

Modernize your Managed File Transfer and empower your business

Take advantage of API-enriched MFT to expand services,
simplify operations and reduce business risk

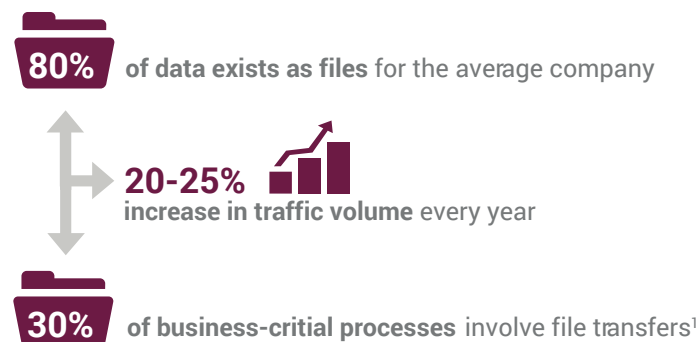


To compete in today's digital world, you need a new approach to MFT

You most likely rely on managed file transfer (MFT) to support critical business processes like payments, claims, orders, enrollments, loan and credit origination, and e-submission for new pharmaceutical/drug approvals. But as you embark on your digital transformation, you'll encounter challenges with traditional MFT infrastructures – sometimes referred to as the MFT backplane. The modern MFT ecosystem must be flexible and adaptive – satisfying existing legacy processes while supporting new channels, methods and “have it your way” consumption models. At its core, modern MFT must easily accommodate mobile applications and mobile development, API-first integration, cloud and hybrid infrastructure deployments, embrace DevOps as part of the product lifecycle and handle ever-increasing data volumes and concurrency.

This will require an evolution of today's MFT shared services operating models, offerings and service consumption channels to better serve business communities. Existing technologies must be leveraged where appropriate and digital technologies must be implemented quickly and with quality. This is particularly important given new and emerging IT paradigms such as micro services, DevOps, IT Service Management (ITSM) tools and more generally IT-as-a-Service. You need to enable MFT-as-a-service to scale to handle increasing volumes and real-time interactions with a growing array of apps using APIs.

The result is an enhanced and secure file transfer as a service that is easily consumed by developers, opening the door for innovation and capturing new revenue sources – all while increasing operational efficiencies and ensuring compliance with industry and governmental regulations.



¹ Managed File Transfer – The Key to Risk Mitigation and Regulatory Compliance, Saurabh Sharma, Senior Analyst, Ovum IT

New challenges for the traditional MFT backplane

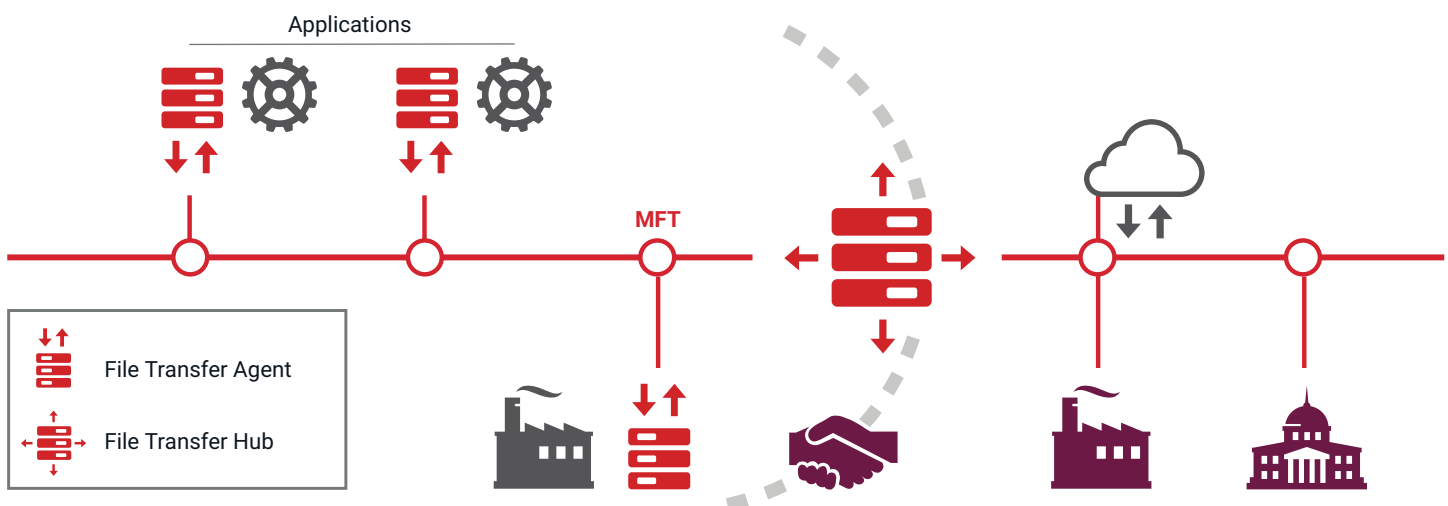
Behind the scenes in data centers around the world, custom patchworks of aging MFT infrastructure have grown over time to shuttle files between disparate applications, servers and partners. Their complexity reduces business visibility, erodes quality of service and increases vulnerability to data breaches, resulting in regulatory fines, customer dissatisfaction, and commercial penalties for failing to meet service level agreements.

The typical MFT infrastructure today is largely comprised of a packaged out-of-the-box solution that offers native user interfaces, standard protocols, an orchestration engine, routing templates, security, identity management, reporting and other key features. While these products are complete by traditional enterprise MFT standards, they are not ready for digital — especially when you consider that by 2020, the amount of data being generated from everywhere will have reached an incredible 44ZB.²

IT service management (ITSM) solutions struggle to track service operations by costs, delay and quality, or to monitor indicators for incident management, problem management and change management. The daily management of the flow of data, including file transfers, puts performance objectives under pressure. The quality of an MFT infrastructure has an acute and immediate impact on performance indicators, whereas the file transfers themselves are as necessary and critical as ever.

MFT has to evolve and adapt to the new digital landscape by improving operational efficiency, speeding time to delivery, and meeting rising customer expectations — all while ensuring overall compliance and governance.

Traditional MFT Backplane



MFT Back Pain

As a standalone technology silo, the traditional MFT backplane isn't equipped for the speed and agility required for digital business:

- Requesting a new data flow is a lengthy project
- Configuration is difficult and a source of errors
- Flows in production often don't match the blueprint
- Growing data volumes tax resources
- Continuous improvement is not prioritized
- Thousands of security certificates need to be managed

² The Digital Universe of Opportunities: Rich Data and the Increasing Value of the Internet of Things, EMC Digital Universe with Research & Analytics by IDC



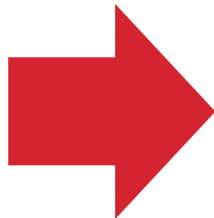
The digital MFT shared service: tomorrow's MFT, today

You can take a different approach to managed file transfer by adopting a digital MFT shared service model that can rapidly adapt to improve the customer experience with self-service for real-time engagement and on-demand consumption through APIs. A self-service digital MFT shared service:

- Enables app developers to easily consume MFT services as API services
- Offers easy-to-use templates for provisioning existing and new channels to accelerate deployments and reduce maintenance costs
- Permits line-of-business users to manage the majority of on-boarding activities through self-service
- Eases support of new security standards and regulations
- Provides real-time actionable insights to ensure SLAs and reduce risk

Legacy file transfer

- ☐ Guarantee of delivery
- ☐ Standard protocols
- ☐ Language interfaces
- ☐ Security
- ☐ Identity management
- ☐ Reporting



Digital initiatives require

- ☒ API integration
- ☒ New data flows for apps
- ☒ Cloud infrastructures
- ☒ Analytics & DI/BI
- ☒ DevOps ready
- ☒ Self service, centrally managed
- ☒ Geo distributed, A/A, hybrid scalability
- ☒ Increased security

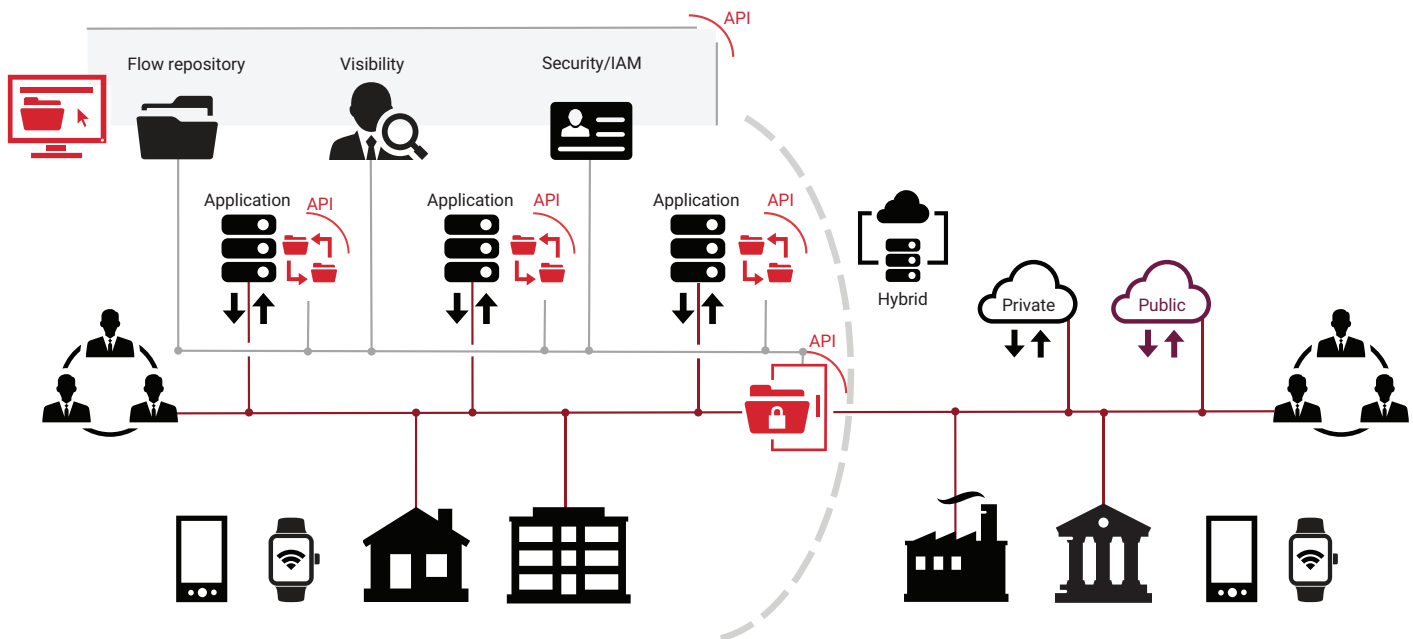
According to Axway-sponsored research, nearly 60% of enterprises will be adopting APIs for their digital initiatives by 2019.



The modern digital MFT ecosystem

With the modern digital MFT ecosystem, the future is now. Compared to traditional approaches to file transfer, this new approach brings process and infrastructure visibility, agility and security throughout your entire digital ecosystem – employees, IT, developers, vendors and partners.

Digital MFT Shared Service



It does this through:

- **Modernization & Consolidation.** Rationalize legacy MFT; optimize costs, staff and skills; establish and enforce patterns; and provide single-view exchanges.
- **Self-Service Enablement.** Integrate MFT processes into ITSM tools such as ServiceNow™, BMC Remedy™. Accelerate partner on-boarding and flow of data provisioning. Manage channel lifecycle.
- **Risk & Compliance Management.** Enforce standard behaviors, respect industry regulations and anticipate potential digital MFT solution failure. Flow models leverage templates factoring best practices. Manage certificates and keys lifecycle.
- **Analytics & Business Insight.** Gain insights on data transmission usage and trends with advanced search for configuration, actionable insights and notifications, and metrics for monetization of MFT services.
- **Infrastructure Automation.** Support new strategic digital initiatives including: infrastructure as code, container-based delivery, configuration management – audit and promotion process.
- **New “Integration Platform.”** Easily interface MFT with business applications, systems (on premise or cloud), IT components (IdP -Identity Provider-, monitoring, and others), 3rd Storage services, and social channels for notifications.

3 key benefits of implementing a digital MFT shared service

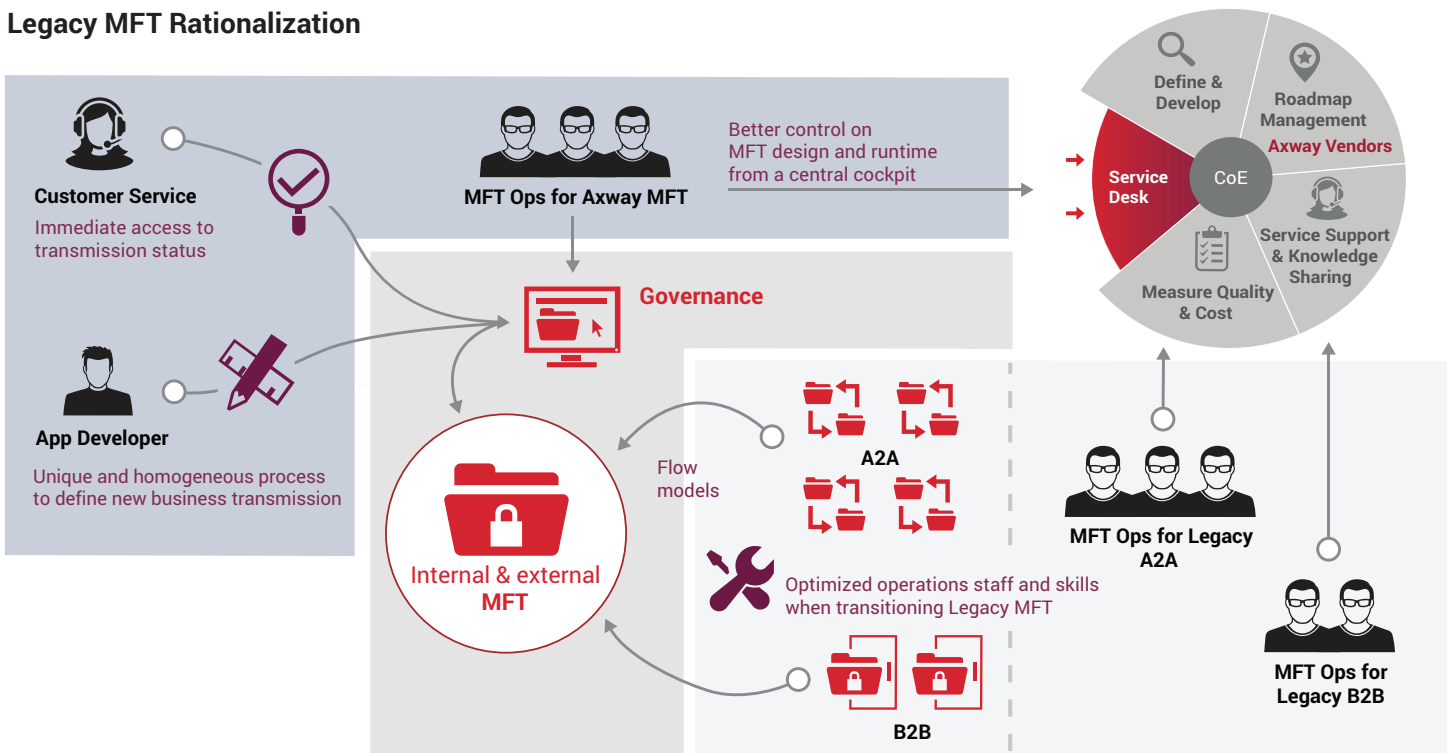
1. Support service infrastructure migrations, consolidations and upgrades to converge to DevOps

The cost, complexity, time and negative customer impact of rationalizing, consolidating and upgrading legacy file transfer can be attributed to:

- Manual processes that are prone to errors
- No reusable templates for provisioning flows, partners and configuration items
- No DevOps-ready digital MFT service catalog
- Proprietary interfaces that make it hard to extend services to support all business cases

An API-enabled MFT shared service automates many of the steps that are manual and error-prone today. For example, APIs can retrieve configuration snapshots from DEV, promote to TEST, and then to PROD, eliminating redundant manual efforts and reducing costs associated with human error.

Legacy MFT Rationalization



These automation benefits also apply to complete MFT environmental changes: migrations, upgrades, rationalization and consolidation. (Of course, the complexity of the existing deployment will determine the extent to which these processes can be automated.) Similarly, an on-premises legacy gateway can be replaced by a state-of-the-art

gateway in the cloud, bringing additional features and benefits:

- Available as a service
- 24x7, highly scalable and secure MFT capabilities
- JMS capabilities Web Service/SOAP/REST/JMS services
- XML/XSLT transformation service

Digitally enabling an MFT shared service reduces operational costs, speeds time to market for new services, and reduces the time, complexity and impact of upgrades. By eliminating one-off proprietary customizations and extensions, you can promote adoption to reduce TCO and minimize “shadow IT,” to better enforce security, compliance and data governance policies.

2. Monetize services

Consolidating disjointed MFT services into a single digital MFT shared service will increase adoption by multiple business units and partners. However, higher costs for infrastructure or other resources to support more users cannot be absorbed in an IT budget without savings or revenues to offset those costs.

Offer new services to generate revenue or contain costs. IT can expand use cases beyond traditional batch and B2B exchanges to monetize new digital interactions via mobile apps, web portals and interfaces delivered by IoT-enabled experiences.

Introduce tiered chargeback models. Service owners can empower users to consume the service in alignment with their business and usage requirements. Empowering users to select the right usage level increases service adoption, driving down cost per user and helping to eliminate rogue files transfers that create security and compliance risks.

Enforce consumption rules. Similar to how mobile service providers send messages/emails when enforcing data consumption limits, use APIs to generate alerts that inform the consumer and the administrator about usage, and automatically take action when a limit is reached or exceeded, such as purging/disabling account profiles, etc.

API lifecycle management is the key

Axway customers use AMPLIFY™ API Management capabilities to:

- Create systematic, policy-driven processes to extract the partner, system and configuration information from existing MFT systems and then publish to new configuration environments without human intervention
- Manage the user migration waves from legacy MFT shared services to new digital MFT shared services that provide automatic service initiation and roll back at the user account level to prevent service disruption at the customer and partner level



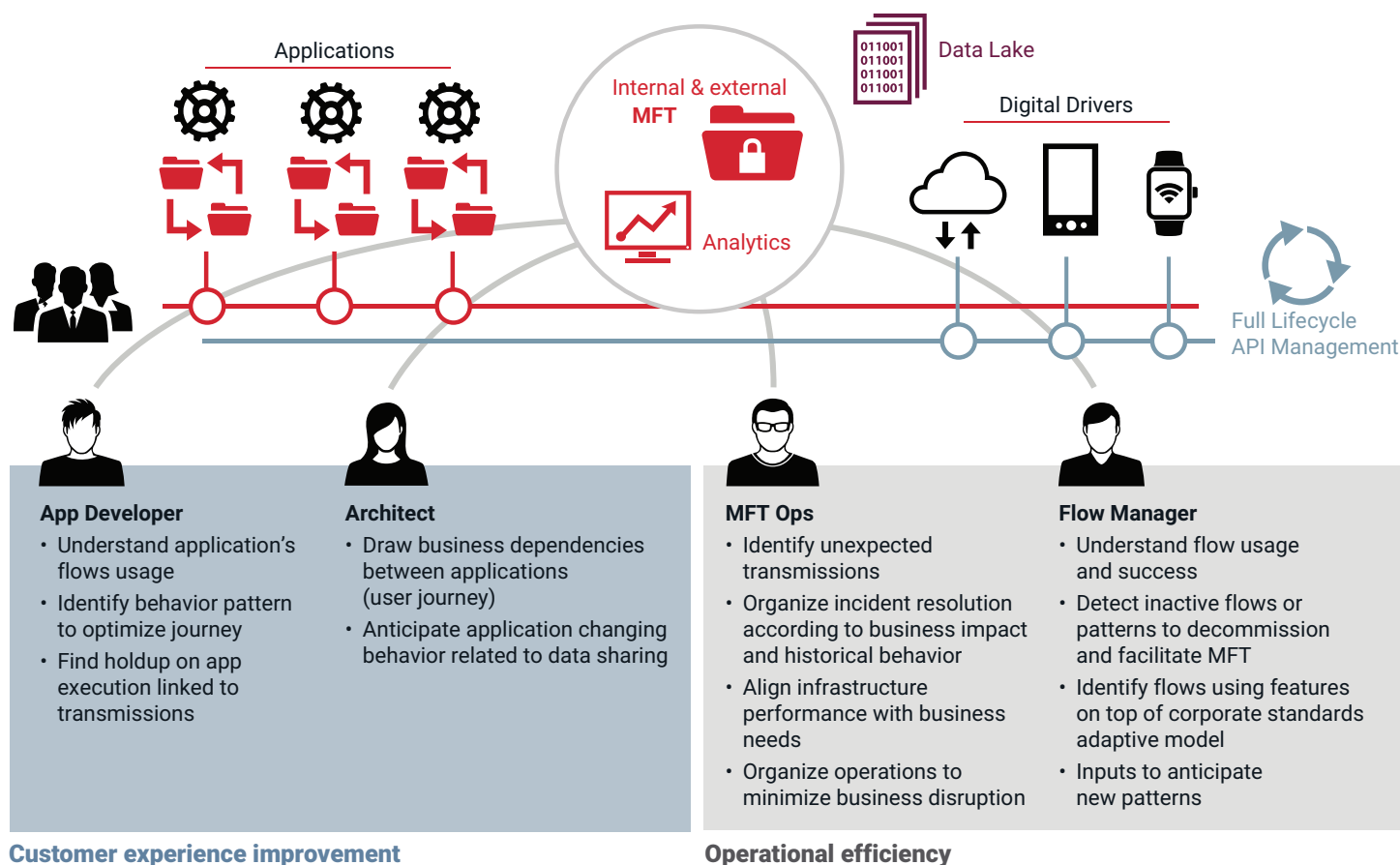


3. Improve SLAs and operational efficiency with visibility and analytics

A shared service is not just technical sharing of infrastructure and middleware services across lines of business. Its most important job is to deliver high quality and performance to consumers of the service.

Gain end-to-end visibility. Shared service teams need to be able to answer questions like: Where's the file? What's the status of each application, system or human activity involved in the interaction? Have any associated SLAs been compromised? Are any security certificates expired or about to expire? What are the traffic patterns and service levels over the past weeks and anticipated in the future? A digital MFT share service that provides the visibility operators and consumers need to answer these questions, speeds turnaround times from service request to response, and keeps critical business processes flowing.

A Unified Approach to Collect MFT-Related Events



Customer experience improvement

Operational efficiency

Be proactive, not reactive. Ad hoc monthly or quarterly reports are no longer enough. A modern shared service requires real-time and predictive analytics to transition from being reactive to proactive.

An API-first approach means your MFT shared service will integrate seamlessly with your existing IT ecosystem. Rather than relying solely on a product user interface, it will support headless operation where the MFT backplane can be configured and triggered from external systems. Also, this approach can extend the administrative interface to include reporting features as needed.

Take a holistic approach. MFT shared service is event-driven. For example, an operations team that has committed SLAs can proactively engage customers to avoid a service disruption due to an expired certificate. APIs generate a list of expiring certificates/keys in pre-defined time intervals, and trigger dependent workflows that engage the customer in advance of the expiration date.

A range of value-added capabilities include:

- Reporting on time-sensitive configuration items (certificates, keys, user login, flow validity)
- Expiration intervals for accounts, flows and routes
- UI centered around account/partner — not only flows or dependencies
- Feeding of the data lake with events and metadata for further investigation

Modernize your MFT to meet tomorrow's demands today

Modernizing your current MFT environment with a digital MFT shared service helps bring business leaders, employees, partner communities, integration architects and app developers together in a way that invites integration, collaboration and open innovation across your entire digital ecosystem. Axway can help you build a digital MFT shared service made for the future today so you can:

- Offer new MFT self-service capabilities to better align with the needs of end users and rapidly respond to new business opportunities
- Use APIs to expand services and leverage new IT infrastructure paradigms that simplify operations, reduce costs and provide service continuity and elastic scalability
- Reduce the amount of “shadow IT” with a centrally managed self-service environment that improves security and compliance

AMPLIFY Managed File Transfer includes pre-built dashboards and queries that provide immediate value and can be easily extended and configured to meet your specific business needs. APIs can deliver the resulting insights via web pages or mobile apps.

**Get started with MFT
as a shared service**

LEARN MORE

go.axway.com/digital-mft