

Large Healthcare Provider Improves Efficiency with TPS®/NFM

Major Health Care provider with nearly 100 hospitals and 100 emergency care centers improved efficiency with TPS® Systems easy-to-use automated file transfers platform. Scalability and on-going support of new regulatory requirements and features requested by the provider, allow the organization to rapidly grow, provide quality services and protect patients privacy.

Challenge

The client began searching for a Managed File Transfer solution to meet their complex needs, and to satisfy the rigid requirements of HIPPA and Sarbanes-Oxley regulations.

They needed to schedule the transfer of certain data sets multiple times per hour with little or no human intervention. Optimization of bandwidth and the speed of transfers were important requirements, due to the large volume of data.

Our client wanted an easy-to-use, easy-to-train product with tools for help desk type employees, and the ability to compartmentalize their users' access to the system based on various levels of authority.

Solution

After testing multiple products, it was determined TPS®/Network File Manager (NFM) best met the requirements stated above.

Plans were created and scheduled which were designed to:

- + Transfer multiple files every 15 minutes from each Regional site. The volume of transfers prompted us to add the File Synchronization and Automatic Retry features to NFM (read more in Results).
- + Transfer report files from the NFM Server to each of the over 40 Regional sites every 30 minutes. Each report goes to two File Servers at each site. The first is used for online viewing with the ability to print. The second server captures the reports which are then processed by another product.
- + 500 clients were installed for the initial setup.

"NFM has met and exceeded all that was initially sought after in the implementation of a Managed File Transfer product. TPS® continues to partner with us as our needs evolve."

- Manager of Infrastructure

Results

After analyzing the business processes of our client, and supporting them as they, and regulatory requirements, evolved, TPS® added three new features to the product:

The File Synchronization feature is able to detect when a file has been updated, and only transfer the changed parts of the file. This greatly reduces the amount of data being transferred, eliminates redundancy, and increases speed of processing by an order of magnitude.

The Automatic Retry feature allows processing to continue in the event that a single system had trouble completing a transfer due to network, system, or other issues. The failures are tracked, and the plan is automatically retried, only performing the parts of the Plan that failed. If the problem is unrecoverable, an alert is sent to the NFM administrator.

At-Rest Encryption of files allows any and all data files to be encrypted and compressed at all times while stored on an NFM enabled computer.

These features were added to the product in a timely manner, and supplied to our client for no additional cost.

When NFM was purchased, 500 clients were installed. That number has almost doubled in the ensuing years. NFM is a highly scalable system with many years in production at fast-growing enterprises.

Benefits

- + Centralized control with easy remote installation makes NFM a scalable solution that can adapt to growing and changing environments.
- + Reduce operational cost through increased efficiencies gained with the automation and performance enhancement features.
- + TPS® Systems' ability to quickly adapt to new regulations allows customers to meet all compliance requirements and protects both the provider and their clients.