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CASE STUDY (Globalscape)

Globalscape® Powers SAP File Transfers and Email Attachments for Enbridge® Gas Distribution

The Initial Challenge: Critical File Transfers in the Revenue Cycle

Business Challenge

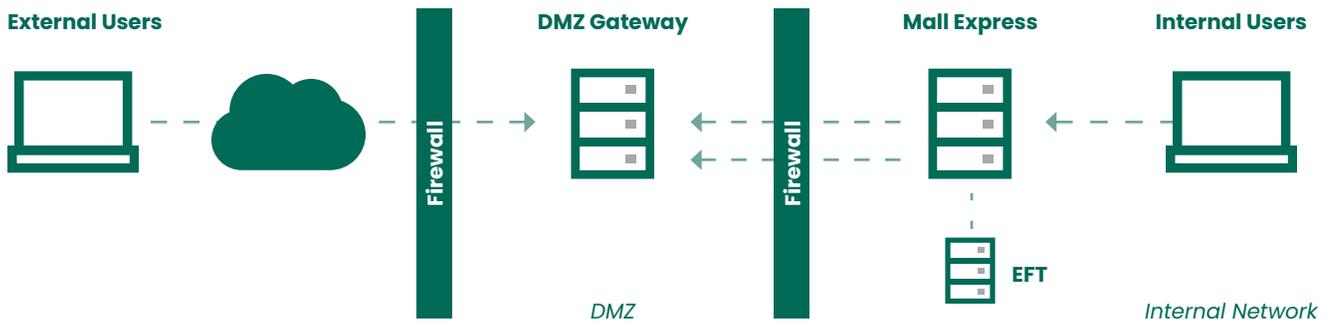
Enbridge exchanges files between its SAP system and various third-party vendors involved in billing and payment collection. Billing processes include large file transfers each night, in addition to numerous exchanges during the day. Manual processes were inadequate, unreliable, and labor intensive.

The company began looking for a secure FTP solution to automate these exchanges. Security was Enbridge's main concern because the files contained customer billing information that was being sent to outsourced business partners for processing. The solution needed to automatically track and audit scheduled transfers to support rapid problem identification and resolution.

KEY DETAILS

Enbridge Gas Distribution Inc. is Canada's largest natural gas distribution company. Enbridge Gas Distribution delivers safe, reliable natural gas to more than 100 communities across Ontario.

External Users Enbridge Gas Distribution uses SAP as its Customer Relationship Management system. The SAP system creates batch files detailing customer gas usage, which are the basis for billing Enbridge's more than 1.9 million customers.



DMZ Gateway serves as a reverse proxy between External users and Globalscape applications. Mail Express can share configuration, audit data, and Event Rule processing with EFT.

Solution: Globalscape EFT™ Supports Business-Critical Processes

After evaluating multiple alternatives, Enbridge selected Globalscape Enhanced File Transfer™ (EFT™) Enterprise, a secure managed file transfer system that integrates easily with enterprise back-end systems and supports customization and automation.

Enbridge's billing vendors require a variety of different file formats. EFT handles them all and integrates easily with the back-end SAP system. Reporting and auditing help the IT team stay on top of critical file transfer processes.

Having developed a strong relationship with Globalscape to solve its critical file transfer process, Enbridge turned yet again to Globalscape when it needed to solve a problem with securely transferring large email attachments.

Adding Mail Express® for Secure Email Attachments

Like many companies, Enbridge struggled with the problems of using large email attachments for ad hoc file transfers. Enbridge's email system imposes a 35MB limit on attachments—generous for many email systems, but still a problem for large files. To send CAD files or video presentations, employees had to write data onto CDs or USB sticks and ship or courier them to the recipient.

Globalscape Mail Express® enables users to send large files (of any size) from within the standard Microsoft Outlook e-mail client, replacing the attached file with a secure file transfer link, thus reducing the load on the mail server. Mail Express secures both inbound and outbound file transfers without requiring any special end-user training. In addition, Mail Express provides auditing, reporting, and policy-based control of file transfers.

Results: Building a Long-Term Relationship

Globalscape provides Enbridge with ongoing 24x7 support for EFT and Mail Express as part of its commitment to customers.

“Once we showed people how Mail Express worked within Outlook, we had people lining up to pilot it. Engineering teams want the ability to transfer large CAD Files, while people in legal and HR want the extra security for transferring confidential information.”

– Louie Polsinelli, Senior IT Risk Management Analyst

Enbridge's IT team demonstrated Mail Express at a corporate technology fair. Says Louie Polsinelli, Senior IT Risk Management Analyst, “Once we showed people how Mail Express worked within Outlook, we had people lining up to pilot it. Engineering teams want the ability to transfer large CAD Files, while people in legal and HR want the extra security for transferring confidential information.”

About Enbridge

Enbridge Gas Distribution is Canada's largest natural gas distribution utility with more than 1.9 million customers. It owns and operates more than 35,000 kilometers of pipelines for the distribution of natural gas and traces its roots back more than 160 years.

With Enbridge Gas Distribution's high standards of keeping customer information confidential and secure, when Enbridge needed to build secure file exchanges into its billing processes, it turned to Globalscape. After successfully using Globalscape EFT Server™ to manage mission-critical file transfers for a few years, it looked to Globalscape again to solve the challenge of securely sending large email attachments.

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About Fortra

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