

CASE STUDY

THE CUSTOMER:

A Major Consumer Fashion Brand

THE PRODUCT:

Diplomat MFT Enterprise Edition

THE PAIN POINTS:

The system the company was dependent on for file transfers had been developed in-house fourteen years earlier. It was a mishmash of custom scripts, open-source tools, and other freeware that had a poor track record of reliability and demanded a lot of staff time to maintain.

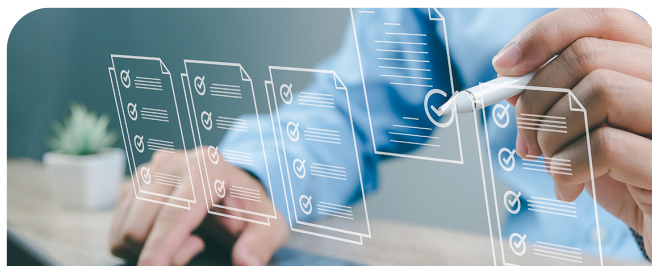
Often the system was called upon to manage the transfer of 25,000 files and as much as 150GB of data. It was straining the existing system and this most recent failure made it clear that a change was needed.

The Company was planning a digital transformation, including the adoption of a new ERP system, and the IT Lead needed a new, reliable solution.

When Home-Brewed Software Goes Wrong, Diplomat MFT Can Pick up the Pieces

THE CUSTOMER AND CIRCUMSTANCES:

A well-known consumer fashion brand offering distinctive clothing, gifts, and home and office décor through catalog, online, and extensive brick-and-mortar retail operations, experienced a technical catastrophe. A file sharing application cobbled together by a former employee failed, and the implications were dire.



Quote from the IT Lead ...

“We had a very old, ‘McGyvered’ process for sending and receiving files. It was an absolute nightmare,” the IT leader recalled. “The old system was not sustainable. It was going to continue to be a problem. We had to replace it.”

THE CHALLENGE:

During the holidays, and in the middle of an off-site employee party, the Company's IT leader got an alert that their file transfer system had crashed. It was bad timing. Besides being the popular consumer brand's peak sales season, the Company—listed on NASDAQ—was in the process of closing the books and planning for the new year.

The application development team left the party and immediately turned their attention to getting the system back online. Four hours later it was up and running, but the team knew their situation was untenable.

THE SOLUTION:

The Company established a set of specs for a managed file transfer (MFT) platform and evaluated several different candidates to replace their "McGyvered" system. They needed a purpose-built MFT solution that was secure, reliable, robust enough to handle their current workload, and scalable to accommodate the company's plans for digital transformation.

During the search the IT Lead tested several MFT products and encountered some that were unnecessarily complex, others boasted bells and whistles, and still others that required extensive customization and did not represent a significant improvement over their existing in-house solution.

THE SOLUTION:

Furthermore, most came with an exorbitant price tag. Then the Company tested Coviant Software's Diplomat MFT Enterprise Edition solution. The IT Lead knew immediately they'd found a good match.

Diplomat MFT's secure-by-design architecture was not only essential for meeting the Company's financial data transfer needs, but the application development team recognized that it could be used across all the company's departments. For example, the Company is a licensed partner with many well-known brands and needed to keep their intellectual property safe during product development collaborations.

And because of its extensive technology integrations, enterprise-grade file capacity, and intuitive user interface, the Company's IT team knew they could rely on Diplomat MFT as a tool to support the company's plans for digital transformation, including both on-premises systems and cloud-based services and applications. What's more, Diplomat MFT could facilitate and simplify the movement of data from its legacy systems to the new platforms.

Quote from the IT Lead ...

"Diplomat MFT integrated easily with our ERP system and conformed to the file transfer standards of our bank. But it also supported more than 150 other technology integrations, really increasing its value proposition for us. With Diplomat MFT the application development team could partner with our different business divisions to support their objectives."

We invite you to download a free trial or schedule a demo by visiting:

www.coviantsoftware.com/request-demo/