



The Trusted Solution for Enterprise Secure File Transfer

Application Brief: Real Estate - Software Update Delivery

Stewart Title Guaranty Company reduces courier and FTP costs using Biscom Delivery Server (BDS) for timely, accurate, and traceable software upgrade distribution to their customers.

"It used to take several days to physically burn the discs, assemble the package and mail it out to our customers. Now we can do it all electronically in less than an hour." –Patrick Opela, Regional CTO

Profile: Stewart Title Guaranty Company

Stewart delivers state-of-the-art real estate information services, software, and solutions to its clients. Stewart provides title insurance and related services via its 9,500 issuing locations in eight different countries, and generates over two billion dollars in annual revenue.

The Challenge

Stewart sells software products to the insurance industry through Property Info Corporation, a wholly owned subsidiary of Stewart Information Services Corp. Since federal and state laws are always changing, Stewart's customers constantly require regular software updates to stay current. Stewart used regular mail and an FTP site for customer software upgrades, neither of which fit their needs.

With regular mail, the Stewart support team burned updates onto CDs, mailed them and had the customers install the updates. Since customers did not always provide a receipt back to Stewart that they received the download, this process was slow, inefficient and difficult to track. With the second option, customers downloaded updates from a Stewart FTP site. The company's support staff had to provide login credentials to customers for the difficult to use site, and its downloads were difficult to track.

Stewart needed a tool to distribute software upgrades to its customer base that would enable them not only to deliver the software, but also to have a detailed audit trail of which customers downloaded what files, and when. The tool needed to authenticate customers, and allow download access only to those who were authorized to receive the download.

The Solution

Biscom Delivery Server turned out to be the perfect solution to Stewart's problem. BDS is

a clientless, Web-based secure file transfer solution that enables enterprise-class large file transfer. Data transfer is secure, authenticated, and delivered directly from point-to-point. Integrated tracking and reporting capabilities provide a comprehensive audit trail.

BDS has enabled Stewart to obtain immediate savings in postage and courier costs. "The biggest benefit to me is the cost of postage and the time involved in sending out a software update," says Patrick Opela, Regional CTO. "BDS also eliminates some of the email traffic involved in upgrades. Before we had to use both email and postal mail in order to ensure customers got their upgrades. Now BDS creates a transaction thread that lets us know what was downloaded when and by whom."

After a quick and painless implementation, Stewart was soon using BDS to deliver over 6 mass deliveries each quarter to over 200 customers. "We are currently supporting over 200 offices in the Southwestern region and we expect that to triple over the next 12 months when we roll BDS out to our Central region," says Mr. Opela "We've never even looked at any competitors – BDS meets all of our needs."

About Biscom, Inc.

Biscom Delivery Server is a division of Biscom with a focus on secure file transfer solutions; it solves the security, compliance, and file attachment problems common with email and FTP. Since 1986, Biscom has been enabling enterprise document delivery and workflow solutions for Fortune 1000 companies.

BDS Benefits

- Send large files of any size or type
- NO proprietary hardware appliances required
- Securely transfer sensitive information
- Eliminate FTP servers
- Reduce email attachments
- Track and audit all files
- Platform neutral - Windows, Linux, and Solaris
- Three-tier Services Oriented Architecture (SOA)
- Web-based interface
- Easy to use - reduces Help Desk calls
- Comprehensive APIs to extend and integrate with your existing applications
- Scalable - integrate out of the box with your SAN or NAS
- 100% customizable - change the application to fit your corporate image