners.

\*Intelligent automation uses sophisticated software processes to make decisions, take proper actions in response to events, and perform functions faster and more consistently than a person could.

With MFT, you can:

- Save time, with faster data transmissions and less manual effort by employees and partners.
- Decrease transmission costs, including cost-per-transmission and overall transmission costs.
- Reduce overhead costs, including costs for training and dedicated internal IT staff or administrative resources.
- Strengthen security, simplify governance and reduce business risk.

With MFT, your operations are more efficient, your customers and partners are happier, your employees are more productive, and your risk is less.

### **SEEBURGER's Solutions for Managed File Transfer**

SEEBURGER, the innovator in business integration, provides all these capabilities in its solutions for Managed File Transfer — and more. (See Table 1 on page 7.)

*SEEBURGER Business Integration Server (SEEBURGER BIS)* is a unified platform with a single graphical user interface (GUI) for all your business integration requirements: B2B/EDI and Managed File Transfer. We have precision-engineered this platform from the ground up and evolved it continually over the last 25 years. More than 8,500 customers worldwide entrust their business relationships to SEEBURGER, and our systems process nearly \$500 billion of customer transaction volume annually.

By running Managed File Transfer on this time- and customer-hardened platform, you can reduce your overall business integration costs and total cost of

ownership (TCO). There's no separate MFT system to install, configure, update and maintain. You also smooth the integration of MFT into your business processes (such as email, ERP applications and B2B supply chain operations), by taking advantage of our adapters for many communications protocols and popular applications such as SAP NetWeaver XI/PI.

You lower your infrastructure and management costs, while providing a more productive experience for your business users because they can do file transfers, tracking and troubleshooting directly from inside their regular applications. You can extend visibility and control of data transfers to the very edge of the enterprise — even to trading partners with unreliable network connections.

Our *SEEBURGER Managed File Transfer (SEE MFT)* solution is a special MFT server that sits on top of this platform. SEE MFT provides a single, consolidated approach to secure Managed File Transfer. It automates and streamlines system-to-system, human-to-human, and system-to-human transfers. It uses the same graphical user interface as SEEBURGER BIS.

**SEEBURGER MFT solutions make file transfer a secure, managed and controlled process — instead of a collection of insecure, ad hoc and scattered transactions.**

Our award-winning SEE MFT solution:

- Automatically handles end-to-end orchestration of data transfers with full governance, policy management, and data loss prevention (DLP).
- Encrypts and authenticates ad hoc and scheduled file transfers to ensure end-to-end data security and non-repudiation.
- Guarantees file delivery by providing automatic checkpoint and restart (should network connections disrupt file transfer) and by automatically notifying you of any transmission failures.

With SEE MFT, you can automatically apply corporate governance and regulatory policies to sensitive or confidential information using rules-based routing and workflow routines. You also have a complete audit trail of all data exchange activity, including message transaction transmissions as well as the people involved in each step.

SEE MFT is optimized for trading partner management. It provides end-to-end, comprehensive processing, visibility and management of all data exchanges with trading partners. It replaces fragmented, insecure ad hoc processes with standardized, secure and repeatable processes, using automation and best practices built into the software. It includes built-in integration with your Business Process Management (BPM) and ERP systems. It scales with your operating system as well as with any number of trading partners, relationships, transactions and business processes.



Product	Solution	Advantages
SEEBURGER Business Integration Server (BIS)	Unified, open business integration platform for B2B/EDI and MFT	<ul style="list-style-type: none"> <li>• Reduces infrastructure and operating costs</li> <li>• Simplifies business process integration</li> <li>• Incorporates ready-to-use best practices across multiple industries</li> <li>• Adapters for dozens of communications protocols and popular applications</li> </ul>
SEEBURGER Managed File Transfer (SEE MFT)	Single, consolidated and scalable server for secure file transfer	<ul style="list-style-type: none"> <li>• Handles S2S, H2H and S2H transfers from a single user interface</li> <li>• Encrypts, monitors, secures and documents all data transfers – with full audit trail for non-repudiation</li> <li>• Handles unlimited file sizes</li> <li>• Governed and managed using business policies</li> <li>• Scalable and high-performance</li> </ul>
SEEBURGER File Exchange (SEE FX)	Web portal that empowers business users to transmit large files	<ul style="list-style-type: none"> <li>• Cuts transmission time from hours to minutes</li> <li>• Reduces cost/transmission</li> <li>• No end-user training or complex configuration changes required – works from Web browser or Microsoft Outlook</li> <li>• Offloads your email and communications servers</li> <li>• Full traceability and security</li> </ul>
SEEBURGER Secure Link (SEE Link)	Lightweight endpoint MFT client for remote sites and users	<ul style="list-style-type: none"> <li>• Ensures reliable data transfer even over unreliable network connections</li> <li>• Provides centralized traceability and monitoring</li> <li>• Reduces resolution time and costs in the event of problems</li> <li>• Strengthens business continuity</li> </ul>

Table 1: SEEBURGER Solutions for Managed File Transfer

Unlike FTP servers and other MFT solutions, our SEE MFT solution scales easily to accommodate any number of endpoints. The Community Manager tool automatically provisions, updates and maintains endpoints across your extended enterprise, including those in your trading partners' operations. SEE MFT solutions are also tightly integrated with your business processes, email systems, and data loss prevention engines. Further, our trademark-pending peer-to-peer technology ensures superior performance and prevents the MFT server from becoming a bottleneck.

*SEEBURGER File Exchange (SEE FX)* is a secure Web portal that empowers business people to independently create and manage file transmissions. Business people can use SEE FX from a Web browser or from Microsoft Outlook.

For example: Web users can compile, create, transmit, secure, manage and track their data transfers from the secure SEE FX Web portal, via any device that has a Web browser. Alternatively, if you're using Microsoft Outlook as your email client, you can give users a "SEE FX Attach Files or Folder" menu option that performs these functions. Business people can create permissions, notify recipients, and specify data retention periods and the number of times the file can be downloaded. Plus they have a full audit trail right at their fingertips.

In both cases, email or system administrators can define business and system policies (for example, "automatically use SEE FX for files over 5 MB"), trace and troubleshoot problem transmissions if necessary, and perform audits.

Using *SEEBURGER Secure Link (SEE Link)*, you can efficiently secure system-to-system transfers with all your trading partners — even those operating in locations with poor network connections.

SEE Link is a lightweight, standalone MFT endpoint client that connects the SEE MFT server with your partners using secure communications protocols.

**With SEEBURGER's MFT solutions, you can always know when your file was received, and by whom.**

Moreover, it goes beyond simple file transfer to integrate with your partners' applications running at the endpoint, including performing data transformations. You have end-to-end control over the transmission process and complete visibility, to ensure compliance, governance and security. Partners do not need to have SEE MFT installed.

Finally, our system provides intelligent automation for every aspect of secure Managed File Transfer, including:

- **Reporting and administration:** You can generate reports on user activity, system utilization, scheduling, receipt monitoring, real-time notifications and routing.
- **Content filtering:** For example, you can specify that files containing sensitive information be automatically blocked or reported.
- **File/data transformation and file management** with versioning capabilities to prevent data duplication or data loss.
- **Workflow rules** that enable file movement from one job to the next, events that trigger actions, and metadata to ensure file integrity.

SEEBURGER secure MFT solutions are available as on-premise software, public cloud/private cloud options, managed services or remote management.

### **Smoother, Safer Business**

Businesses around the world are turning to secure MFT solutions to strengthen and simplify compliance, improve business flexibility and speed, and reduce operating costs. Here are some industry examples:

**Consumer Packaged Goods (CPG):** A leading European food products manufacturer saves money and time by using secure MFT to automate the ad hoc exchange of large media files with its advertising and marketing firms. Previously, the company relied on physical exchange using DVDs, which introduced delays; and on a commercial Web-based service, which lacked adequate security and tracking.

**Technology:** A computer manufacturer saves time and money by using MFT to automate the transfer of system images from software vendors and other partners. Secure MFT gives the manufacturer a faster, more reliable and more traceable way to exchange these files of critical data — which are very large and updated by the vendors quite frequently — across a large B2B supply chain network. Partners upload the files to a secure, self-service portal and the company's manufacturing engineers subscribe to get updates.

**Automotive:** A diversified global automotive supplier with manufacturing, product development/engineering and other operations in more than 25 countries on five continents cuts time, bandwidth costs and risk by replacing its FTP servers with secure MFT. The supplier frequently must exchange large CAD files (ad hoc transfers) and EDI data (system-to-system transfers) with locations that have low-bandwidth and often insecure connections,

including locations in China, Canada and other parts of North America. The MFT solution “normalizes” and secures transmissions to different locations. It's easier to use for business people (for ad hoc transfers) and requires less hand-holding by IT staff.

### **Step up to MFT with SEEBURGER**

With our comprehensive MFT solutions and our years of experience in business integration, SEEBURGER can provide the right MFT strategy to meet your needs — one that can grow with your business.

If you currently use SEEBURGER Business Integration Server, deploying SEE MFT is a simple install — just buy a license key. Whether you are a current or new SEEBURGER customer, you'll likely appreciate how we use open standards to simplify integration with your business and keep implementation costs low. Finally, you can buy secure MFT your way: as on-premise software, public cloud/private cloud options, managed services or remote management.

## Advantages of SEEBURGER Solutions for MFT

- Integrated, unified platform with single GUI (B2B/BPM/EAI/MFT)
- Comprehensive, end-to-end processing and visibility of file transfers
- Standardized, automated file-transfer processes
- Easily extends to any and all MFT needs
- Optimized for trading partner management
- Built-in support for Business Process Management
- Works with all major platforms and operating systems
- Scalable, efficient server – based on peer-to-peer technology
- Price-competitive – four buying/deployment options

SEEBURGER streamlines business processes while reducing infrastructure costs by providing our customers with comprehensive integration and secure Managed File Transfer solutions. These solutions provide business visibility to the farthest edges of the supply chain to maximize ERP effectiveness and innovation. SEEBURGER customers continue to lower total cost of ownership and reduce implementation time with our unified platform, which we've precision-engineered from the ground up.

For 25 years, SEEBURGER has been providing automated business integration solutions, including solutions for secure data transfers between businesses. We serve more than 8,500 customers in more than 50 countries and 15 industries.

# SEEBURGER Global Offices



## World Headquarters

### Germany

SEEBURGER AG  
Edisonstraße 1  
D-75015 Bretten (near Karlsruhe)  
Phone + 49 (0) 72 52/96-0  
Fax + 49 (0) 72 52/96-2222  
info@seeburger.de  
www.seeburger.de

## North America Headquarters

SEEBURGER, Inc.  
1230 Peachtree Street NE  
Suite 1020  
Atlanta, GA 30309, USA  
Phone + 1 770 604 3888  
Fax + 1 770 604 3885  
info@seeburger.com  
www.seeburger.com

## International

### Germany

Hamburg  
Spaldingstr. 77a  
D-20097 Hamburg  
Phone + 49 (0) 40.2388240  
info@seeburger.de  
www.seeburger.de

### Köthen

Konrad-Adenauer-Allee 13  
D-06366 Köthen  
Phone + 49 (0) 34 96.50 81-0  
info@seeburger.de

### Asia Pacific

SEEBURGER Asia Pacific Ltd.  
Level 3, Three Pacific Place  
1 Queen's Road East  
Hong Kong  
Phone + 852 2584 6220  
Fax + 852 2588 3499  
infoasiapac@seeburger.com

### China

CHINA HQ  
SEEBURGER China Inc.  
Suite 523-526, 5/F Cimic Tower  
800 Shangcheng Rd.  
200120 Shanghai,  
P.R. China  
Phone + 86 (0) 21 5835 7779  
Fax + 86 (0) 21 3887 0999  
infochina@seeburger.com  
www.seeburger.cn

SEEBURGER China Inc.  
CBD International Mansion  
C529, 5/F  
No.16 Yongan Dongli  
Chaoyang, Beijing, 100022  
Phone + 86 (0) 10 6563 7565  
Fax + 86 (0) 10 6563 7562  
infoasiapac@seeburger.com

### Japan

SEEBURGER KK  
Nishi-Gotanda Sign Tower 5th Floor  
1-33-10 Nishi-Gotanda  
Shinagawa-ku, Tokyo 141-0031  
Phone + 81-(0)3-6303-9120  
Fax + 81-(0)3-6303-9124  
infoasiapac@seeburger.com

### Austria

SEEBURGER Informatik GmbH  
Schlachthausgasse 29/Top B02  
A-1030 Wien  
Phone + 43 (0) 1 212 2859-0  
Fax + 43 (0) 1 212 2859-111  
info@seeburger.at  
www.seeburger.at

### Benelux

SEEBURGER Benelux B.V.  
Het Poortgebouw – Beech Avenue 54-60  
Schiphol-Rijk  
NL-1119 PW, the Netherlands  
Phone + 31 (0) 20 658 6137  
Fax + 31 (0) 20 658 6111  
infoNL@seeburger.com  
www.seeburger.nl

### SEEBURGER Belgium

Regus Brussels Airport  
Pegasuslaan 5  
B-1831 Diegem  
Phone + 32 (0) 2/709 29 28  
Fax + 32 (0) 2/709 22 22  
infoBE@seeburger.com  
www.seeburger.be

### Bulgaria

SEEBURGER Informatik EOOD  
Grigorij Gorbatenko Strasse 6  
k-s Mladost I  
BG-1784 Sofia  
Phone + 359 29745-100  
info@seeburger.com  
www.bg.seeburger.com

### Czech Republic

Phone + 420 733 723602  
info\_cz@seeburger.com  
www.cz.seeburger.com

### Eastern Europe & South Eastern Europe

(except Hungaria, Czech Republic, Bulgaria & Turkey)  
Phone + 49 (0) 7252.96-1172  
se-europe@seeburger.com  
www.seeburger.com

### France

SEEBURGER France S.A.R.L.  
87, rue du Gouverneur Général Eboué  
F-92130 Issy Les Moulineaux (Paris)  
Phone + 33 (0) 1 41 90 67 50  
Fax + 33 (0) 1 41 90 67 59  
info@seeburger.fr  
www.seeburger.fr

### Great Britain/Ireland

SEEBURGER UK Ltd.  
Heathrow Boulevard 4  
280 Bath Road  
West Drayton  
Middlesex  
UB7 0DQ  
Phone + 44 (0) 20 8564 3900  
Fax + 44 (0) 20 8897 8295  
info@seeburger.co.uk  
www.seeburger.co.uk

### Italy

SEEBURGER Informatica SRL Unipersonale  
Via Frua, 14  
I-20146 Milano  
Phone + 39 02 45 48 53 68  
Fax + 39 02 43 51 01 10  
info@it.seeburger.com  
www.seeburger.it

### Spain/Portugal

SEEBURGER Informática S.L.  
Pso. Infanta Isabel, 27-1 Izq.  
E-28014 Madrid  
Phone + 34 91 433 69 89  
Fax + 34 91 434 12 28  
info@es.seeburger.com  
www.seeburger.es

### Sweden/Scandinavia

SEEBURGER Svenska AB  
Vendevägen 90 (7th floor)  
S-182 32 Danderyd  
Phone + 46 (0) 8 544 99 140  
Fax + 46 (0) 8 544 99 149  
info@seeburger.se  
www.seeburger.se

### SEEBURGER Svenska AB

Hisingsgatan 30  
S-417 03 Göteborg  
Phone + 46 (0) 31 339 15 25  
Fax + 46 (0) 31 339 15 26  
info@seeburger.se

### Switzerland

SEEBURGER Informatik AG  
Samstagernstrasse 57  
CH-8832 Wollerau  
Phone + 41 (0) 44 787 01 90  
Fax + 41 (0) 44 787 01 91  
info@seeburger.ch  
www.seeburger.ch

### Turkey

Phone + 49 (0) 72 52.96-1592  
info@seeburger.com.tr  
www.seeburger.com.tr

### Middle East & Africa

Phone: + 49 (0) 72 52.96-1172  
mea@seeburger.com  
www.seeburger.com