# CASE STUDY

Solution-Soft

**THE CHALLENGE**

One of the world's largest insurance companies transfers its updated customer database from its US Home office to its UK offices on a daily basis. Transfers are done at night to minimize interference with daily operations. Using standard FTP, the company regularly experienced reliability issues. Frequently, the database file became corrupted during transfer, which had forced the company to implement a policy to verify the integrity of the database after each transfer. Due to the size of the file, transfers were scheduled to occur at night when available bandwidth was maximized. When the file transfer process failed, there would be no one present to restart the transfer. These failures were not discovered until the next morning. To correct this, the file would then be re-transmitted again during business hours. In addition to delaying receipt of the data, this added unwanted load to their network that interfered with daily operations.

In an attempt to correct these problems, the company experimented with an expensive commercial product, but this failed to improve the situation.

**THE SAFEVELOCITY SOLUTION**

Next the company tried Solution-Soft's SafeVelocity$^{(tm)}$ product. Using SafeVelocity's guaranteed transfer mode, transfer failures and data corruption ceased immediately. Now when the transfer process is interrupted, SafeVelocity automatically restarts the transfer from the point of interruption. According to this company's Senior Analyst, data corruption has been eliminated by SafeVelocity's block-by-block checksum and retransmission of corrupted blocks! In addition, before transmitting the file, SafeVelocity checks to be sure there is adequate space available in the remote file system and after the transfer, checks that the transmitted file and the original file are the same size.

An added benefit is that file transfers are much faster than before due to SafeVelocity's threaded, on-the-fly compression/decompression feature. Philip Clark, Senior Analyst of the company, was extremely impressed with the product's performance benefits. *"We improved our file transfer times on our 150MB file from 1 hour and 30 minutes to 11 minutes using SafeVelocity!"* SafeVelocity not only sped up the transfer time, but also reduced the network bandwidth usage significantly.

File transfers are now more secure with SafeVelocity encrypting the company's login password, instead of having it being transmitted in the clear as it was with standard FTP.

Using SafeVelocity, the company has solved its persistent reliability problems, is seeing an 800% performance improvement, and has improved security during transmission.