



## The Trusted Solution for Enterprise Secure File Transfer

# Application Brief: Eliminate FTP for large file transfer

The Transcription Center replaces its FTP Server with Biscom Delivery Server to send large files securely and quickly to its clients and transcriptionists.

*"BDS has allowed me take on clients I simply couldn't have supported any other way, nothing else would work with some of the secure networks we're dealing with."—Cathy Daniels, President*

### Profile: The Transcription Center

The Transcription Center has been providing transcription services to physicians and clinics in the Dallas-Fort Worth area since 1994. The company is focused on minimizing the time, expense and overall cost associated with the transcription of documents and has a pool of transcriptionists, many of whom are certified in the transcription field.

### The Challenge

The company's primary challenge was sending large files securely. The Transcription Center receives dictation from their clients, who are primarily physicians, via digital audio file. They then distribute these files to their transcriptionists. The files are then transformed into documents and sent back to the doctor by the transcriptionist. The digital audio files are extremely large and both the audio files and documents contain personal medical information which must be protected under HIPAA regulations.

The size of the audio files led the company to use an FTP solution, however they had three primary concerns with using FTP. First, FTP did not provide the level of security they needed. Second, it was difficult for their clients and transcriptionists to use. Third, items sent via FTP could not easily be tracked, so it was difficult to determine the status of files that were being transcribed.

"FTP was very cumbersome for our end user clients who were receiving the files. Our outside clients also had a major problem even getting access to our FTP site since many of them have secured environments and couldn't get to the site because of their corporate security and fire walls." Said Ms. Daniels.

### The Solution

Once the FTP server was replaced by BDS, the company's issues with access, security, and large file transfer were resolved. BDS is a secure file transfer Web application 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's web-based interface gives clients and transcriptionists the ability to securely access and upload files of any size easily and has enabled The Transcription Center to save time and more efficiently track dictation orders.

"Thanks to the automatic email notification built into BDS there's less monitoring for our management team," said Daniels. "We no longer have to keep checking for new submissions or call our transcriptionists to determine a job's status."

### 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.

### About TIC Software

Since 1983, TIC Software (TIC) has been helping companies get the most from their HP Non Stop Server technology. TIC consults with customers to understand their needs and create ways to improve IT business services. No matter what the client's industry or business sector, TIC solutions maximize system value and increase service quality.

## 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 Orientated 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