

Case Study: Cloud File-Sharing Solutions

Ho Song Enterprise

Solution Summary

Challenges

- No way to simultaneously update files and data across all relevant departments, resulting in mismatched information.
- Traditional NAS is only accessible by PC, and then only on the internal network of the company.
- Exchanging large files with clients cannot be done using email; information management is highly inconvenient.
- A public cloud service was used in the past to exchange files with clients, but clients were fiercely against placing their files on a public server.

The Promise Solution

- Ho Song deployed FileCruiser, an Enterprise File Sync and Sharing (EFSS) Solution that includes all the hardware, software and mobile apps businesses need to create their own private cloud.

The Benefits

- Includes Microsoft Outlook Plug-in which converts attachments into downloadable links, eliminating email bandwidth bottlenecks
- Compatible with the existing NAS system and offers painless data transfer - the administrator also no longer needs to buy additional data storage equipment.
- Replacing FTP solutions with FileCruiser allows for unlimited file transfers and improves communication with clients.
- A private cloud framework avoids the risks of a public cloud server, greatly improving information security.
- The single-machine framework means no complicated IT set-up and extra storage space can be added as needed.

PROMISE FileCruiser - Increasing International Competitiveness of Traditional Businesses



Ho Song Enterprise has two factories - one in Kaohsiung and one in Vietnam's Ho Chi Minh City. They frequently transfer data and large files to clients overseas.

About Ho Song Enterprise

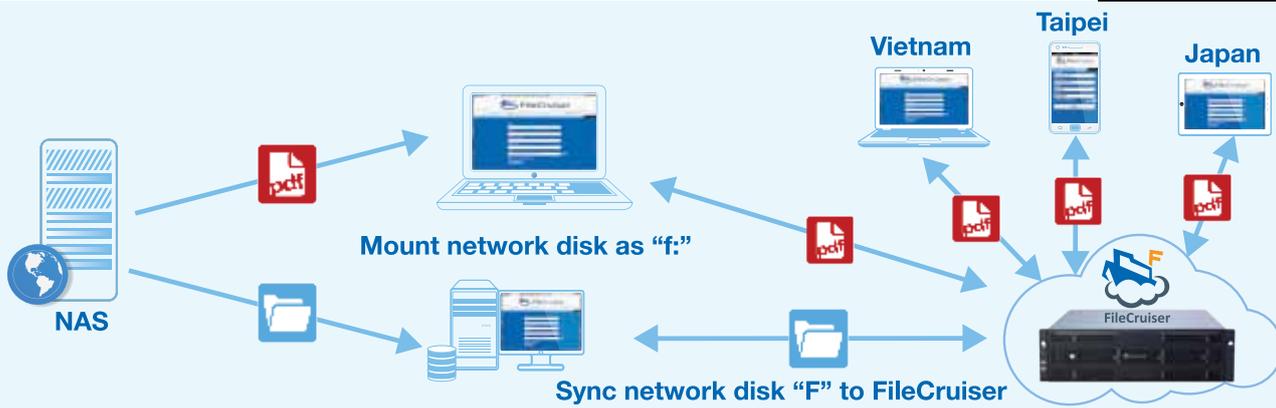
Ho Song Enterprise was established in 1981 and is headquartered in Kaohsiung, Taiwan. It is a provider of high-precision metal parts with a focus on CNC lathes and milling at its two factories - one in Yong'an, Kaohsiung, and one in Ho Chi Minh City, Vietnam. Ho Song employs 170 people and 80% of its revenue comes from international sales, the majority of which comes from the USA and Japan.

Ho Song has been in business for over 30 years and has always chosen quality over quantity - whether it's precision processing of parts, product assembly, heat processing, surface processing or any other service the customer needs - Ho Song does it well. The quality of their products is superior, and they use minimal resources to save costs while finishing each project in a timely fashion. Their high-quality customized outsourcing service has earned the admiration of the market which has resulted in Ho Song receiving orders from many vertical industry sectors, including aerospace, transportation, and heavy industries (including oil rigs and high speed rail maintenance companies). Their customers include many internationally famous brands - including Toshiba Electric, Corning, Siemens, Emerson, IDEX Corporation and Espera, to name a few.

Challenges

Ho Song offers a wide range of products in small, quality-controlled amounts. Their internal catalogue has over 30,000 different products and is constantly changing. Maintaining this product directory has proven to be very difficult and guaranteeing the correct description and price for each product has been virtually impossible. As a result, their staff has often mistaken old information for current information and has quoted prices incompatible with the current market conditions.

Ho Song also has issues with computer resources. Catalogues and blueprints are often very large files and when they send these to clients via email each file uses a great deal of bandwidth, inbox space, and hard-drive memory. If they use an FTP server to transfer files they have issues with account management as they would need to create a new account for every new project. On top of that, they would need to send notification emails to remind customers to re-download newly updated files. With the busy working lives of today's business professionals, it's easy to imagine somebody forgetting to download the updated version. FTP solutions also only allow downloads to personal computers as users are unable to access FTP servers using mobile devices, which is out of step with today's modern computing needs.



Ho Song is a precision engineering company focusing on the production of CNC lathes and high-precision metal parts.

The Ho Song FileCruiser Cloud File-Sharing Solution: The Best Balance Between Cost, Benefits, and Scalability

The main challenges Ho Song faced were clear - they lacked the capability to share data smoothly, and the complicated internal product list resulted in a lack of frequent updates for catalogues, quotation information, and blueprints, making it difficult to ascertain which particular version Ho Song and a client/vendor had at any given time. Multiple different versions of the documents seemed to exist at the same time and if this continued it would begin to affect productivity. Ho Song needed a new file sharing system to replace their FTP solution that wouldn't affect information access and would improve upon and fix the issues it had with information flow and accessing data on mobile devices.

Ho Song has used NAS solutions for a long time now and they play an integral role in how employees access information. It would not be easy to wean employees off this system because they had been using the NAS solution as the sole means of accessing stored data and were comfortable with this process. Therefore, PROMISE proposed to integrate Ho Song's NAS devices into the FileCruiser solution to eliminate the need for Ho Song to make extra investments in IT resources, a real burden for a small manufacturer like Ho Song who currently does not employ any professional IT personnel. Plus, by integrating NAS into the new solution an additional layer of security can be maintained which decreases risk.

The PROMISE Solution

After evaluating several solutions, Ho Song decided to deploy the PROMISE FileCruiser Enterprise File Synchronization and Sharing (EFSS) solution to solve the challenges facing the company. FileCruiser VA2600 creates a 'Corporate Dropbox' for Ho Song which can be used exclusively by the company and its clients to exchange information. Files can be immediately transferred and converted into shared links to avoid concerns about large files eating up resources. Each link will always lead to the newest information in order to eliminate problems with different versions of files causing confusion between Ho Song and its customers.

PROMISE Technology's FileCruiser VA2600 is an all-in-one server-storage solution which contains 16 hard-drives and delivers up to 64TB of capacity. 3 extra JBOD expansion chassis can be connected to FileCruiser VA2600 in order to meet the needs of clients who require up to 256TB of storage space. No matter how you look at it, FileCruiser VA2600 is a great choice for small-to-medium enterprises like Ho Song.

About Ho Song Enterprise

- Established in 1981, headquartered in Kaohsiung. Main service provided is the production of precision parts, including machine components to sub-assembly units
- Currently have two factories - one in Kaohsiung and one in Ho Chi Minh City. Ho Song employees 170 people in total with 80% of revenue coming from international sales, mainly to the USA and Japan.



Education

 Rich
Media

Enterprise

 Health
Care


FileCruiser VA2600

Promise Technology's FileCruiser VA2600

Highlights and Features

- Single appliance solution
- Highly flexible API and seamless integration with existing IT systems
- FileCruiser VA2600 can be set up in different branches, allowing files to be transferred simply by sharing links rather than sending the bulky file itself. This reduces the load on bandwidth and server facilities and improves communication
- Confidential files can be protected with passwords
- Mobile devices are supported and sharing between groups and clients is easy
- No changes need to be made to existing working models
- Installing the Outlook Plug-in makes it easy to transfer email attachments

FileCruiser merges seamlessly with the original NAS system, allowing Ho Song to effortlessly change storage solutions with no impact on their workflow

The Benefits

Seamless NAS Integration

There was no need for Ho Song to retire their NAS solution when FileCruiser VA2600 was installed. Users just needed to turn the network disc they mounted into the FileCruiser Root Folder. FileCruiser can be operated in the same way as a NAS solution, making it easy for users to adopt. A document will automatically synchronize with FileCruiser when it is saved to the NAS, so copies of the same document will always exist on both the NAS and FileCruiser, providing backups of Ho Song's valuable digital resources. Backups will be carried out for each personal account and not for the entire system, meaning that users can easily restore their accounts without the need for IT support. Users can access all synchronized FileCruiser folders from both PCs and mobile devices, removing the boundaries that previously existed when users needed to access their data if they were out of the office for sales calls or visits to customers.

FTP Alternative

In order to meet the information sharing demands of its clients and vendors, Ho Song created separate accounts on the FTP server for each project it was involved in. Once accounts were created, separate notifications needed to be sent to inform colleagues and customers to download the files, which could only be downloaded using a PC. With FileCruiser, accounts will also be created but relevant users will receive an automatic notification when data is updated, meaning that Ho Song staff no longer has to individually alert clients and vendors that files have been updated. Plus, files can also now be accessed using mobile devices.

FileCruiser provides group sharing functions not provided by FTP servers. Multiple accounts can be set as part of a single group, and the entire group will be notified of any file movements or synchronization. Ho Song no longer needs to provide multiple copies of the same file, and more importantly, Ho Song is able to meet the demands for information security. Each download link can carry limitations such as password protection to avoid transfer or forwarding of files, and download links themselves can be set to a defined number of downloads. This process does not require Ho Song to create new accounts to share the links. Overall, with FileCruiser in place both of Ho Song's FTP servers in Kaohsiung and Ho Chi Minh can be retired and both factories can use a single FileCruiser server. This reduces the burden of IT administration, which is important since complete system support is difficult when the system is split in two places as it currently is.

Outlook Integration

Ho Song has implemented FileCruiser's Outlook Plug-in to create a complete Outlook mail system API. Users will be able to directly insert file share links into their emails, replacing the previously-used method of attaching bulky files, enabling Ho Song to fully access the benefits of EFSS.

Overall, FTP, e-mail and other traditional tools Ho Song previously used are severely limited and ineffective methods of file-sharing. Operation of these services was complicated, mobile access was not supported, there was little control over updates and versions of files, and the methods involved used too much inbox space and bandwidth. Using FileCruiser VA-2600 improves overall productivity and provides great benefits to the company.

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Product Specifications

Deployment Architecture	FileCruiser VA2600	FileCruiser VR2600
Product Photo		
Server Model	PROMISE 3U-16 bay Intel Server	FileCruiser 1U Server
Storage Model		Vess R2600 iD (Dual Controllers)
Network Interface		1Gb Ethernet x 4
Server Expansion		-
Storage Redundancy	-	○ (Dual Controllers)
Storage Expansion	Vess J2600 sD (up to 3 JBOD)	Vess J2600 sD (up to 4 JBOD)
Mobile App		
OS Support	iOS, Android	
Secure Sharing	○	
Photo/Video upload	○	
Search	○ (By file name)	
File Management	○ (Rename, Move, Delete, Copy, Create)	
Open with 3rd App	○ (Open the file with 3rd party App)	
Host Agent		
OS Support	Mac, Windows	
Sync Resume*	○ (Auto data sync with resume)	
New Event Notification	○	
Upload File with Encryption	○	
Bandwidth Control	○ (Download/Upload)	
File Lock	○	
File Versioning	○	
Outlook Plugin – Mail Link	○	
Outlook Plugin – File Convert	○ (Convert and replace the attachment into FileCruiser Share Link)	
Access Permissions		
Share File Access Control	○ (Read/Write or Read only)	
Share Link Search	○	
File Locking	○	
Team Collaboration		
Team Folder	○ (Sharing folders/files between team members)	
Team Share*	○ (With access control)	
Team Sync	○ (Add comment to the specific folder/file)	
Event Notification	○	
Share Link	○ (With password, expiry date)	
Team Comment	○	
Security		
Remote Wipe	○	
Encrypted File Storage	○ (AES-256 Encryption)	
Secure File Transfer	○	
2-factor Verification	○ (4 digital passcode for mobile devices)	
Authorization	○ (Windows AD, LDAP servers or FileCruiser System Build-In, Radius*)	
Audit Trail & Reporting	○ (System, Storage, Admin and User events)	
Central Management		
System Dashboard	○	
Import User Accounts	○ (Using .csv format)	
Group Management	○ (With quota)	
Software/Firmware Upgrade	○	
Data Deduplication	○	
Data Compression	○ (From FileCruiser server to storage)	
System Alert	○ (by mail)	
Backup	○ (Backup to second backup server)	

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