



The Trusted Solution for Enterprise Secure File Transfer

Application Brief: **Eliminate large email attachments**

Con-way Inc. uses Biscom Delivery Server to send large file attachments internally and to their clients, decreasing the burden on their email server and eliminating the need for a shared network drive

"BDS helps IT provide services that are specific to our business needs. People need to send large files and now we can help them do that. Instead of saying no you can't send that file, it's too large, we now say you can send it with BDS." – Scott Bueffel, Messaging Administrator, Con-way Inc.

Profile: Con-way Inc.

Con-way Inc. is a 4.7 billion dollar freight transportation and logistics company. Con-way consists of three operating companies: Con-way Freight, Con-way Truckload, and Menlo Worldwide Logistics. Con-way Freight provides local, regional, and transcontinental less-than-truckload transportation services. Menlo Worldwide Logistics designs, implements and manages supply chain solutions, and Con-way Truckload provides a network of full truckload services across US and Canada. The company has 500 locations in 17 countries and approximately 30,000 employees.

The Challenge

The IT department at Con-way found that their email attachment file size limits had to keep being increased to accommodate the business need of sending and receiving increasingly large files both internally and with customers.

The default limit was 2MB, later increased to 3MB, and currently is at 5MB, as users' file attachment needs grew in size. For some users, however, even 5MB was not sufficient.

Although they use an Outlook add-in to compress their attachments, files like presentation slides, digital images, and contract documents hundreds of pages long could still be well over the 5MB limit. "We do have a public FTP site but FTP is not intuitive and is difficult to use for most of the user community," said Mr. Bueffel. "In addition, it requires administrative involvement to create accounts as a way of providing the exchange of files."

The department staff chose to increase the message size limit up to 20MB for those who needed more space, instead of using FTP. This increase, however, was still not sufficient for some employees' needs. Employees who needed to send files larger than 20MB were asked to do so using a Web server.

The IT department would manually create a directory on the Web server, and email a link to the sender in order to access the file. This implementation was not only time consuming, but it also did not ensure that the data was secured or received.

The Solution

Con-way resolved their email attachment limit

problem by using BDS instead of email or their Web server as a way to send and share large files. 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.

Con-way piloted BDS by notifying the more than 750 employees who had non-default message size limits with instructions on how to use Biscom Delivery Server. The product was so easy to use that employees began using it repeatedly. In the first thirty days of usage alone, more than one hundred files were sent.

The pilot implementation of BDS was so successful that Mr. Bueffel implemented the product company-wide, "Our goal is to decrease send limits for those people who we've given exceptions to in the past, to get everyone's email attachment limit back to 5MB. Going forward, those who want to send files larger than 5MB will not have an expanded message size limit, but they will get instructions on how to use BDS instead."

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 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