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Infosecurity **Magazine Webinar**

File Transfer Solutions and How to Achieve Compliance

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File Transfer Solutions and How to Achieve Compliance

Panel:

Paul Castiglione, Senior Product Marketing Manager, Ipswitch

James McCloskey, Director of Advisory Services, Security & Risk, Info-Tech Research Group

Derek Brink, Vice President, Research Fellow, Aberdeen Group

Moderator:

Mike Hine, Deputy Editor, *Infosecurity Magazine* (@InfosecDepEd)

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Poll question: What is the top file-transfer related issue that you want to address?

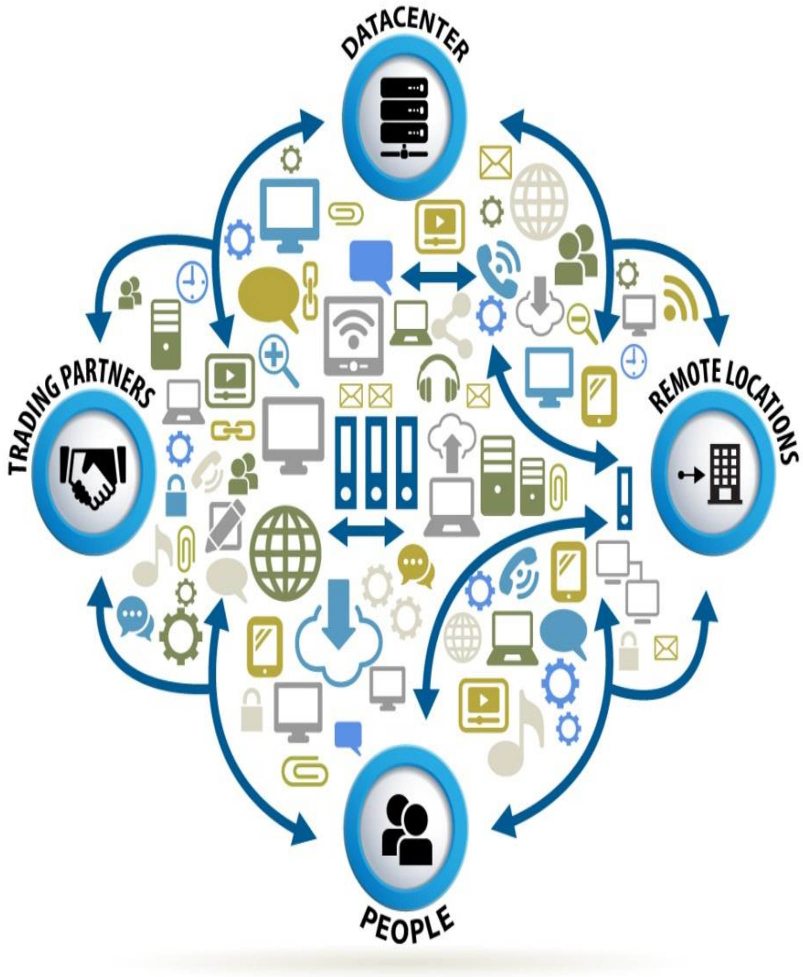
a) Reducing risk regards security and/or compliance
b) Improving efficiency by saving time
c) Reducing costs
d) None of the above

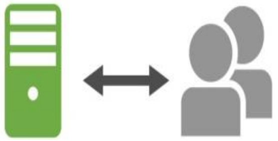
IPSWITCH

7 Considerations for (Cost) Effective File Transfer Compliance

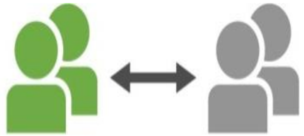
Files Move between Systems and People Across the 'Borderless Enterprise'

System-to-System





System-to-Person

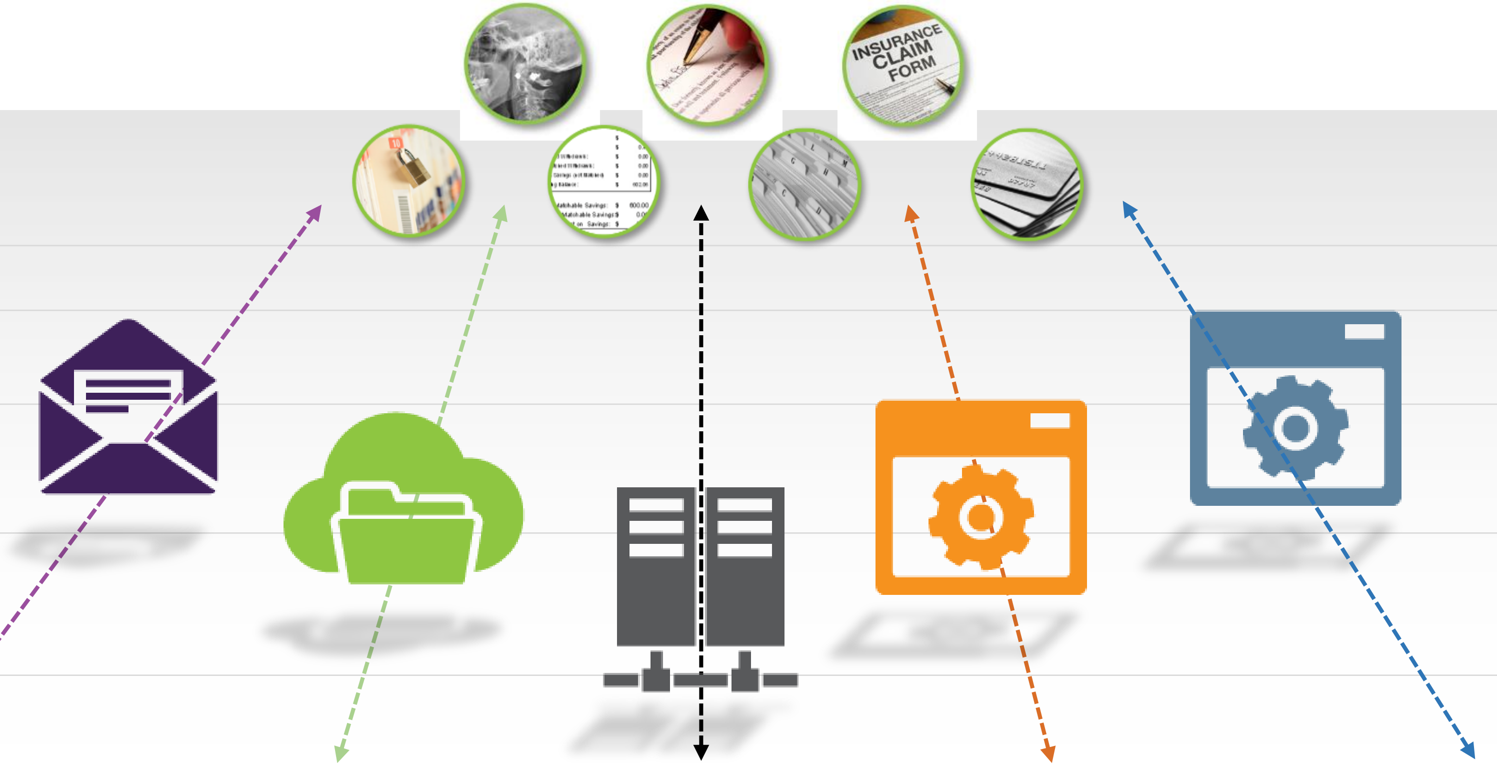


Person-to-Person

Person-to-System

Communicating with 3rd Parties

Many Methods & Many Reasons



Email Attachments

Cloud File Share (EFSS)

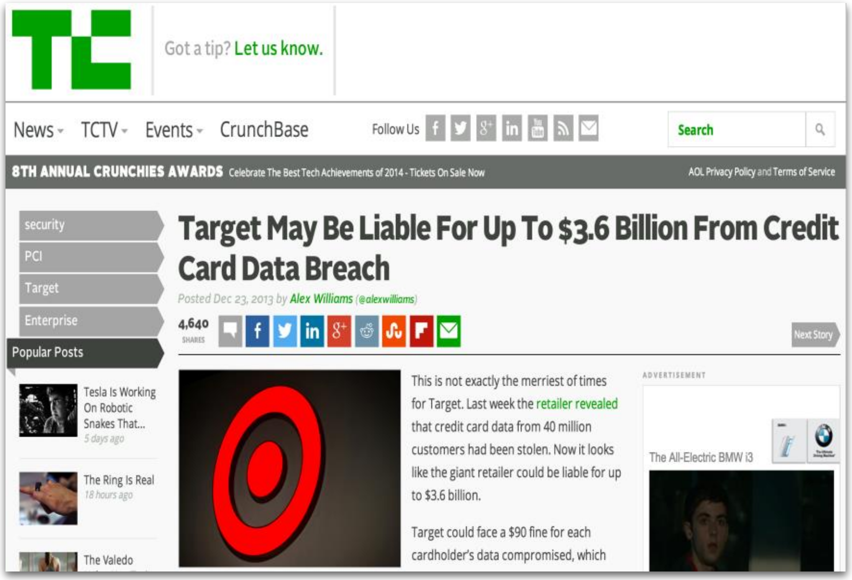
FTP Servers & Home Grown Scripts

Managed File Transfer

App Platforms / EAI

Impact of Digital Do-it-yourself File Transfer

▼ Cost of lost data is high.



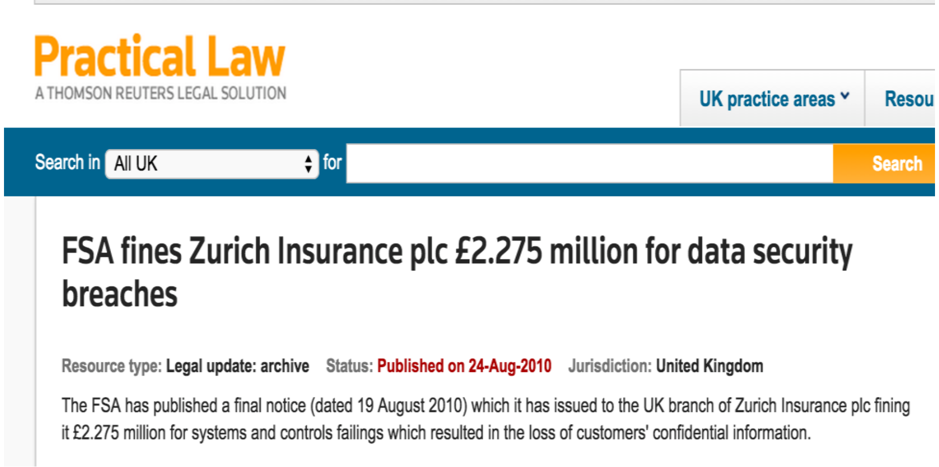
Target May Be Liable For Up To $3.6 Billion From Credit Card Data Breach

Posted Dec 23, 2013 by Alex Williams (@alexwilliams)

This is not exactly the merriest of times for Target. Last week the retailer revealed that credit card data from 40 million customers had been stolen. Now it looks like the giant retailer could be liable for up to $3.6 billion.

Target could face a $90 fine for each cardholder's data compromised, which

Cost of non-compliance is high. ▼



FSA fines Zurich Insurance plc £2.275 million for data security breaches

Resource type: Legal update: archive Status: Published on 24-Aug-2010 Jurisdiction: United Kingdom

The FSA has published a final notice (dated 19 August 2010) which it has issued to the UK branch of Zurich Insurance plc fining it £2.275 million for systems and controls failings which resulted in the loss of customers' confidential information.

The cost to maintain existing systems is high. ▶

>$125,000 additional file transfer cost every year*

Hidden cost of traditional FTP systems vs a managed file transfer solution:

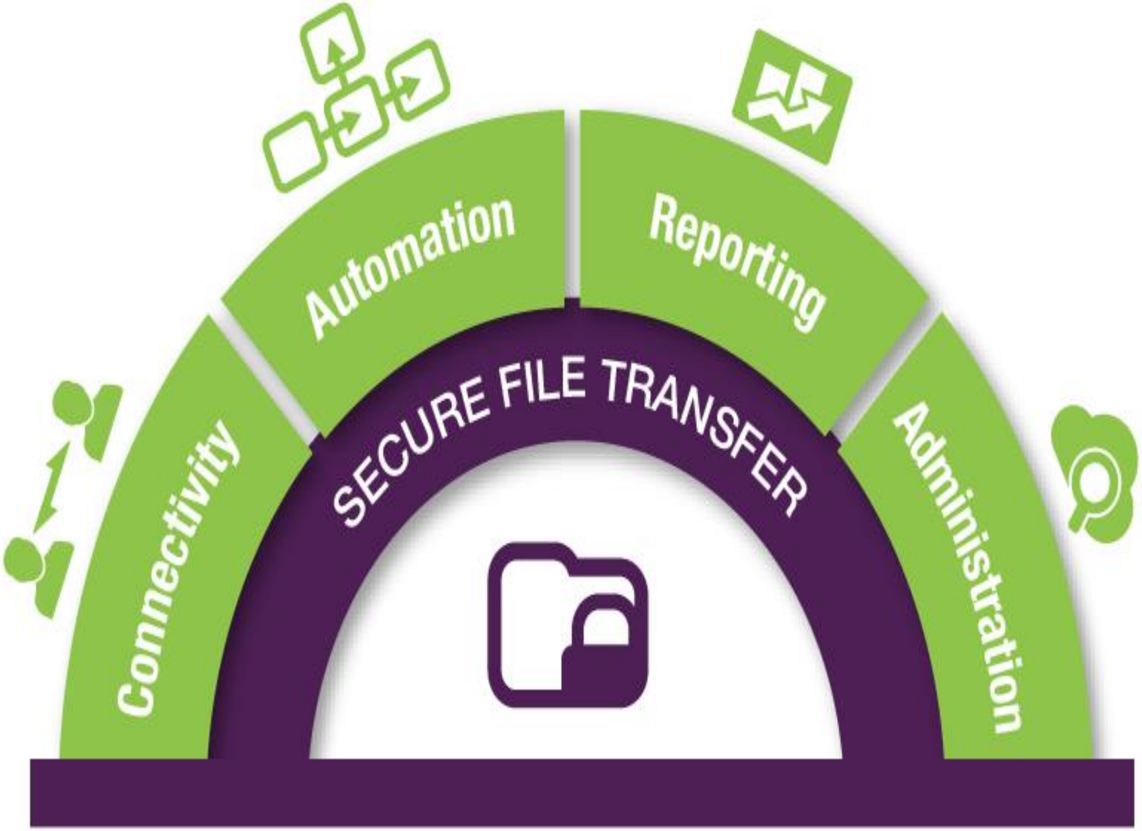
- Assuming 10,000 files transferred per year organization-wide
- 4% – 5% of all transfers contain errors
- 4 – 5 hours per incident to troubleshoot/fix
- $55 / hr cost for IT admin (salary and overhead)

** Aberdeen report, 2013*

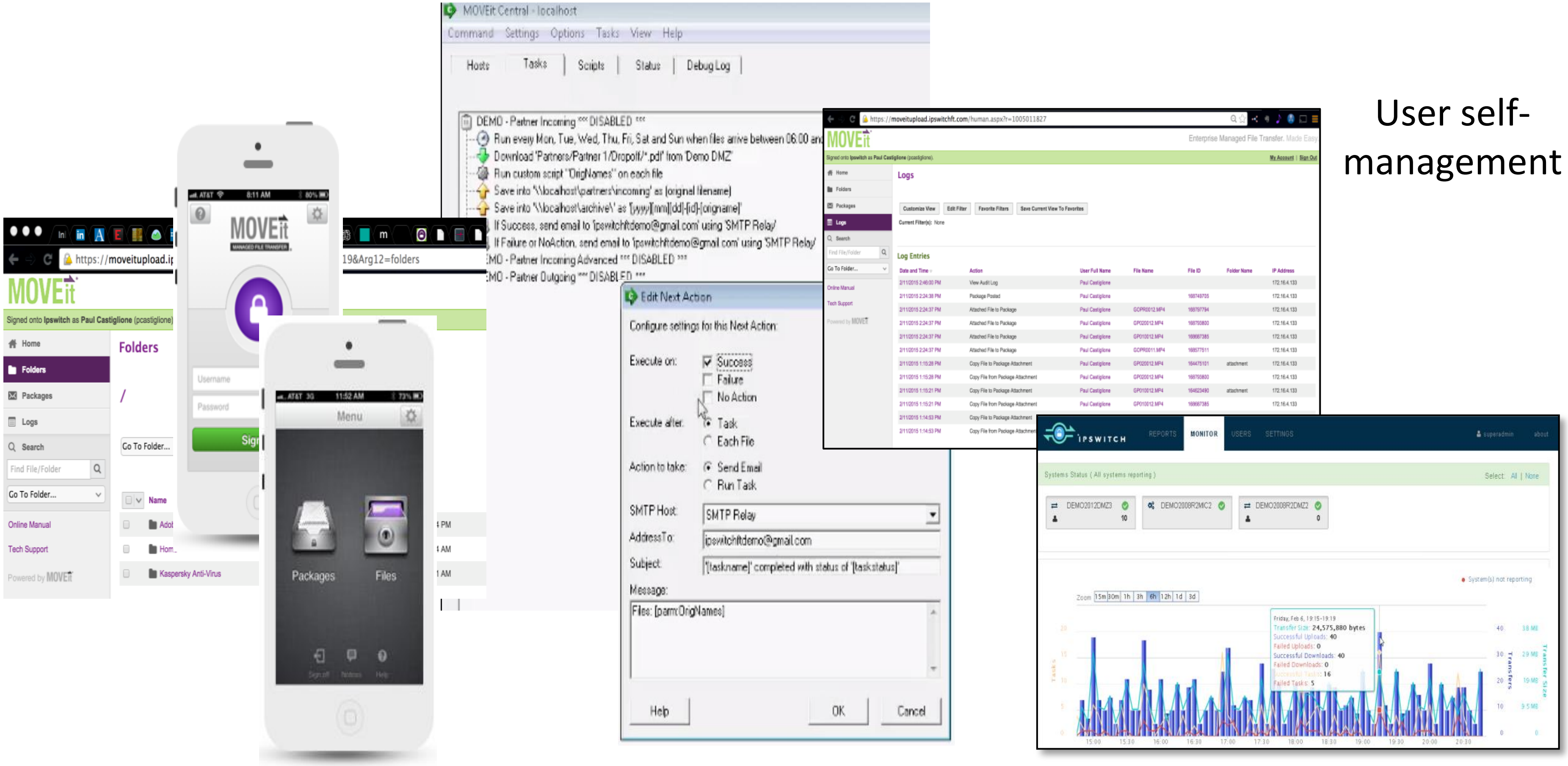
File Transfer Considerations

- **Visibility:** Centralized visibility for SLAs & audits
- **IT Agility:** Automate file-based tasks without programming
- **Integration:** Integrate with existing IT security infrastructure
- **Security:** End-to-end encryption & guaranteed delivery
- **Cost:** End-user devices/apps & self-management; IT self-deploy
- **Scalability and Failover:** 24/7 operations with data back-up (zero data-loss)
- **Compliance:** 3rd party audited; compliance with PCI-DSS and data privacy laws

Managed File Transfer Capabilities



MOVEit Managed File Transfer



MOVEit Central - localhost

Command Settings Options Tasks View Help

Hosts | Tasks | Scripts | Status | Debug Log

```
DEMO - Partner Incoming *** DISABLED ***
  Run every Mon, Tue, Wed, Thu, Fri, Sat and Sun when files arrive between 06:00 and
  Download 'Partners/Partner 1/Dropoff/*.pdf' from 'Demo DMZ'
  Run custom script "OrigNames" on each file
  Save into '\\localhost\partners\incoming' as [orignal filename]
  Save into '\\localhost\archive\' as '[yyyy][mm][dd]-[id]-[origname]'
  If Success, send email to 'ipswitchftdemo@gmail.com' using 'SMTP Relay'
  If Failure or NoAction, send email to 'ipswitchftdemo@gmail.com' using 'SMTP Relay'
DEMO - Partner Incoming Advanced *** DISABLED ***
DEMO - Partner Outgoing *** DISABLED ***
```

Edit Next Action

Configure settings for this Next Action:

Execute on: ☑ Success ☐ Failure ☐ No Action

Execute after: ● Task ○ Each File

Action to take: ● Send Email ○ Run Task

SMTP Host: SMTP Relay

AddressTo: ipswitchftdemo@gmail.com

Subject: '[taskname]' completed with status of '[taskstatus]'

Message: Files: [parm:OrigNames]

Help | OK | Cancel

https://moveitupload.ipswitchft.com/human.aspx?r=1005011827

MOVEit — Enterprise Managed File Transfer. Made Easy.

Signed onto Ipswitch as Paul Castiglione (pcastiglione). My Account | Sign Out

Logs

Customize View | Edit Filter | Favorite Filters | Save Current View To Favorites

Current Filter(s): None

Log Entries

Date and Time	Action	User Full Name	File Name	File ID	Folder Name	IP Address
2/11/2015 2:46:00 PM	View Audit Log	Paul Castiglione				172.16.4.133
2/11/2015 2:24:38 PM	Package Posted	Paul Castiglione		168749705		172.16.4.133
2/11/2015 2:24:37 PM	Attached File to Package	Paul Castiglione	GOPR0012.MP4	168797794		172.16.4.133
2/11/2015 2:24:37 PM	Attached File to Package	Paul Castiglione	GP020012.MP4	168793800		172.16.4.133
2/11/2015 2:24:37 PM	Attached File to Package	Paul Castiglione	GP010012.MP4	168687385		172.16.4.133
2/11/2015 2:24:37 PM	Attached File to Package	Paul Castiglione	GOPR0011.MP4	168577511		172.16.4.133
2/11/2015 1:15:28 PM	Copy File to Package Attachment	Paul Castiglione	GP020012.MP4	164475101	attachment	172.16.4.133
2/11/2015 1:15:28 PM	Copy File from Package Attachment	Paul Castiglione	GP020012.MP4	168793800		172.16.4.133
2/11/2015 1:15:21 PM	Copy File to Package Attachment	Paul Castiglione	GP010012.MP4	164623490	attachment	172.16.4.133
2/11/2015 1:15:21 PM	Copy File from Package Attachment	Paul Castiglione	GP010012.MP4	168687385		172.16.4.133
2/11/2015 1:14:53 PM	Copy File to Package Attachment					
2/11/2015 1:14:53 PM	Copy File from Package Attachmen					

Friday, Feb 6, 19:15-19:19
Transfer Size: 24,575,880 bytes
Successful Uploads: 40
Failed Uploads: 0
Successful Downloads: 40
Failed Downloads: 0
Successful Tasks: 16
Failed Tasks: 5

User self-management

Supports lots of devices/clients

Automation without programming

Automate Reporting and Monitoring

Why Change File Transfer Systems?

Improve Security

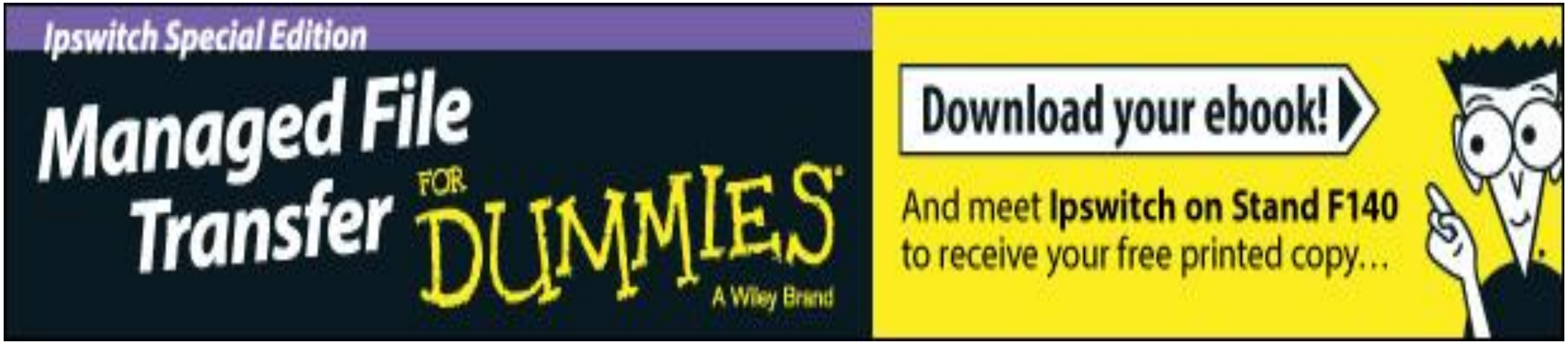
- End-to-end encryption
- Integrate to IT security infrastructure
- Push/pull files without any direct external access to trusted network
- Use of familiar end-user apps/devices for secure file transfers
- Data back-up with no data loss

Improve IT Responsiveness

- Quickly automate file-based tasks without programming
- Empower end-users to on-board partners and get file status
- 24/7 file transfer operations

Reduce Costs

- Organization-wide central logging for faster troubleshooting and audit reports
- Flexible scale to meet growing demand without configuring new systems
- Self-deploy by IT admin


Ipswitch Special Edition
Managed File Transfer FOR DUMMIES
A Wiley Brand
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And meet Ipswitch on Stand F140 to receive your free printed copy…

- **FREE copy of Managed File Transfer for Dummies ebook** available on **Ipswitch stand F140**@Infosecurity Europe. Download your free copy NOW !

- **Pre-book meetings with Ipswitch executive team@Infosecurity Europe** to discuss your compliance & file transfer tasks & projects **– email Geraldine Rizzo** (grizzo@ipswitch.com) **for a suitable date & time.**

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Moderator:

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Poll question: In your experience, how long does it take to provision file transfer for a new trading partner?

a) A few hours
b) Less than one day
c) Within a week
d) Longer

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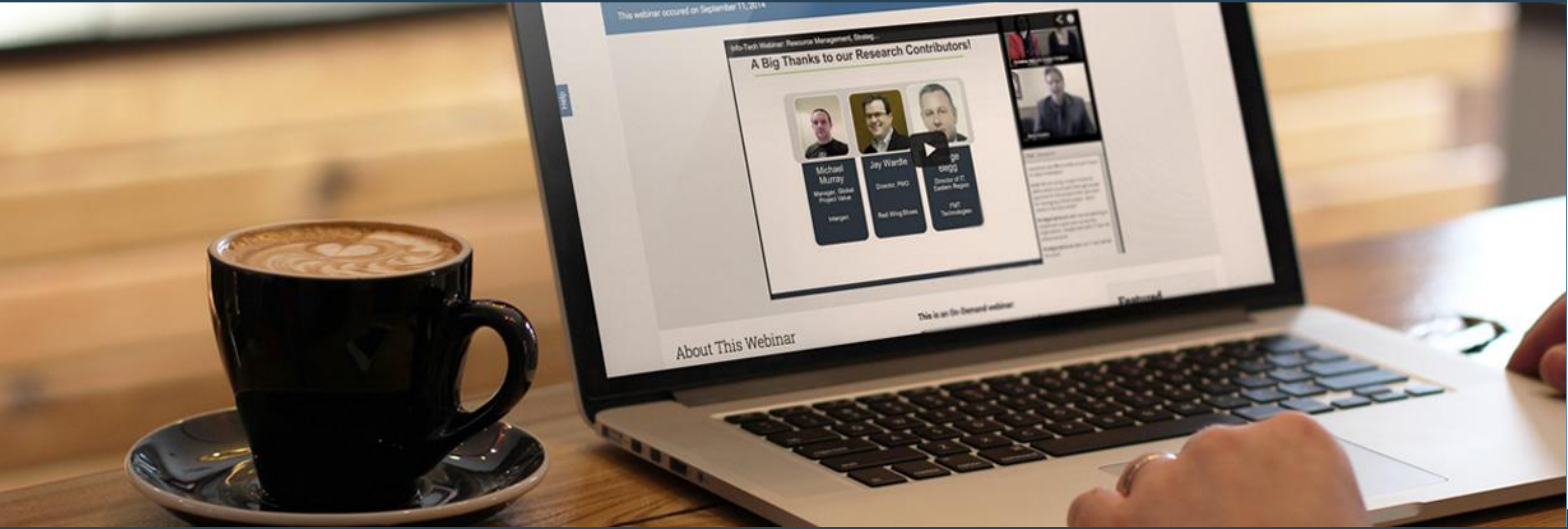
This webinar occured on September 11, 2014
A Big Thanks to our Research Contributors!
Michael Murray
Jay Wardle
About This Webinar

Info-Tech Research Group, Inc. Is a global leader in providing IT research and advice. Info-Tech's products and services combine actionable insight and relevant advice with ready-to-use tools and templates that cover the full spectrum of IT concerns.

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James McCloskey, CISSP

James McCloskey, Director, Advisory Services – Security & Risk
Info-Tech Research Group

James McCloskey is the Director, Advisory Services - Security & Risk, with Info-Tech Research Group. James has over 20 years of experience in IT, with an extensive background in information security and networking. At Info-Tech, James' focus includes working with members to understand their security and risk-related challenges; identifying effective people, process, and technology solutions to those challenges, and opportunities where Info-Tech research, publications, and services can help members accelerate solution implementation; and working closely with Security & Risk research analysts to guide research initiatives that will provide maximum benefit to Info-Tech's members.

James holds a Bachelor of Sciences (Physics) degree from Bishop’s University, and has held the Certified Information Systems Security Professional (CISSP) designation since 2001.

Reasons to consider a Managed File Transfer solution

Signs Your Organization May Need **Managed File Transfer**

- It is difficult to send big files
- There needs to be transparency and traceability in file exchange activities
- The business is subject to compliance laws and privacy regulations
- Traditional methods of sending data, such as FTP, aren't secure
- Processes need to be more agile and adapt to changing network conditions
- The business needs to share information and collaborate more effectively
- Employees need to be able to send small and large files on their own
- The speed of file transfers need to be increased
- Inability to comply with government reporting requirements

MFT Facts

26%

Companies using MFT reported 26% fewer errors, exceptions, and problems. (Ipswitch)

4.8X

4.8 times faster at getting back to business after a problem has occurred. (Ipswitch)

30X

An MFT file transfer is 30 times faster than an FTP. (OpenText)

Info-Tech Insight

Every business needs to connect internally and externally. However, the limitations presented with traditional methods of communication are forcing businesses to move towards a reliable and secure alternative. Traditional methods such as FTP and email, and newer options like file sharing services (DropBox, Google Docs, etc.) are hitting the business with increased costs and security risks.

Trends in the workplace are making Managed File Transfer solutions necessary

Employees Receive

15+

Attachments/ Day

Employees are sharing a prolific amount of information through their emails. **On average, employees receive 15 email attachments per day.** When you look at that number over the course of a year; it translates to 5000 attachments per person. The information being shared needs to be secured and protected from unauthorized viewing.

With such a large amount of employees sharing information through email, companies have begun implementing policies for the transfer of sensitive information. However, **only 47% of employees think their companies have policies in place**. Which leads us to believe that employees aren't following any policies to safeguard the transfer of business information.

Less than

½

Employees Follow Information Transfer Policies

Downtime Costs

$250-500K

Per Hour

In today's competitive business landscape, companies cannot afford downtime. From a recent survey, **60% of respondents estimated the average cost of downtime, per hour, is between $250,000 and $500,000**. Organizations need a solution for file transfers that will reduce errors and decrease the risk of downtime.

http://www.itbusinessedge.com/slideshows/overcoming-five-managed-file-transfer-myths-07.html

Close the regulatory compliance gap that poses challenges for the modern day enterprise

Today, companies are under more regulatory scrutiny than ever. Regulations such as Sarbanes-Oxley Act (SOX), Gamma-Leach-Bliley Act (GLBA) and the Health Insurance Portability and Accountability Act (HIPAA) all require certain mechanisms and controls in place to adhere to information security.

It is estimated that more than 80% of a company's data reside in files which make file transfer a priority for business.

An MFT solution will help:

- Safeguard the confidentiality of the organizations data
- Ensure the appropriate controls are in place to protect files in motion
- Allow end to end visibility over the file transfer process with comprehensive audit trails

The need for reliable file transfers has changed the enterprise world of file sharing

FTP is no longer a viable option…

Many company's still use file transfer protocol (FTP) for ad-hoc file transfers. This method of file transfer has been used from the early days of the internet. FTP is widely available and is free to use. However, as many organizations have realized, the limitations actually come with a cost.

Difficult installation process.

- It is complicated and time consuming to set up FTP servers as they require a significant amount of augmentation to suit the needs of an organization.

No file delivery guarantee.

- There is no guarantee that the file sent has or will be received which creates stress for anyone sending a file. If a file doesn't go through, there is no automatic email that notifies the sender of this issue. It is also very difficult to find files that have been lost through FTP exchanges.

Limited storage management functionality.

- There is no built-in functionality that allows for automatic clean-up of files that are transferred. This job has to be done manually by administration staff.

Very technical.

- It is quite difficult to train someone who is not technical on FTP file exchanges.

Increased risk.

- FTP is an unmanaged file transfer method and has no controls or mechanisms in place to secure data, creating an enormous liability.

Limited visibility.

- FTP makes it impossible to oversee and monitor system-to-system, system-to-human, and human-to-human file sharing.

No file encryption and lack of security.

- FTP is an unsecure method of transferring information. It was not built with security in mind and does not have the capabilities required to protect sensitive information.

Most Managed File Transfer activities can be categorized under these four different use cases

Person-to-Server File Transfer

- A user sends a file to a server which subsequently makes it available to other receivers or software packages.
- The receiving end can be an FTP server or a web site.

Example: Archiving legal case studies to an MFT server, making them available for librarians.

Person-to-Person File Transfer

- These type of file transfers are normally done on an ad-hoc basis through secure email attachments.
- Users can exchange files through an email plugin, giving them a secure and reliable solution.
- It eliminates the need for PGP or complex key management.

Server-to-Server File Transfer

- A server-to-server file transfer scenario is an automated transfer between two servers. It requires zero human interaction.
- MFT servers have built in business process automation capabilities that use “triggers” to activate scheduled transfers. Files are usually sent in a form of FTP, HTTP, or HTTPS.

Server-to-Person File Transfer

- A software application sends a file to an MFT server which then makes it available to several users.

Example: In the hospitality industry, sending daily reports to management for scheduled review.

MFT Solution Features

The Table Stakes

Feature:	What it is:
File Transfer Protocols	Encrypts files “at rest” and “in transit,” supporting SSL, SSH, PGP.
Regulations Compliance	Meets standards dictated by regulations such as SOX, HIPAA, and PCI-DSS.
File Transfer Automation	Has ability to schedule file transfers according to a predefined schedule or rules.
Audit and Visibility	Provides a full audit log of file transfer activity.
LDAP/AD Integration	Supports authentication through LDAP and AD protocols.
Antivirus Integration	Integrates with antivirus software to scan incoming and outgoing files.

Advanced Features

Feature	What we looked for:
File Delivery Assurance	Checks file integrity after transmission and automatically resumes interrupted transfers.
Application Integration	Ability to integrate to existing applications through the use of API’s.
File Transfer Acceleration	Capable of accelerating large file transfers over any distance.
Integration with Email Clients	Ability to attach browser-based enterprise email application or add email client plug in.
Role Based Security	Users can be assigned roles which limit access or operations.
Ad-Hoc File Transfer	Supports ad-hoc users in sending files through email.
Content Based Routing	Assess content and route the file to an alternative location.
Security Certification	Received certification from regulatory bodies, validating the security of the product.
Mobile	Full support and accessibility through a mobile device.
Advanced Security	Ability to support multiple, advanced security protocols.

Conduct smoke testing to reveal simple errors prior to going live

The testing required for the MFT implementation does not need to be rigorous of exhaustive. Use smoke testing to ascertain that the most critical functions are working, and the job is being completed as expected. Do not spend too much time bothering with the finer details.

Test Type	Rational
Test use cases	• Test server to server file transfers as well as ad-hoc file transfers to make sure the files are sent and received as expected. • Test the processing capabilities and document the time it takes to send and receive a file.
Peak load	• Don’t just test file transfers during low volume times, make sure to test file transfers during peak volumes to identify scalability challenges. • Ensure that active clustering and load balancing capabilities are working as expected.
Remote access	• Test file transfers from mobile devices. Make sure the remote access is reliable and is producing the expected results.
Error and recovery	• Run tests that will result in error conditions. This will allow you to use recovery steps and test the resolution time.

Info-Tech Insight

For each test type, there should be predefined expected results, and conditions. Although rigorous testing isn’t required, ensuring that expectations are met, prior to going live, will contribute to the quality of the implementation.

MFT Alternatives – Closing the Barn Doors

A corporate-approved file transfer solution is the first step; stopping data exfiltration through other, less-secure methods is also key!

- Email (individual, scan to email, …)
  - Channel email (in/outbound) through secure email gateways with integrated/embedded DLP
- Web-based file sharing
  - Leverage secure web gateways (or NGFW) with application awareness and integrated/embedded DLP
- USB/removable media
  - Consider the appropriateness of endpoint DLP to enable USB port restrictions and file transfer logging/interdiction
- Encrypted traffic inspection
  - Examine relevance of “MITM” inspection techniques to ensure encrypted traffic doesn’t skirt policy requirements for logging/reporting information exchanges

Thank
You
Merci
Gracias
TapadhLeat
Köszönöm
Murakoze
aDank
BarakAllahuFiik
Grazzi
Grazie
Buznyg
WaadMahadsantahay
Takk
Mèsi
Chokrane
Kiitos
ThintKo
Blagodaram
Rahmat
Xièxie
Dziakuju
Mauruuru
Matondo
TerimaKasih
Dhanyavaad
Aabhar
Barkal
GratiasAgimus
Mercé
Mamnun
Tanemirt
Tenki
Ačiū
Taiku
Dakujem
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Tak
Sagolun
Grandmercé
GratiasAgo
Gràcies
NajisTuke
Hvala
Arigatô
KamSahHamnida
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Bayarlalaa
Obrigado
Salamat
Saha
Multumesc

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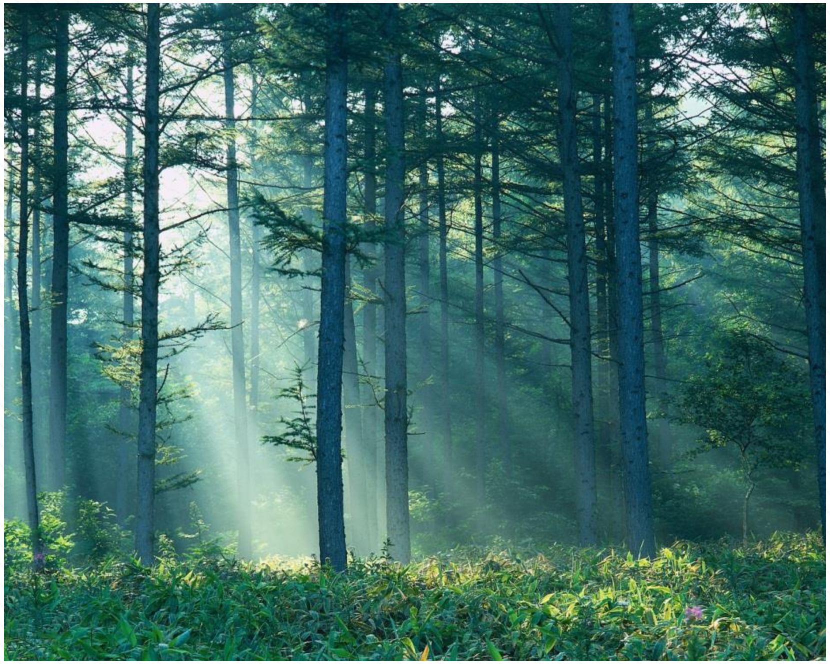
Poll question: Does your current file transfer provide access to centralized logs for audit and compliance?

a) Yes
b) No
c) Don’t know

SIX WAYS TO RE-THINK YOUR FILE MOVEMENT STRATEGIES

Derek E. Brink, CISSP
Vice President and Research Fellow,
IT Security and IT GRC
Aberdeen Group

1. YOUR PRIMARY FOCUS SHOULD BE ON ENABLING THE STRATEGIC OBJECTIVES OF THE BUSINESS – NOT ON FILES OR FILE MOVEMENT TECHNOLOGIES



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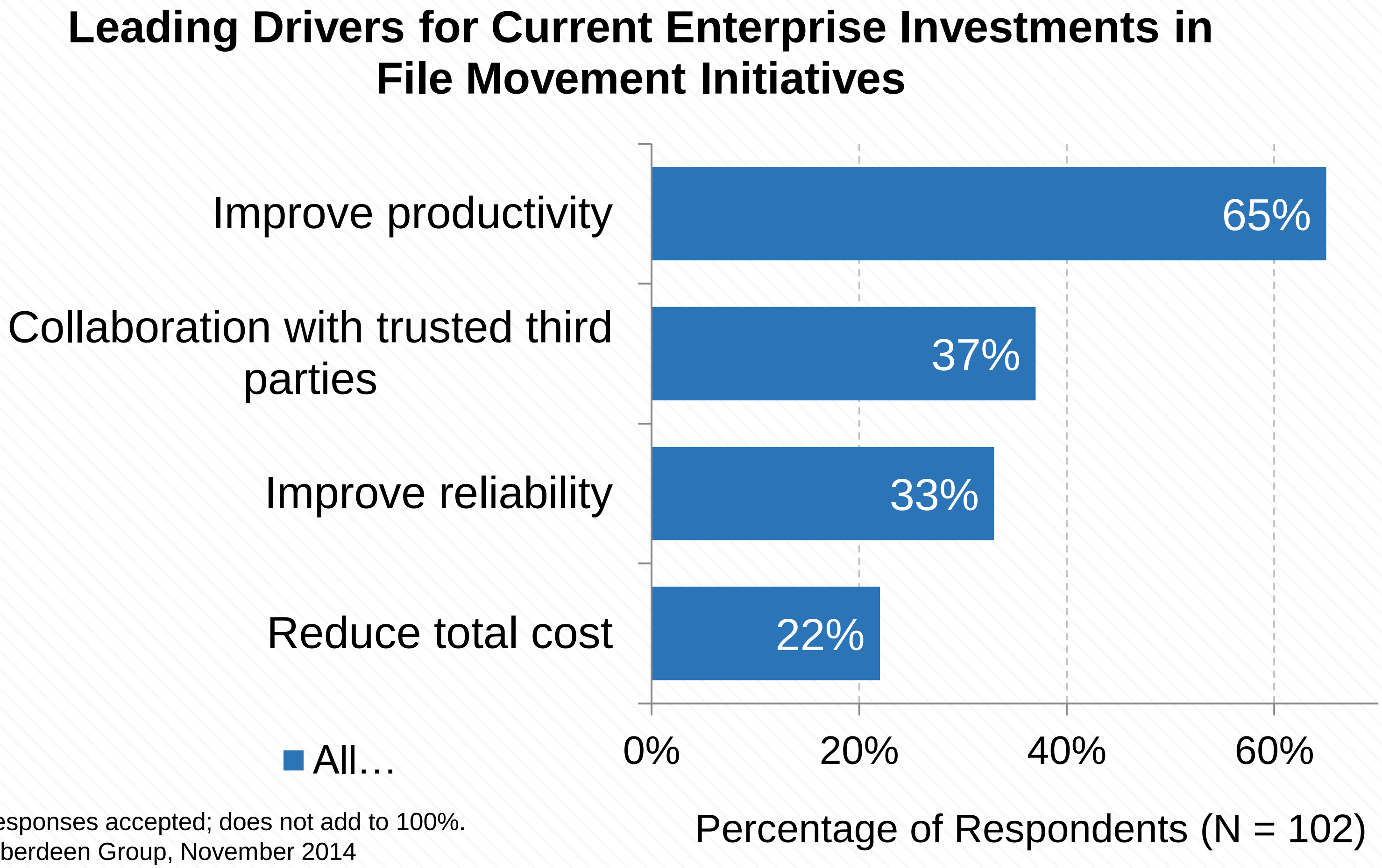
THE COMPANY DOESN'T EXIST TO MOVE FILES – MOVING FILES EXISTS TO SUPPORT THE COMPANY

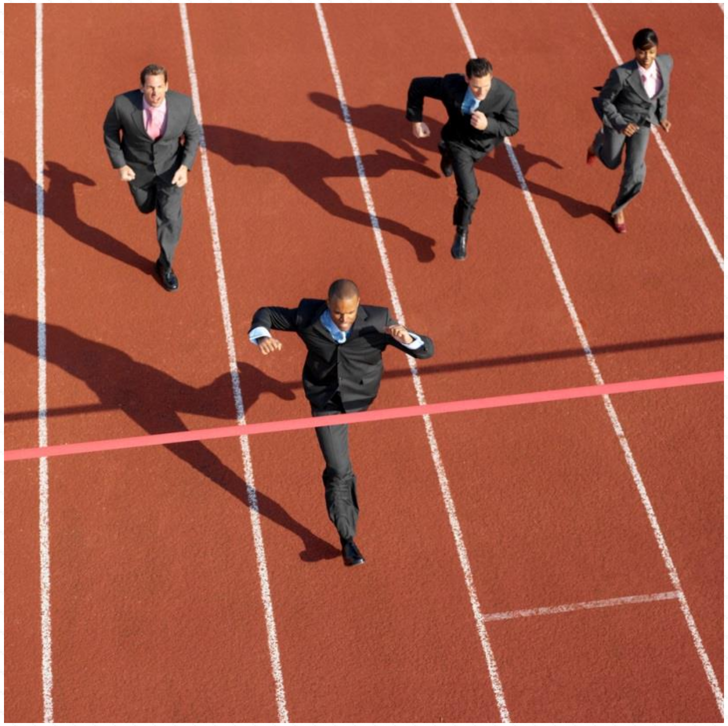
- Moving **unstructured data** – for simplicity, *files* – is a fundamental, foundational capability that supports enterprise initiatives for
  - Collaboration between individuals
  - Integration of business processes
  - Innovation in products and services
  - Growth in revenue and earnings
  - Efficiency of operations

ABERDEEN'S RESEARCH SHOWS THAT COMPANIES GENERALLY "GET" THIS POINT



Multiple responses accepted; does not add to 100%.
Source: Aberdeen Group, November 2014

2. YOUR EXISTING FILE MOVEMENT CAPABILITIES MUST BE ADAPTED TO KEEP PACE WITH A RAPIDLY CHANGING OPERATIONAL CONTEXT



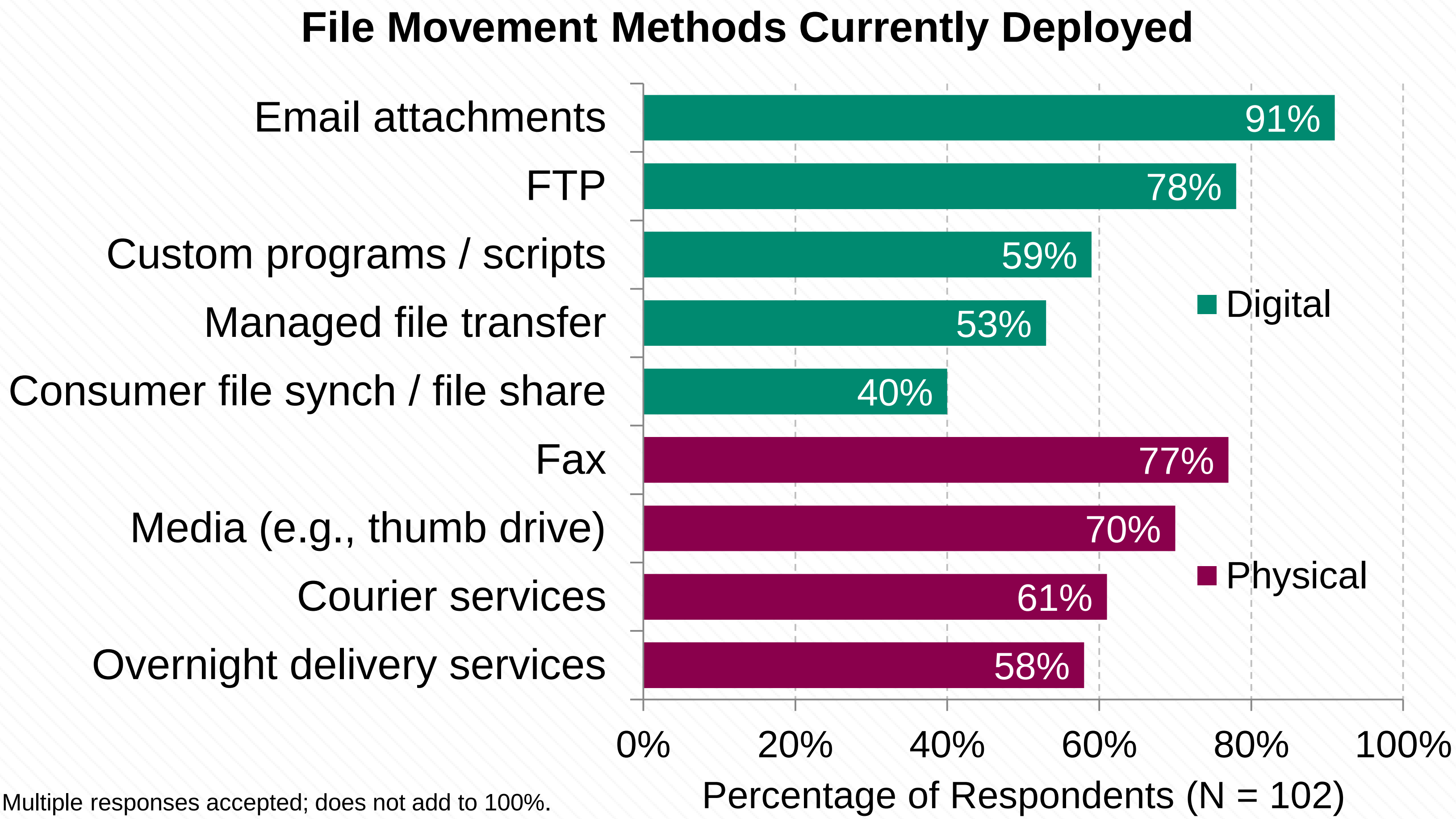
ABERDEEN
GROUP

THE OPERATIONAL CONTEXT FOR MOVING FILES HAS BEEN GETTING CONSIDERABLY MORE COMPLEX

- For example, in Aberdeen's benchmark study:
  - **More end-users** needing to transfer files
  - **More devices** from which files need to be transferred and accessed
    - And an increasing expectation of anytime, anywhere access
  - **Greater volume** of file movements
  - **Bigger size** of files
  - **Greater distances**
    - And in some cases, a need for greater **speed** and **predictability**
  - **Greater demand** on IT staff – or movement to "shadow IT"

Source: Aberdeen Group, November 2014

VERY FEW ORGANIZATIONS HAVE THE LUXURY OF A CLEAN SLATE – FILES ARE ALREADY BEING MOVED!

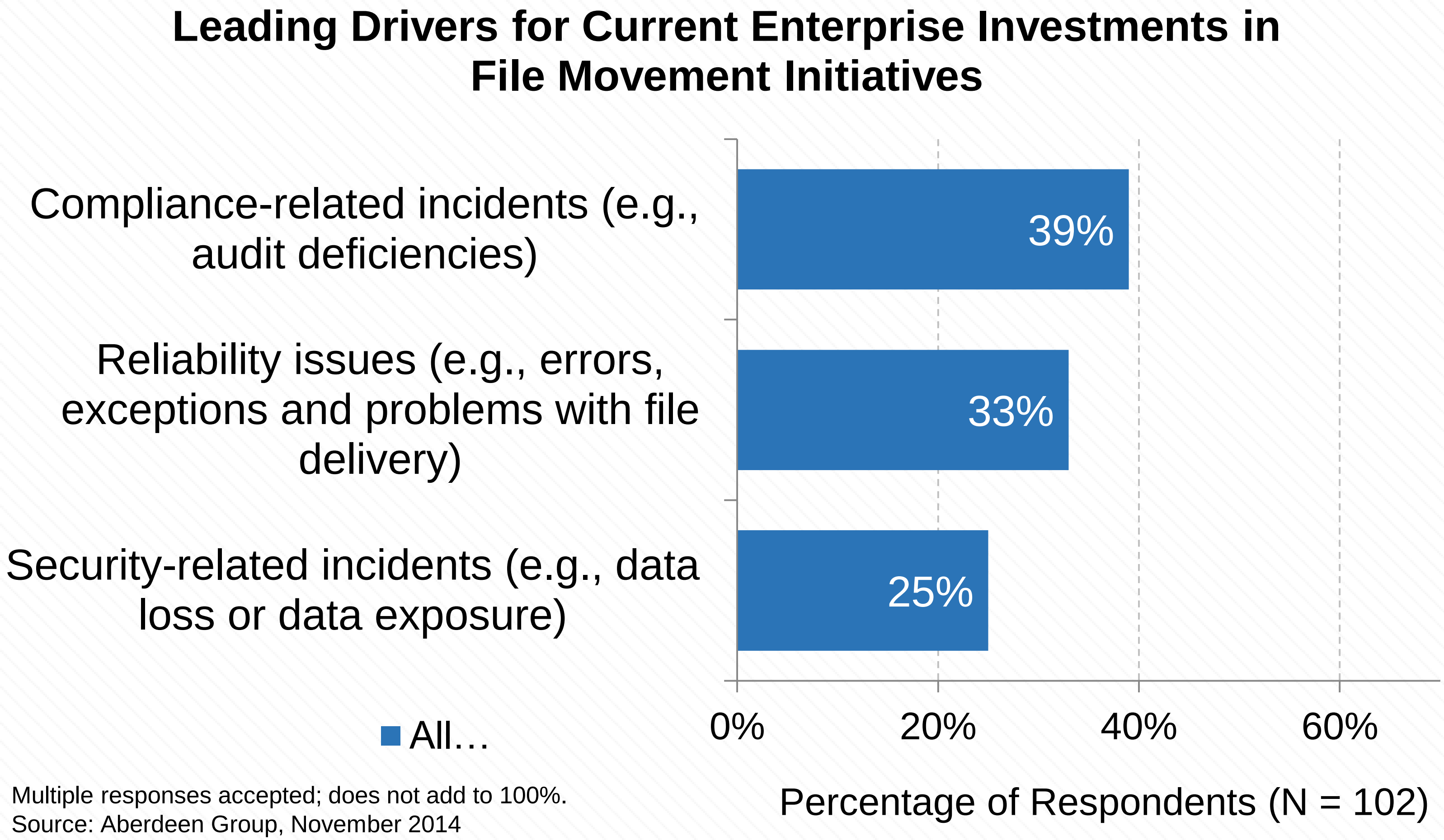


Multiple responses accepted; does not add to 100%.
Source: Aberdeen Group, November 2014

3. RISKS TO THE CONFIDENTIAL INFORMATION AND IP IN YOUR ENTERPRISE FILE MOVEMENTS (AND ELSEWHERE) HAVE BECOME EXECUTIVE-LEVEL ISSUES, AND MUST BE MANAGED PROACTIVELY

ABERDEEN GROUP

AWARENESS OF THE PROBLEM IS ALWAYS THE CRITICAL FIRST STEP TOWARDS ADDRESSING IT

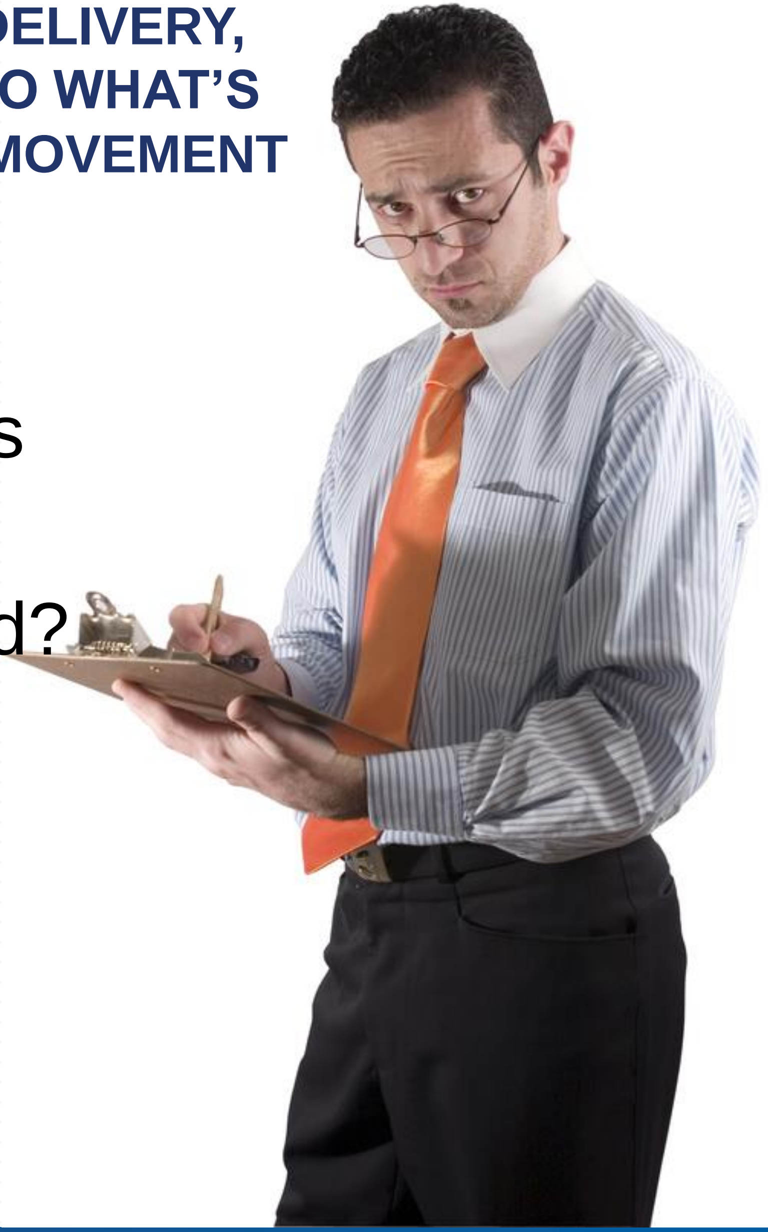


Multiple responses accepted; does not add to 100%.
Source: Aberdeen Group, November 2014

4. YOUR ORGANIZATION NEEDS TO HAVE BETTER VISIBILITY OVER ITS FILES AND FILE MOVEMENTS, THROUGHOUT THE EXTENDED ENTERPRISE

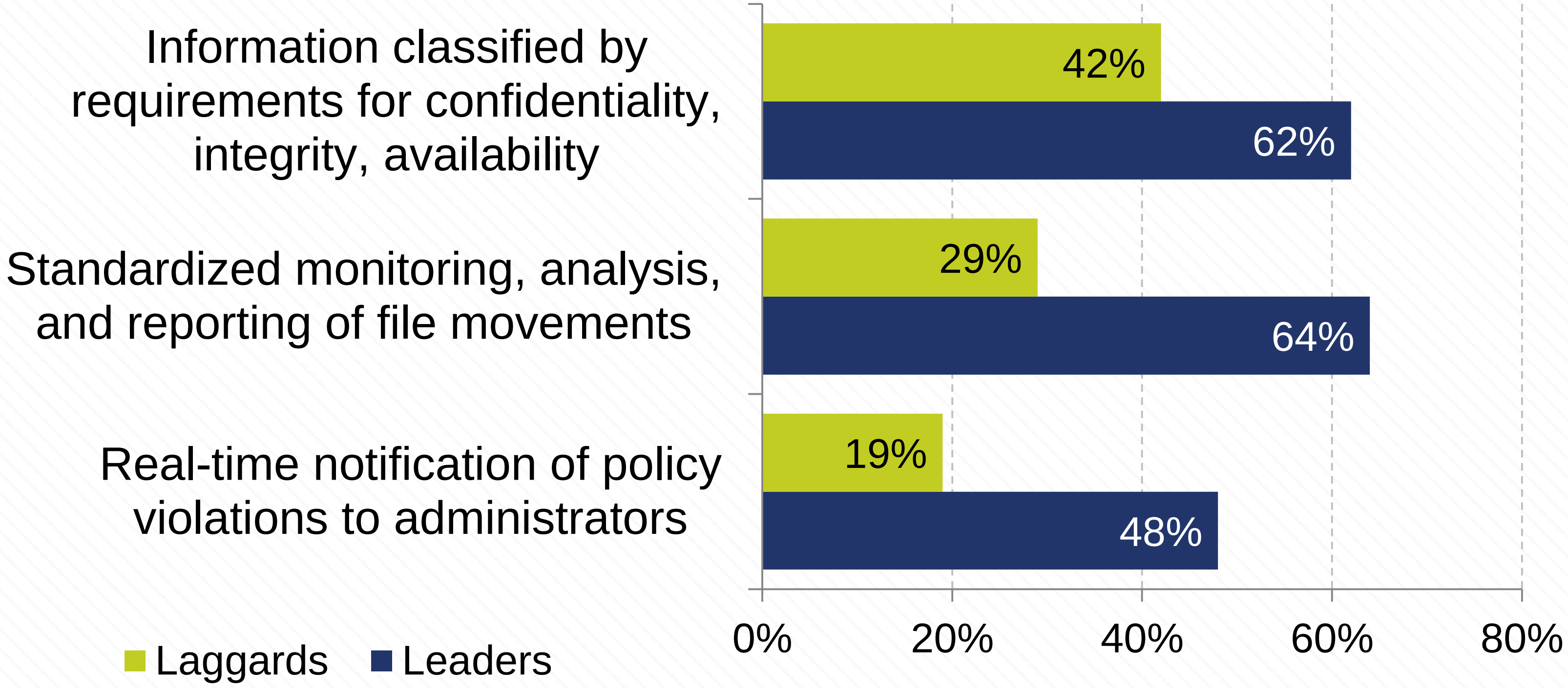
BUSINESS USERS NEED RELIABLE DELIVERY, BUT THEY ALSO NEED VISIBILITY INTO WHAT’S HAPPENING THROUGHOUT THE FILE MOVEMENT PROCESS

- Were the files delivered?
- Who has been accessing this information?
- Were the inventories updated?
- Were the claims submitted?
- Were the transactions completed?
- Are there any problems?



SIMPLY PUT: YOU NEED TO FIND THE FILES THAT MATTER, AND YOU NEED TO MONITOR YOUR FILE MOVEMENTS

Current Capabilities Related to Enterprise File Movements



Percentage of Respondents (N = 102)

Source: Aberdeen Group, November 2014

5. YOUR ORGANIZATION NEEDS TO HAVE BETTER MANAGEMENT OVER ACCESS TO ITS FILES, AND BETTER GOVERNANCE OVER FILE ACTIONS AND MOVEMENTS

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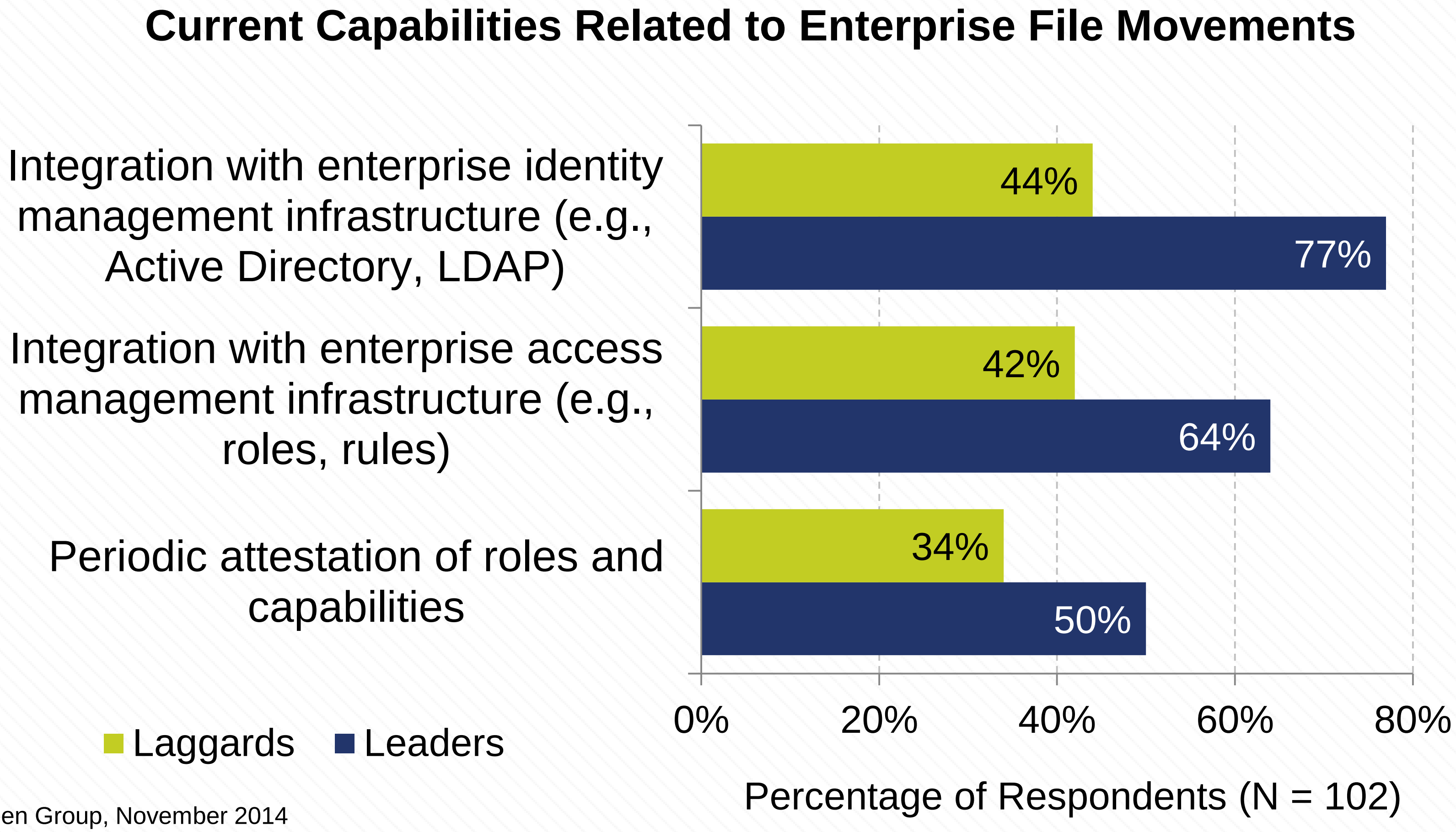
MANAGE ACCESS AND GOVERN ACTIONS BASED ON CLEAR AND CONSISTENT POLICIES

- Which end-users should have **access** to files?

- What **actions** should end-users be authorized to take with files based on their business needs?

THESE ARE FOUNDATIONAL CAPABILITIES PROVIDED BY AN ORGANIZATION'S EXISTING *IDENTITY MANAGEMENT* AND *ACCESS MANAGEMENT* SYSTEMS



Source: Aberdeen Group, November 2014

6. YOUR ORGANIZATION’S IT AND IT SECURITY TEAMS NEED TO LEAD OR GET OUT OF THE WAY –THERE IS NO “FOLLOW”, AND “NO” IS NO LONGER A REASONABLE OPTION

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CHOOSE WISELY

- Companies that choose to **move deliberately and thoughtfully** away from a tangled mix of file movement solutions in favor of implementing **a common, IT-supported, file movement *platform*** should explicitly consider the full range of **current use cases** – as well as anticipate **future use cases** – as part of their strategic solution selection criteria

SUMMARY AND KEY TAKEAWAYS

1. Keep the primary **focus** on business objectives

2. Capabilities for file movement need to **adapt** and keep pace with the evolving operational context

3. **Risks** related to files need to be managed, proactively

4. **Find** the files that matter, and **monitor** their movements

5. Manage **access** and govern **actions**

6. **Lead** (as a partner), or get out of the way

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ADDITIONAL RESOURCES

For more information on this or other research topics, visit www.aberdeen.com

✉ Derek.Brink@aberdeen.com

www.twitter.com/TechProABG

www.linkedin.com/in/DerekBrink

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