



GoAnywhere Customer Story



GO ANYWHERE™
Director

Industry: Department of Labor, Licensing and Regulation (DLLR)

Company: State of Maryland's DLLR

GoAnywhere Director Facilitates Secure File Transfers for the DLLR of Maryland



The IT Department philosophy at the Department of Labor, Licensing and Regulation for the State of Maryland is “Keep Infrastructure Simple and Easy to Manage.” With this in mind, adapting to new state and federal requirements without reinventing the wheel or adding additional taxpayer cost is a constant challenge. GoAnywhere Director delivers at every turn for the State of Maryland's Department of Labor, Licensing and Regulation (DLLR).

The Challenge

The main challenge for DLLR was transferring sensitive data in a secure and reliable fashion. In addition, each DLLR “trading partner” required different file formats such as fixed width, Excel, CSV or the increasingly popular XML format.

It was becoming very difficult to immediately develop and implement an efficient and reliable process for the growing number of new daily tasks. Manually handling these multiple file transfers left little time for training staff on new software and procedures. The evident need for an automated and secure managed file transfer solution came around the same time as a new Maryland State law. The new law would require DLLR Mortgage Lending licensees to register with a central federal agency. This new, high-visibility requirement was already on top of the many unique information transfer requests for other private entities and public agencies.

The Playing Field

Before the installation of GoAnywhere Director, DLLR developers manually downloaded and uploaded the Excel, CSV or fixed formatted files between the IBM i and their desktop computers. Performing these manual tasks across different PC's and various platforms consumed DLLR IT staff time when they could be focused on other productive development tasks.

In addition, there were no central tracking or logging mechanisms recording completed requests, if a recipient received a file, or if a developer even sent the correct file. Attempts to go back and determine the source of an error were next to impossible.

Adding a New Player

Like many offices, adding more people was not a solution and neither was buying more hardware. The IBM i mid-range servers were more than capable of handling the traffic and the DB2 database could easily store the data. DLLR needed a solution that would accomplish their goals:

- User-friendly solution capable of secure managed file transfers that does not require learning the small details surrounding file transfer protocols like SFTP, FTPS and FTP with Open PGP
- An automated and secure file transfer solution that will run 100% natively on the IBM i without the need for other hardware and works with nightly backups
- Easy data translation between the backend DB2 database and files formatted in fixed length, Excel, CSV or XML
- Audit capability and proof of delivery for sensitive data
- Secure online access
- Centralized job monitoring and logging
- Exceptional online and telephone support

The Relief Pitcher

Of the options on the market, GoAnywhere Director met all the DLLR's requirements. GoAnywhere Director was easy and straightforward to implement and use. The ability to securely automate their processes natively from

the IBM i allowed the development staff to return their focus to their regular development tasks.

GoAnywhere Director was selected over other products because, it could restart failed transfers and it easily 'sliced & diced' data between DLLR's backend DB2 database and the many file formats used by DLLR's trading partners; especially XML formatted files. GoAnywhere Director has increased DLLR's productivity.

A Curve Ball

Adaptability in an enterprise class application is not always expected. Pursuant to requirements under a federal law passed in 2008 and

conforming Maryland legislation passed in 2009, Maryland uses the Nationwide Mortgage Licensing System (NMLS), a web-based system, that allows state licensed mortgage companies and loan officers to apply for, amend, update or renew a license online for all participating state agencies using a single set of uniform applications. All mortgage licensees would now submit license applications and/or registrations to NMLS on a daily basis. The new requirements stipulated vast amounts of time-sensitive licensing data be sent securely in XML format. Required to comply with new laws and regulations, many organizations scrambled to meet these requirements. With just a few clicks and defining some GoAnywhere Director settings, the new data

transmission requirements were not an issue for DLLR.

Back at the Clubhouse

GoAnywhere Director continues to perform for DLLR. The ease of use and flexibility of the application to perform so many tasks continues to provide greater return on their investment. Not only does GoAnywhere automate the data translation and transfers, it monitors itself and sends email notifications after each complete or failed transfer; not only to the DLLR development staff, but also to the internal customers and trading partners. This confirmation gives everyone confidence that the business tasks are running flawlessly.



About Linoma Software

Linoma Software provides innovative technologies for protecting sensitive data and automating data movement. With a diverse install base of over 3,000 customers around the world, Linoma Software provides enterprise-class managed file transfer and data encryption solutions to corporations, non-profit organizations and government entities. With its dedication to research, development and superior customer service, Linoma Software is a recognized leader in software development.

Customer Support

The success of Linoma Software is largely due to our customer-centric approach to the markets we serve. Providing the highest level of customer support is our number one priority. We are able to efficiently respond to any issues or questions through phone, email and live online assistance.

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