



# Case Study



## Client selects xFIT as it's solution for

- ✓ Large file transfers
- ✓ Secure File transfers
- ✓ A place to “work-on” files with customers.

## Customer says it Best!

*“Secure, Easy, reliable and fast – the best way we could find to share files with our customers”*

CEO

### Client

The Client is a Texas-based engineering firm that provides Quality Assurance, Stress and Power management services to large corporations all over the world. Their value proposition includes predicting Stress and Power failures to avoid costly outages which cost their clients millions of dollars annually.

### Challenge

#### Environment

In working with their customers, they regularly exchange many types of files such as CAD, Word/Excel, PDF's and other native applications. Often, EXE's and Database files need to be exchanged as well. Files ranged in size from small (Few K) to very large (Gigabytes). There were as many as several hundred files exchanged weekly.

#### Problems

There was not a single way of exchanging and sharing files - Some files were sent via email, others sent through various FTP servers and some were “Overnighted” on CD at significant expense. Many files could not be sent via email because they were too large, or the file extensions got blocked (EXE, MDB etc). A Further complication: Parties at each end would make changes to “different copies” of files - causing coordination issues.

Using various FTP sites requires separate passwords (and we all love that). There is no tracking or notification when someone, whether it's a client or employee, has changed or downloaded a file – this can be critical to know in order to accurately manage incoming requests and to meet delivery dates. An Enormous labor cost was being wasted for the simple need to exchange and share files.

#### What was Needed

An easy-to-use tool that would save labor to transfer and share files, provide tracking and sent/received notifications for all file transfers. Unknown at the time was the need for sharing files so that 2 people would not change different copies of the same file. Saving their customers time and aggravation was also of prime importance.

### Solution

The client used xFIT, Re-Branded with their own name (it made their 30 people company look like a much larger company to their large customers). xFIT far exceeded their original needs and provided a significantly improved collaboration tool saving both the client and their customers' time and money.

Their customers' engineers LOVED the tool. It made it so easy to transfer and share file!

### Results

- Complete** IT had all the needed features plus others that improved the clients' service portfolio
- Secure** Transferred all files with 128-bit (DOD and HIPAA level) encryption. Each customer had their own folder(s) so segregate from each other
- Auditable** All file “accesses” are chronologically documented and easy to confirm. Notification of any access can be sent to originator.
- Easy to use** Select files, tell it what folder and the user and click Send. Their Customers can set-up their own users, folders and security so they can keep files secure within their own organization and the xFIT client does not have to do it.
- Fast** An algorithm determines the fastest upload “Chunk” size – much faster than email. Data Center speeds on “Your end” so only limited by the recipient's bandwidth
- Brand-able** Put the Clients' logo on the web screen and emails that related to the transfer
- Sharing** Files can be opened and changed and re-saved on the web site so 2 people will not be changing separate copies
- Immediate** The client was able to implement the solution immediately
- Better Service** Their customer service delivery experience has improved enhancing their Customers' Goodwill along with reducing internal frustration.
- Reduced email** Reduces the email being sent/received – an ongoing battle in this Email-Centric collaboration world. Some users reduced 10-15 emails per day.

