



**BISCOM DELIVERY SERVER**  
The Trusted Solution for Enterprise Secure File Transfer

# SpaceX Replaces FTP with Biscom Delivery Server and Improves File Transfer Efficiency by 98%

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– Branden Spikes, CIO, SpaceX

## OVERVIEW:



**Company:** Space Exploration Technologies Corporation (SpaceX)

**Industry:** Technology

**Location:** Hawthorne, CA

**Founded:** 2002

**Website:** www.spacex.com

## CHALLENGES:

- » Files sent unsecurely through e-mail, ran into file attachment limitations, security concerns
- » FTP and PGP for encrypting and sending files was tedious, time-intensive and expensive
- » Other files sent via courier services was slow, expensive, and did not provide guaranteed delivery

## SOLUTION:

- » Biscom Delivery Server

## RESULTS:

- » 98% less time spent sending files securely
- » Confidential and sensitive files now protected when shared
- » Reduced time to transfer files from two hours to two minutes
- » Capability to track all document activity

## Overview

When the \$10 million Ansari X Prize was announced in 2004, 26 teams from 7 different nations competed to build a launch vehicle capable of carrying three people to 100 kilometers above the earth’s surface, twice within two weeks. The creation of the Ansari X Prize started a new age of space exploration and transport with private spaceflight companies extending NASA’s pioneering space technologies. One of the most exciting companies up for this challenge was Space Exploration Technologies Corporation (SpaceX), a company formed in 2002 by Elon Musk, a visionary and entrepreneur who was one of the founders of PayPal.

In an industry where launch vehicles today have only modestly changed from those of 40 years ago, SpaceX aims to develop a family of launch vehicles that will ultimately reduce the cost and increase the reliability of space access by a factor of ten. Coupled with the newly emerging market for private and commercial space transport, this new model promises to reignite humanity’s efforts to explore deep space. SpaceX has already developed two brand new launch vehicles, established an impressive launch manifest, and been awarded COTS funding by NASA to demonstrate delivery and return of cargo to the International Space Station.

## Challenges

At SpaceX, dealing with technology and procedures so complex comes with a multitude of confidential documentation. With over 150 scientists, researchers, and executives working on leading-edge technologies at SpaceX, no simple process existed for the communication and distribution of these documents between internal employees and external users, which caused security, compliance, and efficiency concerns. “Employees regularly sent large files via e-mail, but because many servers limit e-mail attachment size, messages containing large documents weren’t being delivered to recipients,” says Branden Spikes, CIO at SpaceX. “And because traditional e-mail isn’t secure, we also used FTP servers and Pretty Good Privacy (PGP) messages, which were expensive, difficult to use, and put extra responsibility on the person receiving the transfer.



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- **Branden Spikes**  
CIO  
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Typically it would take us a couple of hours just to encrypt and send one secure delivery. The process was awful.”

Additionally, due to the complexities of FTP and PGP, courier services were often used instead to send secure deliveries and reduce demand on IT resources. This reliance on courier services was a costly alternative, did not provide delivery guarantees, and provided poor tracking utilities.

### Solution

SpaceX knew it needed to replace FTP and PGP as its primary methods to transfer files with a more user-friendly and cost-effective solution, so the company began its search. SpaceX had several unique requirements, such as seamless integration with its current IT infrastructure and ease-of-use for both the senders and recipients. “The solution had to be easy for users to send any type of file without extensive training, worrying about attachment size or needing to call the help desk,” said Spikes. “In addition, it needed to run on our own servers and DMZ behind a firewall with SSL encryption. Essentially, we needed a plug-and-play solution that met all our security requirements.”

SpaceX ultimately chose Biscom Delivery Server (BDS) for their secure file transfer needs for its intuitive user interface, powerful feature set, and strong security. “There is no reconfiguration needed for each file transfer, and no additional IT involvement needed.” BDS met the company’s mission-critical requirements, complete with extensive security, reporting, and audit-trail features.

### Results

Since the BDS implementation, SpaceX now spends 98% less time sending secure deliveries when using BDS rather than FTP and PGP. Additionally, the company has seen an increase in the number of file transfers when compared to previous methods used, thus increasing the number of documents being sent securely. These improvements also translate into significant cost savings, as courier services were no longer needed to send documents that were too large to send through e-mail.

“One of the biggest benefits of BDS is that the software can run on our own network in the way I want to run it. BDS was the only solution that offered this level of configuration, customization, and security,” said Branden. “We’re able to upload files with a couple of mouse clicks and off they go, thus we no longer have to worry about ensuring it arrives in a timely manner. In fact, we’ve reduced the time to encrypt and send files from two hours to less than two minutes.”



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In the future, SpaceX plans to install the BDS Outlook add-in, so that users have the option to send protected documents directly from their e-mail client. “Users regularly work in Outlook, and the BDS add-in will solve the current e-mail attachment issues without additional training.” As an added benefit, SpaceX can roll out the BDS Outlook add-in via Microsoft Active Directory Group Policy, and instantly provide large attachment support, new file transfer policies, and integration with existing contact and distribution lists.

#### **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 e-mail and FTP. Since 1986, Biscom has been enabling enterprise document delivery and workflow solutions for Fortune 1000 companies.

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