



## No Such Thing as a Free File Transfer: How MFT Saves Time

Every business engages in some kind of information exchange, whether it's a small retailer attaching an invoice to an email or a hospital sending hundreds of patient records between departments. Some methods of exchanging files, like a basic FTP server or a file sharing app, seem like an inexpensive way to deal with your transfers. In the long run, however, the shortfalls of these tools will likely cost your company significantly more than the investment in a sophisticated managed file transfer (MFT) solution.

A study by the Aberdeen Group found that every file sent "for free" actually has an 80% chance of costing your organization money. In a new series of articles, we'll break down the reasons why MFT gives your company a better ROI than any other file transfer solution. The first reason we'll discuss is the time you'll save with managed file transfer.

We've all heard that time is money, and if you've ever been the unlucky person manually transferring files by FTP, it's no stretch of the imagination to think that automated file transfer software would save a bit of time on each exchange. But you probably haven't even thought of all the ways a rudimentary file transfer tool can waste costly hours. Here are a few:



## Dealing with Exceptions

As with any process, your file transfers aren't always going to go smoothly. While even a basic tool will work most of the time, you'll inevitably run into the occasional problem which will require you to divert members of your staff away from more important projects to help get the files moving. Aberdeen's analysis found that those who don't use MFT have more than twice as many of these errors and exceptions as MFT users. With a single-function file transfer tool, the operator is solely responsible for checking if the transfer succeeded and trying it again if it failed. A good managed file transfer solution has ways of dealing with issues that arise—for example, the software could automatically reconnect and resume the file transfer after a problem occurs with the network.

Moreover, the MFT solution will provide visibility into the status of automated file transfers and let you know if something goes wrong. This allows you to attack the problem immediately and get back to your more strategic initiatives as soon as possible. A basic tool or script may cause you to waste hours just trying to determine what happened to your files.

## Upgrades and Modifications

A common solution for moving files is with custom scripts. This seems like an easy option at first. Your company has talented programmers and it's not too hard to create a homegrown FTP script that gets the job done. The first few times you need a modification or a new feature, that's not difficult either. But pretty soon your company is transferring thousands of files every day, your homegrown solution is severely lacking in the error-handling, security, and logging capabilities it needs, and updating your mess of sprawling scripts will cost you dearly in expensive programmer hours. Or maybe the original creator of the scripts has left the company and those hours will be spent just trying to figure out how it all works.

Managed file transfer has the features you require as your business needs grow more complex. You can trust that it will continue to be updated when necessary and upgrades won't require the same technical expertise as creating a homegrown tool does.

## Compliance Requirements and Auditing

Storing and tracking detailed audit information is crucial for staying compliant with PCI DSS, HIPAA, state privacy laws, and other regulations. A managed file transfer solution will store detailed audit records for all file transfer and administrator activity and provide that data in an easily accessible format to authorized users. If you are legally obligated to collect this information, there's no better time-saver than implementing file transfer software that stores the data automatically.

Furthermore, compliance requirements can always change or new regulations can be put in place. While you may already have a process for complying with current regulations, MFT provides the flexibility to respond to new security requirements without creating too much additional time-consuming work.



## Avoiding Downtime

Just one minute of unplanned system downtime costs a company an average of \$5,600. Talk about expensive hours! Make sure your file transfers keep running even if a server goes down by implementing MFT software that integrates clustering. This means you have a group of linked servers running concurrently, with each installation of your MFT tool sharing the same set of configurations and trading partner accounts. The servers in the cluster are in constant communication with each other, so if one fails, the remaining systems in the cluster will continue to service the trading partners. With the fast pace of modern business, you can't afford to let your transactions wait while you take the time to get your systems functioning again.

**Every minute that your business isn't paying employees to fight fires, write custom scripts, or compile audit reports is a minute that can be put towards the work that helps the bottom line.**

Learn more about the [risks of inadequate FTP implementations](#) or get started with a [free trial](#) of managed file transfer today.

