

## The Standard for Managed File Transfer Monitoring

**Every day, today's enterprises rely upon many thousands or hundreds of thousands of managed file transfers (MFTs) that underlie myriad business functions.** This represents a huge amount of information in numerous data formats being shuttled across IT applications, storage devices, file queues, and databases that must be tracked. If these transfers of frequently sensitive data are lost or delayed for unknown reasons, business processes can grind to a halt, with major compliance and business continuity consequences. **Nastel's AutoPilot provides the means to monitor, understand, and maintain this vital flow of information, in real-time.**



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### Key Benefits

- **A Complete Solution** – deep, real-time file monitoring and transaction tracking capabilities across disparate technologies in a single, easy-to-use solution. Stop troublesome file transfer problems by leveraging AutoPilot's exceptional monitoring functionality for IBM MQ-centric infrastructures as well as proprietary or other third-party transfer technologies (via plug-in software instrumentation)
- **The Visibility You Need** – locate, track, identify, and correct delayed and lost file transfers instantly with deep monitoring of file transfer queues and statistics, and transaction tracking
- **Immediate ROI** – predictive analytics plus anomaly detection and root-cause analysis automation greatly reduces the frequency of delayed or stalled file transfers. Prevent SLA violations, recover lost files, and resolve transfer issues fast
- **Slash Operational Risk** – AutoPilot resolves file transfer issues before internal users are inconvenienced and business processes are disrupted
- **Cut Support Costs** – resolve problems faster and with fewer IT resource demands

### Are MFTs Critical?

Transferring any file within an enterprise—especially sensitive data like company sales reports, payroll records, HR profiles, contracts, images, videos, etc.—is rarely a simple point-to-point exercise.

In many cases organizations rely upon proven middleware messaging or other third-party technologies to perform the actual transfer of file data across an IT infrastructure.

Like payments and order processing, MFTs are another form of critical business transactions. They depend upon a smooth flow of data across message and file queues, message brokers, apps, DBs, etc.

When this complex orchestration experiences delays (excessive latency) or outright failures, business performance suffers or, in worst-case situations, comes to a halt.

### When Problems Strike

Anyone who is accountable for the overall health, performance, and user availability of their company's application ecosystem is either a potential Nastel AutoPilot end-user or a direct beneficiary of its capabilities. This typically includes:

- **Fallback to slow, error-prone processes** – IT organizations suffer significant productivity hits when personnel perform tedious manual file transfers, are forced to write custom scripts, or complete troubleshooting tasks without software automation assistance
- **Lack of visibility** – without deep file tracking capabilities, the inability to quickly locate critical files lost or delayed in-transit, or show a cohesive transfer trail for internal auditors and compliance officers, represent serious operational problems
- **Security threats** – recent studies show no one is safe from multi-million dollar security breaches, and the pressure is greater than ever to maximize security of file transfers

### Why Nastel?

No one knows more than Nastel about information transfer issues related to IBM MQ and other data transfer methods, as acknowledged by both Gartner and Forrester Research.

When it comes to the health and availability of MFT services that rely upon IBM MQ, TIBCO EMS, or any other transfer technologies, the world's largest organizations know they can count on:

## Powerful Features

- **Expert business and technical knowledge** – more than 20 years' worth of domain expertise (both technical and business) in full middleware stack technologies (IBM and other vendor offerings), including messaging, information transfer, diagnostics, app processes, environments, and technical challenges
- **Nastel understands the needs of all stakeholders** – Nastel applies MFT monitoring and diagnostic solutions that fit the needs of:
  - Application owners and support specialists
  - IT Ops and DevOps specialists
  - User support
  - IT admins and developers
  - CTOs, CIOs, and technology liaisons to line businesses
  - Compliance officers
  - Shared services groups
  - NOC (Network Operations Center) personnel
  - Middleware team

## We Know MFT

Nastel's long experience in middleware, messaging, and data transfer issues has identified attributes common to MFT processes with lost and delayed file transfers:

- **High volume of MFT transfers**
  - Hundreds of thousands of transfers per month, or more
- **Sensitive information**
  - Files contain company, employee (HR, payroll data), and other key data
- **Message brokers like IIB and DataPower split and morph messages, making tracking extremely difficult**
- **Operational risk associated with files not being processed**
  - Security & Privacy risk when files are compromised
  - MFT is time sensitive, how long it takes to process

- **Hard to answer "what, where and why" questions**
  - What's happening with each file?
  - Have files been processed, and if not, why not?
- **Complex technology landscape**
  - IBM Sterling, IBM MQ MFT, IBM MQ, FTP, DataPower, IBM Broker, logs
  - Java and non-Java app environments

## Solution Approach

Restoring confidence in critical MFT processes involves establishing a reliable, high-performance means of tracking all file data movements and communicating essential information to stakeholders. Essential tasks enabled by AutoPilot for MFT are summarized below:

- **Tracking MFTs**
  - Intercept all data movement across complex technology landscape
  - Connect MFT transfers with all additional downstream events: MFT, MQ, IIB, TIBCO, appliances, etc.
  - Apply SLAs and business objectives; generate notifications
  - Provide ability to search based on filename or any other MFT attributes
- **Visual dashboard**
  - Show topology and performance of all MFT transactions
  - Map MFTs to datacenter/IT topology (servers, storage)
- **Big Data repository to handle large data volumes**
  - Collect history and provide search, retention, and compliance functions
- **Instrumentation of all MFT support infrastructure**
  - E.g., MQ, MFT, IIB (Broker), IBM Sterling, etc.
- **Show files by types, source and destination**
- **Show failed transfers and transactions**
  - Show transfer topology visualization across all technologies as well as reasons for transfer failures

- Map MFT to datacenter components (server, storage, etc.)
- **Show MFT performance**
  - Trigger SLA violations and notifications
- **Retain scalability to monitor millions of transactions per day**
- **Provide ability to find each and every transfer and its last state**

## Conclusion

AutoPilot for MFT provides a single point of instant analysis and visibility for file transfers across the enterprise. It provides unified analytics that can track files in real-time or perform a historical look-back for trend identification.

Sophisticated statistical functions employing Complex Event Processing (CEP) find subtle performance patterns or transactional misbehavior that otherwise could easily go undetected.

AutoPilot for MFT runs on an exceptionally scalable platform using industry-standard, high-performance technologies such as NoSQL, Kafka, and STORM.

If proven answers to challenging MFT performance and efficiency issues are at the top of your list of requirements, turn to Nastel. For more information, visit our website at [nastel.com](http://nastel.com), or contact us at [info@nastel.com](mailto:info@nastel.com) for more information.



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