



City of San Diego & FileCloud

A FileCloud Case Study

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Migrating from an FTP Process to FileCloud Server

IT Challenges at the City of San Diego

Running the Californian City of San Diego's municipal operations and meeting the needs and expectations of its population of 1 million is a huge challenge. Naturally, the city tries to simplify its activities and processes where possible, but at this scale, complexity is a fact of life. Procurement, social services, city regulations and more need communication and information sharing, often with external partners, to function properly. Digitized information has helped accelerate change and improvement, but also introduced new difficulties, including security and orderly management of exchanges with many external partners.



Missing Until now: Security and Visibility of File Operations

File transfer plays a key role in the daily life of the City of San Diego. For lack of a better solution, the city had been using an open File Transfer Protocol (FTP) server for file transfer and collaboration internally, and for sharing files with external stakeholders. However, this situation had to be improved rapidly for two reasons. First, the FTP folder on the server was open to the public and therefore insecure. Second, the city's IT department had no way of monitoring the transfer and use of files that needed to be shared. This created risks and issues such as:

- Security Risks - Viruses, worms, Trojans, and other malware can travel easily on files that are shared via FTP and start infecting systems as the files are downloaded on other workstations.
- Lack of Accountability – Not being able to track the various changes made to files as well as what was being shared with whom was creating an accountability vacuum with the various departments and external entities.

The Decision to Retire FTP

FTP has the advantage of being an industry standard, allowing enterprises across the world to exchange file-based information. However, times have changed since FTP was created. File sizes and frequencies of transfer are now far higher than what was originally envisaged. Regulatory constraints and cybercriminal firepower have both increased too. Whether in compliance, IT management, scalability, security or visibility, FTP struggles to meet the requirements of today's business world. Even basic controls such as tracing senders and recipients in case of a security incident do not exist in FTP.



The City's IT Department Has Its Own Demands

The IT team for city of San Diego needed a file transfer solution that would:

- Keep track of the comings and goings of the various files for accountability.
 - Have the ability to set different levels of privileges for internal and external users.
 - Monitoring tools such as reports on usage and notifications on system anomalies.
 - Be Cost Effective to Fit Within the City's Budget.
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The Search for a Better File Transfer Solution

The City of San Diego needed a solution that would streamline backups, enable secure file sharing/transfer (internally and with external stakeholders) and allow users to safeguard their files. The solution had to be intuitively easy to learn and use, so that non-technical users would be able to switch rapidly from the old system to the new. For audit requirements and employee accountability, the IT department also wanted a solution to keep track of the comings and goings of the various files. Finally, with multiple departments of the city facing budget cuts, the solution needed to be both cost-effective and affordable.



FileCloud Brings The City of San Diego What it Needs

FileCloud was the solution of choice. The City of San Diego was impressed by the capability of the software to sync across all devices and allow users to backup files and folders easily. Naturally, it didn't hurt that FileCloud was also recommended by a neighboring city. After deployment, City of San Diego employees are now enthusiastic and intensive users of FileCloud. With a very light learning curve, the FileCloud platform is now being used across the 44 departments in the city. The IT department was also able to save considerable time by batch adding or removing users as needed.

Well Positioned for the Future

City of San Diego users are increasingly connected via their mobile computing devices. At the same time, the cloud is becoming a standard resource for many municipalities. FileCloud already supports this new connectivity and cloud use. It has OpenOffice integration for users to view common file formats directly in the web browser of their mobile computing devices. It offers flexibility in the types of data storage that can be used, including cloud object-based storage such as Amazon S3, Azure, and OpenStack. The FileCloud administration portal will also continue to make life easy for the city's IT department as it deploys and manages potentially thousands of users with millions of files.



See How FileCloud Can Help Your Operations Today

Government organizations and agencies are just one category already leveraging the wide-ranging advantages of FileCloud, both in the cloud and on-premises. Other industries include:

- Financial institutions
- Power utilities
- Hospitals
- The leisure industry
- Non-profit entities

FileCloud's functionality creates the cost-effective solution for file share, sync, and mobile access preferred by so many. Contact FileCloud today and take advantage of our [free 14-day trial](#) to see what FileCloud can do for your business.

LINK: <https://portal.getfilecloud.com/ui/user/index.html?mode=register>





FileCloud is used by 1000s of customers around the world including Global 2000 enterprises, government organizations, educational institutions, and managed service providers.

“We liked FileCloud’s pricing, comprehensive feature set (branding, encryption) and the responsive support”

Stewart

Summary

Many industries and organisations are now required to be compliant with regulations to keep data safe. If you are an organization in one of these industries, this can be a daunting task. With FileCloud’s features, though, the challenge can be simple.

- Extensive support for compliance, including HIPPA, FIPS 140, and GDPR
- Special features for data protection officers, like consent form templates, and personal identification search templates
- Reliable operation and high-availability support
- Comprehensive security policy features
- Ease of integration with existing infrastructures
- Highly-rated support team

FileCloud offers an Enterprise File Sharing and Sync (EFSS) solution that enables you to regain control of your data as it is shared, coupling the benefits of collaboration and productivity with the security you require to protect your Intellectual Property anywhere it goes in the course of doing business.



To read more about how FileCloud can help keep your information secure as it is shared, visit www.getfilecloud.com/enterprise-file-sharing

