

Global Pharmaceutical Firm Relies on Attunity Managed File Transfer to Secure and Accelerate Information Availability throughout Business Systems



A global pharmaceutical firm recently partnered with Attunity to centralize and standardize enterprise file transfer activities for mission critical systems, including the SAP financial system, Siebel CRM system, and clinical data systems.

The Challenge: Standardizing and Securing Enterprise File Transfer Processes

The IT operations team embarked on a multi-year strategy to standardize IT processes, optimize operational procedures and embrace more centralized approaches to systems management. The team began a thorough analysis on how files were transferred and delivered throughout internal business applications, clinical research systems, and with external partners and service providers. Their findings revealed a reliance on manual processes and diversity across each country unit as to its approach to managing file transfer processes. This posed a risk of non-compliance with corporate policies around access and security. Most country groups relied on FTP client interfaces, whereas others employed batch coding at the application layer to facilitate FTP file transfers. Their goal was to consolidate and standardize these siloed IT processes across all European affiliates.

Additionally, compliance with internal security requirements and external regulations was essential. The IT team needed a file transfer approach that conformed to company-defined standard procedures. These policies demand that employees use the most secure channel possible for transferring data. In addition, European regulatory requirements were a consideration. The legal department needed a way to audit information sent to external parties.

IT organization gathered data about different enterprise file transfer products and an RFP was sent to three vendors for evaluation, including Attunity.

The Solution: Attunity Managed File Transfer

Attunity Managed File Transfer (MFT) was selected as the enterprise file exchange platform, due to its wide range of security protocols, auditing capabilities, and ease of use. It is considered to be a strategic platform within the firm's technology ecosystem.

The firm began a staged rollout of Attunity's solution and has been systematically using the product as a standardized, automated approach to file transfers. The first phase of implementation focused on developing 30 interfaces which support their mission critical information systems.

- **SAP.** Attunity MFT is used in two ways to support file transfers between the SAP financial system and both internal and external systems. A web interface allows end users to generate a trigger file which launches a file transfer. In addition, jobs are scheduled at different intervals, ranging from every five minutes to every half hour, to initiate file transfers.
- **Siebel.** To obtain regional sales data, the firm partners with the third-party company IMS Health. Using an FTP protocol, Attunity MFT transfers data between the Siebel CRM system and IMS Health.
- **Clinical data systems.** The firm's clinical data systems handle confidential and sensitive data. As a result, file transfers done using Attunity MFT use the SFTP and SSH protocols to ensure security.

AT A GLANCE

- » Facilitates secure information exchange from health portal and internal Siebel CRM
- » Automates file transfers for critical business systems, like SAP and Siebel, as well as proprietary clinical data systems
- » Meets company standard security procedures, as well as European regulatory requirements
- » Reduces IT workloads, while improving visibility into file transfer activity
- » Ensures information availability for business analysis and execution

Experts Say

"I strongly recommend that other organizations implement a centralized, automated file exchange solution. It helps accelerate the business, while increasing IT's ability to monitor and control security policies. Governing file transfers is both possible and easy."

—IT Manager, Global Pharmaceutical Firm



Implementing a centralized file exchange solution has helped the pharmaceutical firm's IT department accelerate business processes, while monitoring security policies more effectively. Key benefits include:

- **Ease of use.** Thanks to Attunity MFT's wizard, installation and configuration took just two hours.
- **Improved security and auditing.** Attunity MFT's support for security protocols and auditing functionality addresses the complexities associated with their file transfer needs.
- **Decreased dependence on IT resources.** The central, automated file exchange solution has reduced the amount of IT resources that must be dedicated to file transfers. For the firm, some of the most important Attunity MFT features are the scheduling options, the opportunity to create alerts, and the ability to easily monitor and control jobs.
- **Functionality to support future expansion.** To date, they have focused on automating machine-to-machine file transfers. Looking ahead, they plan to leverage additional Attunity MFT functionality, including Microsoft Outlook interfaces, to enable end users to initiate file transfers in a reliable and secure manner.

By standardizing the file transfer process, the IT team now has better control over file exchanges. Their IT Manager commented, "Attunity MFT has allowed us to transfer files faster. As a result, the IT operations team has improved efficiencies for the lines of business. We've also delivered value to the compliance teams by providing better visibility into file transfer activity."

Contact Us

North America

T: +1 954 946 2274
866-288-8648
sales.replivweb@attunity.com

Europe, Middle East & Africa

T: +44 (0) 1344 742 805
info-uk@attunity.com

Asia Pacific

T: + (852) 2756 9233
info-hk@attunity.com

Connect With Us

www.attunity.com
blog.attunity.com



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