



BISCOM DELIVERY SERVER

The Trusted Solution for Enterprise Secure File Transfer

Brion Controls Software Upgrades and Licensing with Biscom Delivery Server

When Brion Technologies wanted a secure, efficient on-premise way of distributing very large files—encrypted software licenses, upgrades, code, documentation, and user guides that provided an audit trail—who/what/where/when/why—it chose Biscom Delivery Server (BDS). **The result? Controlled information dissemination and peace of mind.**

OVERVIEW:



Company: Brion Technologies

Industry: Manufacturing, semiconductor

Location: Santa Clara, CA

Founded: 2002

Website: www.brion.com

CHALLENGES:

- » Difficulty tracking document activity among customers and service engineers
- » Use of SFTP for maintenance contracts and upgrades meant Brion could not determine who accessed the server
- » Needed the ability to send large files securely and with ease

SOLUTION:

- » Biscom Delivery Server

RESULTS:

- » Ability to track all document activity without file size restriction using an on-premise solution
- » Obviated the need for purchasing a physical server and CD/DVD burning and shipping, resulting in large cost savings

Global Manufacturing Company Seeks an Easier, More Secure Method to Document Distribution

Keeping secrets is key to success in the semiconductor industry; manufacturers zealously protect semiconductor designs, and only a select few get access to software and software licenses and upgrades. Ensuring that only authorized senders e-mail this information and only intended recipients get the e-mails takes priority for the operations staff at Brion Technologies, an ASML company headquartered in Santa Clara, CA. Brion's Tachyon™ platform, a highly accurate and ultrafast OPC (optimal proximity correction) and OPC verification system, which facilitates design, photomask making, and wafer printing for semiconductor manufacturing. The Tachyon platform is one reason Brion leads its industry worldwide in computational lithography for integrated circuit Lithography-Driven Design and Manufacturing™.

Peggi Jewett, Brion's director of operations, and Mina Alfonso, business process engineer, manage distribution of encrypted software licenses and upgrades to Brion's customer base, comprising most of the top semiconductor companies worldwide. They also handle sending changes to code, documentation, and user guides, which occur frequently and must be both sent and implemented quickly.

The Issues

"In each instance," Peggi says, "Brion needs to know who downloaded data, segmented into customers and Brion service engineers, and when the downloads occurred." Monitoring this information in terms of license delivery is especially important because it affects invoicing. Brion issues a major new release about every nine months. Each release could remain on the virtual server for nine months or more, often overlapping with still-newer releases. To complicate matters further, Brion issues upgrades constantly throughout the lifetime of each version.



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- Peggi Jewett

Director of Operations
Brion Technologies

“Customers purchase annual product licenses but don’t always keep their maintenance contracts up to date for each product version unless availability of a critical update necessitates maintenance contract renewal,” Mina points out. “To get all these distributions out in a timely fashion, we used a standard SFTP server.” However, she continues, using SFTP meant Brion could not determine who accessed the server and/or from which location access occurred – not a very secure situation.

Peggi points out that during release of a major upgrade Brion issues about 100 documents per month, or about five each working day, such as general license changes for customers doing evaluations or beta testing. However, in the case of a targeted special release of new features to customers, security and file size became even bigger concerns. Brion could not put such a release on an FTP site because anyone could access it. Also, using FTP allowed senders to upload up to 100GB of data. Firewalls at customer locations stopped such large files, but, even without a firewall, downloading such large files took recipients a long time. Clearly, the complexity, volume, and security issues meant looking for a new approach, and it fell to Peggi and Mina to find one.

Defining the Approach

Peggi and Mina compiled a list of five categories with specific items under each category to use in evaluating different products under consideration:

Security

- ✔ Transfer files in a secure manner
- ✔ Host server in-house at Brion
- ✔ Control site access
- ✔ Tier access levels
- ✔ Create unique user credentials
- ✔ Make e-mail notification secure

Traceability

- ✔ Identify:
 - Who accessed the site
 - Who downloaded the software
 - What software was downloaded
 - When download occurred (electronic time stamp)

Ease of use

- ✔ Develop a web-based interface
- ✔ Intuitive
- ✔ Easy to learn and use
- ✔ Transmit files of any size

Availability

- ✔ Allow customers Internet access 24 / 7 / 365
- ✔ Verify proper credentials

Reporting

- ✔ Find a database that provides historical and/or statistical reports
- ✔ List who accessed the site
- ✔ List what each recipient downloaded
- ✔ Time-stamp downloads
- ✔ Measure average time to download a major release
- ✔ Record number of interrupted sessions

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- **Peggi Jewett**

Director of Operations
Brion Technologies

As the list indicates, Brion outlined rigorous selection criteria. Of the several approaches evaluated, however, “only BDS offered Brion an in-house option and no limitation on file size,” says Peggi. “The other candidates limited file size because they are hosted, not on-premise, solutions.” Additionally, Brion prioritized two other evaluation criteria, security and traceability. Only BDS gave Brion these capabilities in one easy-to-use solution.

During the evaluation, Peggi and Mina found the BDS personnel exceptional. “They were so knowledgeable! They could explain everything,” said Mina. “In addition, when we asked about other functionalities we might need in the future, they said ‘Just ask—we’ll put them in for you.’” In addition to the benefits determined by the functional evaluation, Peggi and Mina identified cost savings, because BDS obviated the need for purchase of a physical server and CD/DVD burning and shipping.

While Brion security procedures dictate that only Peggi and Mina send electronic packages using BDS, about 50 different recipients access the secure deliveries. “The users inside and outside Brion tell us that BDS is really easy to use,” says Peggi. “So, we want to do as much as we can with BDS going forward. At Brion, we’re opportunistic!”

ABOUT BISCOM DELIVERY SERVER

Biscom Delivery Server (BDS) is a division of Biscom with a focus on secure, managed file transfer solutions; BDS resolves the data breach, information security, compliance, and file attachment problems of email and FTP. Since 1986, Biscom has been enabling enterprise document delivery and workflow solutions for Fortune 1000 companies.

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