



TRACUMENT SOLUTIONS INC.

# MANAGED FILE TRANSFER (MFT)

ALL YOU NEED TO KNOW ABOUT MFTS



# CONTENTS

## 01 INTRODUCTION

## 02 WHAT IS AN MANAGED FILE TRANSFER (MFT)?

Explore what MFT (Managed File Transfer) solutions are, understand their functions, and learn about the benefits of using them.

## 03 A TECHNICAL GUIDE TO MANAGED FILE TRANSFERS (MFT)

A technical guide to Managed File Transfer (MFT): How it works and how it compares to basic file transfer services in data handling.

## 04 SECURE SEND

Discover Tracument's Secure Send, the ideal Managed File Transfer (MFT) solution for secure and efficient document management and delivery.

## 05 CHOOSING THE RIGHT MFT FOR YOU

Choosing the right MFT for your business: Ensure secure data transfer and consider other essential factors before purchasing.

## 06 CHOOSING THE RIGHT MFT SOLUTION CHECKLIST

## 07 COMPARING TRACUMENT

## 08 CHOOSING TRACUMENT



# INTRODUCTION




## MANAGED FILE TRANSFER



The secure and efficient transfer of files is paramount for businesses and organizations across various industries. Whether it's sensitive legal documents, financial records, or confidential client information, ensuring that these files are transmitted safely and reliably is a critical concern. This is where Managed File Transfers (MFT) come into play. Managed File Transfers provide a secure and streamlined method for transferring files, offering a robust solution that goes beyond traditional file-sharing methods.

Here, we will **delve into what Managed File Transfers are, explore the technical aspects of these systems, and introduce Tracument's Secure Send—our bespoke version of MFT. Additionally, we will provide insights on how to choose the right MFT solution for your organization**, ensuring that your file transfer needs are met with the highest standards of security and efficiency. Join us as we navigate the essential components and benefits of Managed File Transfers, and help you make an informed decision for your file transfer requirements.



2

THE BASICS

# WHAT IS MANAGED FILE TRANSFER (MFT)?





**Managed File Transfer (MFT) is a secure file transfer service that helps organizations send files safely and efficiently over**

**the internet.** These software solutions are built to securely manage data exchanges, regardless of size and format. Without MFT software, all data, which can include project reports, patient/client/employee information, and contracts, risk being subject to a data breach, manipulated, or lost.

Whether you're a financial advisor, legal counsel, healthcare practitioner, or any other professional entrusted with confidential information, the necessity for a secure file transfer solution cannot be overstated. Your organization should have an appropriate solution.

**DID YOU KNOW** there were 70,000 reported cybersecurity incidents in 2023 which was an increase of 25% from 2022.

**According to [Harvard/Western Insurance](#)**

Here are some **key advantages of utilizing Managed File Transfer (MFT):**

### 01 SECURITY

Data breaches and failed file transfers can impact both an organization's bottom line and reputation. MFT solution include:

- [IBM Sterling](#)
- [Tracument](#)
- [GoAnywhere MFT](#)

They often offer features like end-to-end encryption, secure authentication mechanisms, and more. This makes MFT ideal for handling sensitive, confidential, or regulated data, ensuring that information remains secure during transit.

### 02 DATA SIZE / TYPE

MFTs offer scalable solutions that accommodate growing data volumes and complex transfer requirements smoothly. As files may grow more complex each year, they also tend to increase in size. While many basic file transfer solutions can handle certain types and sizes of files, they often fall short when it comes to others. This limitation can restrict the operational capabilities of businesses, particularly those like law firms and medical offices, where managing a wide range of document types and sizes is critical for efficiency and compliance.

### 03 REGULATORY COMPLIANCE

To ensure compliance with stringent security and privacy standards, these solutions come equipped with file tracking and logging capabilities. These features are essential for compliance with Canadian regulations like PIPEDA (Personal Information Protection and Electronic Documents Act) and Ontario's PHIPA (Personal Health Information Protection Act), ensuring data is handled securely in line with legal privacy and security requirements.

### 04 STREAMLINED WORKFLOW

By automating file transfer processes, MFT solutions reduce the need for manual intervention and minimise errors. This automation not only speeds up operations, but also allows employees to focus on more important tasks. Manual processes or using basic file transfer services for transferring multiple files or large file sizes can be time-consuming and error-prone. Employees often spend a significant amount of time managing these transfers manually, which can lead to delays.

## CONCLUSION

The adoption of MFT solutions emerges as an imperative choice that Canadian professionals must make, especially when entrusted with sensitive information. By implementing these solutions, professionals can navigate regulatory complexities, foster trust with clients, mitigate cyber threats, and uphold the highest standards of confidentiality. Ultimately, adopting a secure file transfer solution is a proactive step towards maintaining the integrity of sensitive information, enhancing operational efficiency, and building a reputable and trustworthy organization.

3

A TECHNICAL GUIDE  
**TO MANAGED FILE TRANSFERS  
(MFT)**



# A TECHNICAL GUIDE TO MANAGED FILE TRANSFERS (MFT)

Managed File Transfer (MFT) utilizes various technologies to ensure data is transferred securely and efficiently across different systems. While MFT is a popular method for moving data, it's not the only option; similar solutions include File Transfer Protocol (FTP), also known as File Transfer Solutions (FTS). Unlike standard File Transfer Services (FTS), **MFT employs secure protocols that encrypt files during transfer and while stored, which prevents unauthorized access.**

## THESE PROTOCOLS INCLUDE:

### File Transfer Protocol Secure (FTPS)

- FTPS adds SSL (Secure Socket Layer) or TLS (Transport Layer Security) encryption to traditional FTS communications.
- Encrypts the data transmitted between a client and server, which ensures that the data cannot be read or tampered with by anyone.

1

### File Transfer Protocol (FTP)

- Provides a secure way to transfer files by encrypting everything during the transfer process, ensuring overall protection.
- Allows users to not only transfer files securely but also manage them remotely, offering greater control.

2

### Hypertext Transfer Protocol Secure (HTTPS)

- Secures the transfer of data between websites and users' browsers, safeguarding it from unauthorized access.
- Supported by all modern web browsers, making it a standard choice for safe internet browsing and data exchange.

3



Function	Managed File Transfer (MFT)	Standard FTS
<b>General</b>	More secure and powerful, providing control, meeting rules, and improving efficiency for complicated file transfers.	Suitable for straightforward, less sensitive file transfers.
<b>Security</b>	<ul style="list-style-type: none"> <li>• Considered more secure and compliant to legal and regulatory standards.</li> <li>• May include features like:               <ul style="list-style-type: none"> <li>◦ Multi-Factor Authorization (MFA) and/or Single Sign On (SSO)</li> <li>◦ User permissions and file access controls like passwords, expiry and download limits</li> <li>◦ Automatic malware scanning on all uploads</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Does not</b> use encryption or uses basic encryption which makes it prone to unauthorized access.</li> <li>• Organizations can use Secure File Transfer Protocol (SFTP), but it can lack the security controls that MFT have.</li> </ul>
<b>Performance</b>	<ul style="list-style-type: none"> <li>• Uses accelerated private networks to transfer files, which helps users achieve faster transfer speeds when sending large files or large batches across large distances.</li> <li>• Also uses less <i>bandwidth</i>* than FTP.</li> </ul> <p><small>*Bandwidth -- The maximum rate at which data can be transferred over a network connection. Typically measured in bits per second (bps).</small></p>	<ul style="list-style-type: none"> <li>• Likely issues with size limits and large files (if supported) using FTP can take several hours.</li> </ul>
<b>Functionality &amp; Features</b>	<p>Usually provides a wide range of functionalities beyond basic file transfers which may include:</p> <ul style="list-style-type: none"> <li>• File synchronisation</li> <li>• Automation of complex file transfer workflows</li> <li>• Detailed logging and reporting for compliance and monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Only focuses on the simple transfer of files from one system to another.</li> <li>• Supports basic file functions but lacks advanced features.</li> </ul>
<b>Integration &amp; Scalability</b>	MFT solutions are highly scalable, supporting growing data volumes and complex processes, and integrate seamlessly with various systems.	Limited integration capabilities with other systems and applications. While functional for basic needs, it may not scale well without additional configuration or third-party solutions.
<b>Reliability</b>	<p>Includes features such as <i>checkpoint restart</i>*, error handling, and recovery mechanisms that ensure files are transferred correctly and completely, even in the event of a transfer failure.</p> <p><small>*Checkpoint restart--Allows file transfers to pause and then resume from the last successful point rather than restarting from the beginning.</small></p>	<ul style="list-style-type: none"> <li>• Reliable for basic file transfers.</li> <li>• Lacks robust mechanisms for error handling and recovery which can be critical during large or critical file transfers.</li> </ul>

An easy way to understand the difference between MFT and standard FTS solutions is to compare them to sending an important package to a friend.

Using a **standard FTS is like sending your package through regular mail** with minimal tracking and no insurance. Although this method is straightforward and cost-effective, it offers limited security and tracking. As a result, if the package is lost or stolen, you might not be able to determine what went wrong or retrieve it.



On the other hand, an **MFT file transfer solution is like sending your package through a courier service** that offers detailed tracking, insurance, and secure handling. This courier service not only ensures that your package is delivered more securely, but also provides regular updates and the ability to resume delivery if something goes wrong, such as the van breaking down—instead of the package being returned to you. Additionally, if your package needs to comply with specific regulations for handling sensitive items, the courier service ensures that all these requirements are met.

While FTS solutions have their place, MFT solutions excel in handling complex, sensitive, and critical data transfers with superior efficiency and security. Organisations must prioritise security, especially when dealing with sensitive data like client information, company reports, and health documents. MFT solutions offer advanced security, compliance features, and operational efficiencies that make them the preferred choice for professionals managing sensitive data, far surpassing the basic capabilities of standard FTS.

### CONCLUSION

Managed File Transfer (MFT) is not just a tool; it's a strategic asset for any modern organization. It safeguards sensitive data while enhancing operational efficiency. By integrating MFT into a technical infrastructure, businesses can protect their critical data and streamline processes, ensuring they remain agile and compliant in a digital-first world. To learn more and see if Tracument's Secure Send, an MFT, is right for you, [click here!](#)

3

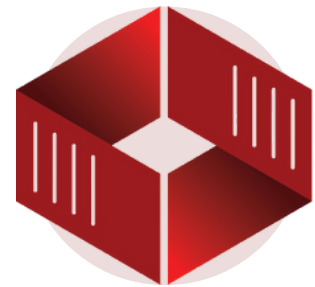
TRACUMENT'S MFT:  
**SECURE SEND**



# SECURE SEND

## WHAT IS SECURE SEND?

Secure Send is Tracument's version of Managed File Transfer (MFT). It allows professionals to easily send any number, type or size of file instantly. Files are encrypted from end-to-end and stored solely in Canada, ensuring exclusive access by the sender and recipient. Secure send is easy to use because the people getting the file don't have to make a Tracument account or install software; they just need an email address.



## 6 KEY FEATURES OF SECURE SEND



### Chain of Custody Tracking

- Receive updates on when documents are delivered and accessed.



### Unlimited File Transfer

- Send documents securely, with no limit on file size, number, or media type.



### Industry Specific Features

- Intuitive features designed to assist with common workflows used by Canadian professionals.



### Branding/Customization

- Add your firm's logo and information to all communications to reinforce your brand identity.



### Bank-Level Security

- With top-tier security measures, your documents are safe, meeting strict compliance and privacy standards.



### Pricing & Cost Recovery

- We offer multiple pricing plans designed for any size and type of organization as well as cost recovery to client disbursements.



## 5 BENEFITS OF USING SECURE SEND

01

### Speed and Security

Speed and Security: Combines the quickness of email with the security of traditional courier services, allowing for fast and secure document delivery.

02

### Reliable Record Keeping

Provides a permanent record of document dispatch and receipt, crucial for legal and professional accountability, and usable in court if necessary.

03

### Efficiency and Organization

The binder option organizes multiple documents into a single, professionally branded format, saving time and improving presentation.

04

### Professional Presentation

Present a polished and professional face to clients and colleagues, reinforcing your firm's commitment to security and professionalism.

05

### Compliance and Privacy

Stay compliant with your professional obligations and meet stringent privacy regulations.

## CONCLUSION

Our software is specifically designed for organisations that manage and send digital documents. Secure Send offers a combination of security, efficiency, and ease of use, making it suitable for professionals seeking effective, straightforward document management solutions.

Whether it involves case files, medical records, financial documents, or contracts, Secure Send ensures that your communications are not only quick, but also secure. If you find Secure Send interesting and would like to learn more about how it can serve your needs, feel free to [get in touch with us](#). We're here to help!

3

MAKING A DECISION

# CHOOSING THE RIGHT MFT



# CHOOSING THE RIGHT MFT

## CHOOSING THE RIGHT MANAGED FILE TRANSFER (MFT) SOLUTION

An MFT can significantly boost an organization's performance by ensuring that files and data are not only delivered securely, but also meet various regulatory requirements (listed below). With numerous options available, choosing the right one can be challenging. When selecting an MFT solution, consider the following factors:

### SECURITY

Security is the cornerstone of any MFT solution. Look for a solution that offers robust encryption, and multi-factor authentication. A good MFT will also offer a comprehensive compliance with legal standards like:

- Personal Information Protection and Electronic Document Act (PIPEDA)
- Various Provincial Privacy Laws
- Various Information Acts:
  - Ontario – Personal Health Protection Act (PHIPA)
  - Alberta – Health Information Act (HIA)
  - British Columbia – Personal Information Protection Act (PIPA) or Freedom of Information and Protection of Privacy Act (FIPPA)

### SCALABILITY

Choose a solution that can grow with your business, capable of handling increased data loads without performance issues. Look for flexible solutions that can handle increasing volumes of data transfers, more complex workflows and growing number of users without compromising performance.

### SUPPORT & MAINTENANCE

Opt for vendors that offer comprehensive support and regular updates to keep the system secure and functioning optimally. Reliable vendor support is crucial for addressing any issues swiftly and minimizing downtime. Additionally, check the solution's reliability record: consistent uptime and positive customer feedback are good indicators of a dependable solution.

### INTEGRATION

Ensure the MFT can integrate smoothly with existing IT infrastructures and third-party applications. This includes compatibility with your operating systems, databases, and other critical applications like Client Relationship Management (CRM) systems. Integration ensures that data flows smoothly between systems without manual intervention, enhancing efficiency and reducing the risk of errors.

### USEABILITY

While MFT solutions are inherently complex, the user interface doesn't have to be. A user-friendly interface with intuitive controls and clear dashboards can reduce training time and make it easier for your team to manage and monitor transfers effectively. This could mean a simplified dashboard with a visual overview of all ongoing and completed transfers, or well-organised navigational tabs that make it easy to locate specific functions and features.

### COST

Ensure the MFT you select has appropriate pricing for your organization. Common factors to consider include whether data transfer is unlimited or subject to surcharges, whether the cost is per user or for your entire organization, whether the cost of the MFT can be recovered as a client disbursement (and whether this is automated), and don't forget to consider the savings in time and hard costs (paper, USBs, courier charges) when doing your cost-benefit analysis.

### CONCLUSION

Incorporating an MFT solution isn't just about transferring data; it's about transforming how your organization handles information securely and efficiently. Choosing the right MFT solution requires a thoughtful assessment of your organization's specific wants and needs, from security compliance to integration and user-friendliness. By carefully evaluating potential solutions against these criteria, you can ensure that your chosen MFT not only meets your current needs, but also supports your future growth and success. If you want to read more about Tracument's version of MFT, Secure Send, read our blog post which highlights the benefits and key features.





# COMPARING TRACUMENT

You likely have files and documents that can be difficult to send. They may be in various file types, large sizes, or may require extra security or tracking. MFT solutions offer an improved way to send these files. Below, the chart compares Tracument's MFT product (**Secure Send**), with regular courier options.

**\*\*The total cost includes both the courier service fee and the price of a single USB stick (approximately \$8).\*\***

Courier	Time to Prepare	Delivery Time	Automatic Cost Recovery	Tracking	Security Rating	Cost
 Tracument	3-10 min	Instant		 Excellent	5.0/5 	\$2.50*
	10-30 min	1-5 bus. day		 Regular	4.0/5 	\$26
	10-30 min	1-7 bus. day		 Regular	4.0/5 	\$26
	10-30 min	3-5 bus. day		 Excellent	4.5/5 	\$28
 Canada Post	10-30 min	2-9 bus. day		 Basic	3.5/5 	\$21
 UPS	10-30 min	2-5 bus. day		 Regular	4.5/5 	\$23
 1 courier	5 hours	Same Day		 Regular	4.5/5 	\$18.75

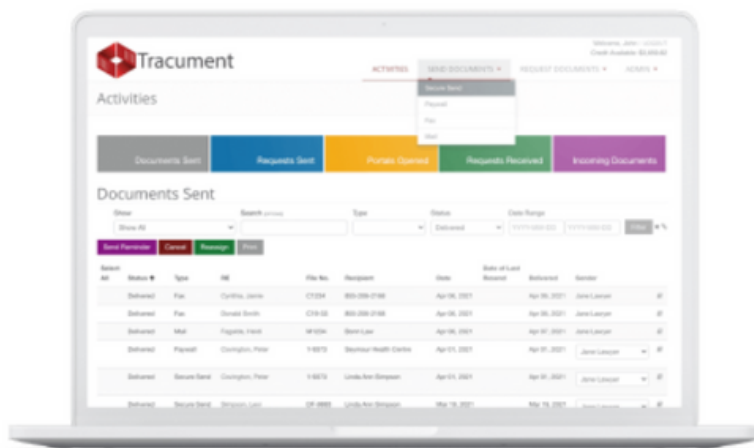
\*The Tracument cost ranges depending on the plan, but the average cost is \$2.50. Your cost may vary depending on the selected plan, with options available to accommodate the specific needs of each organization. For more information, please [click here](#).

The chart shows the cost, time, and effort required to send files by each method. Determine how many times per month your organization would use any of the above and extrapolated to determine your ultimate savings and benefit.

# EXPLORE A SECURE MFT BY USING TRACUMENT

**Tracument Solutions Inc.** specializes in helping law firms automate the process of sending, receiving, and collecting documents.

By automating tasks, such as manual document handling, law firms can allocate their valuable staff resources to more strategic and client-centric endeavors, such as legal research, case analysis, and client consultations; firms can also reduce costly and embarrassing errors.



**BOOK NOW**

**50-75%**  
*of staff time saved*

By including Tracument's platform in your practice, your firm will save enormous amounts of staff time, reduce your hard costs, and improve your clients' privacy and data security. Our system will ultimately increase your bottom line and the quality of your clients' outcomes.

Book a call with one of our product specialists to find out why many of Canada's best litigation law firms use our platform to improve their practice.