Accellion ◤

Entertainment Technology Company

A leading provider of inflight entertainment solutions turns to kiteworks by Accellion to enable mobile file sharing among product engineers and enhance collaboration with customers

> "When something works as promised, it's a beautiful thing. And, the bottom line with kiteworks is it just works."
>
> - Business Systems Manager

Background

This Accellion customer is a leading provider of inflight entertainment and connectivity technology solutions.

Challenge

This customer had relied on a legacy FTP solution for its file sharing needs for years. It was a solution that employees and IT alike were familiar with and, as is so often the case, the organization was open to alternatives but other, more pressing IT projects took precedence over researching viable options.

"FTP was what we had always used and known, but we knew there was a better way," said the organization's Manager for Business Systems. "We made a decision to seek out a file sharing solution with better performance, an improved user interface and hands-off management."

The organization had additional motivation to replace its FTP solution, as employees were taking it upon themselves to use other file sharing solutions, such as Dropbox Business, when FTP couldn't meet employees' urgent file sharing requirements. Therefore, the Company wanted to find a single solution that could be endorsed by IT and used across the entire organization.

In addition, the solution needed to fully support the organization's mobile workforce, enabling users to securely access and share files from anywhere – in support of its current BYOD policy.

"From an IT perspective, we needed a solution with more self-service options – that was easy for employees to use and wouldn't require additional training from IT or ongoing help desk assistance," said the Manager for Business Systems. "It was imperative that employees could share files of any size with business units, partners and customers on a dime and know that recipients had secure access to the most up-to-date content across all devices."

Deployed Since	**Number of Users**	**Custom Web Interface**	**Email Integration**	**Mobile Integration**
2015	**125**	**Yes**	**Yes**	**Yes**

✓ Manage and audit all file and folder activities and grant permissions to give people specific access to the right files

✓ Ease of use that is intuitive for employees and frees up IT resources

✓ Support mobile employees, allowing secure access and productivity, anywhere and anytime

Solution

kiteworks by Accellion was already being used by the organization's parent company with positive reviews, making the decision to see a demo of kiteworks an easy one. The IT staff was immediately impressed with just how easy the product was to use in addition to its modern, intuitive interface. The organization decided to make the switch from FTP to kiteworks.

The kiteworks implementation was completed within one day and is hosted on-premise, with plans to roll out the solution at other corporate locations.

"We simply sent an email to employees that kiteworks was available and they were off and running," said the Manager for Business Systems. "There was no training needed – kiteworks truly runs on its own."

The company's CEO immediately put kiteworks to the test, using the solution to share documents with internal and external constituents while on the road. The feedback was positive, with kiteworks proving its worth as a secure mobile productivity tool.

The organization had run into a situation with FTP where the engineering team was unable to send a 19GB file. Now, with kiteworks, there is no hesitation or concern with sharing or accessing extremely large files, such as schematic diagrams, even when outside of the network. The robust method of file sharing has also enhanced customer communications, with customers able to log in and locate confidential files stored in secure folders safely isolated from other proprietary content.

"FTP lacked desired security features, but with kiteworks we're able to manage and audit all file and folder activities and grant permissions to give people specific access to the right files," said the Manager for Business Systems.

The organization cites the top three benefits of using kiteworks as: ease of use; reliability; and top-grade security.

"The fact that I don't have to worry, that's a rare thing for an IT professional," said the Manager for Business Systems. "When something works as promised, it's a beautiful thing. And, the bottom line with kiteworks is it just works."

TOP-SELLING POINT	STAND-OUT FUNCTIONALITY	COOL USE CASE
So simple to use with no training needed for employees or customers.	Enhanced mobile enablement and productivity; users can securely create, access and collaborate wherever work takes them.	Able to instantly share 19GB software design files among the engineering team, even when off the network.

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For additional successful deployments: www.accellion.com/resources/case-studies

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