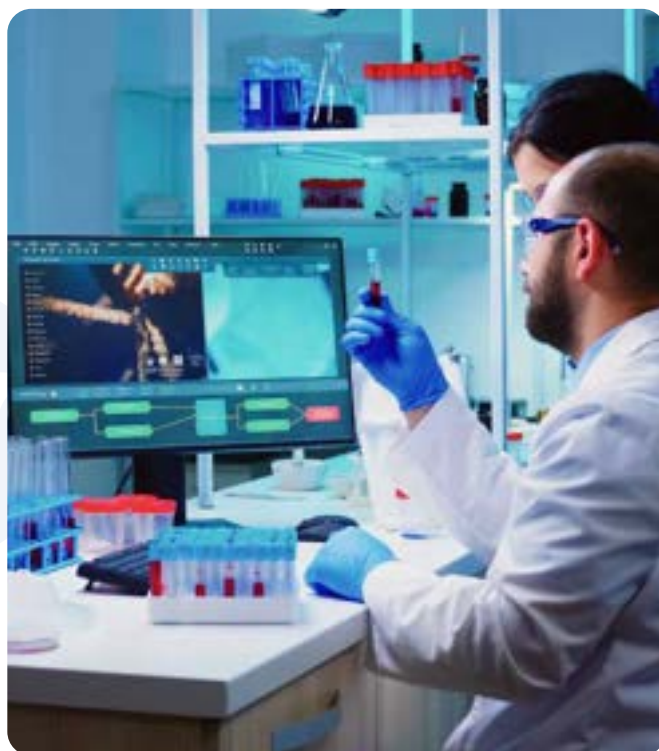# Visuality Systems Streamlined
Blue Chip's Managed File Transfer

Introduction

Pharma Yellow (PY) - the fictitious name of a Visuality Systems' customer that required anonymity - is a top-ranked Fortune 500 multinational corporation that includes hundreds of subsidiary companies with operations in dozens of countries and sales all over the world. Pharma Yellow has always been at the forefront of the pharmaceutical industry worldwide.

PY was looking for a Java-based commercial driver supporting multiple versions and new releases of the Microsoft Server Message Block (SMB) protocol. After leveraging non-commercial open source solutions for several years, PY decided to switch to a supplier capable of delivering industry grade, solid and reliable Java-SMB software, ensuring SMB libraries were at the forefront of technology, keeping up with different Microsoft SMB releases and dialects.

Considering the complexity of SMB, Microsoft's partner Visuality Systems was the natural choice for PY.

The Story of Pharma Yellow

Pharma Yellow handles millions of files on a daily basis, exchanging data concurrently with thousands of servers. To manage this huge traffic, PY implemented a Secure File Transfer backbone that automates file transfers across heterogeneous systems distributed internationally.
PY's Secure File Transfer platform runs intelligent business rules to process files originated from both internal and external sources, using a wide variety of secure protocols, including SMB, without the need for users to write code. "Where possible, we prefer not to have IT people involved in setting up file transfer operations and processing rules," said Kyler Smith (fictitious name), IT Director at Pharma Yellow.

**Microsoft Continuous Updates
Required a Java-Based Driver
Supporting SMB 1/2/3.x & DFS Protocols**

Challenge: Supporting SMB Protocol Dialects and Updates

The SMB (Server Message Block) protocol is an essential component of Windows-based networks, allowing the sharing of files, printers, and other resources between computers. However, supporting SMB and DFS (Distributed File System) dialects and updates can present significant challenges for enterprises.

> " With Microsoft coming out with newer versions of SMB, we found that open-source solutions can be problematic because there's no accountability for support and maintenance. That's why we ended up with Visuality Systems being a strong candidate.

Kyler Smith
IT Director, Pharma Yellow

Pharma **YELLOW**

One of the main challenges is the complexity of the SMB protocol itself. SMB has evolved over time and now includes multiple versions and dialects, each with its own set of features and requirements. Supporting these different dialects can be challenging for IT professionals, as they must ensure that the network and all connected devices are using compatible versions of the protocol.

Another challenge is finding reliable solutions for SMB support. While open-source, Java-based solutions may seem like an attractive option, they can be problematic because there is no clear accountability for support and maintenance. Commercial companies need to be confident that they can rely on their vendors to provide timely updates and support when needed.

Finally, handling multi-protocol support with Java can be difficult. While Java is a versatile programming language, supporting multiple protocols can be a complex task. IT professionals must ensure that their Java-based solutions can handle different SMB protocol dialects and versions, while also ensuring that they remain compatible with other components of the network.

Why Pharma Yellow Chose Visuality Systems

PY chose Visuality Systems (VS) based on a combination of expertise, reputation, strong support and value for money.

Steadfast support
The exceptional level of support provided by Visuality Systems instilled confidence in PY's decision to move forward.

Strategic partnership with Microsoft
Having a longstanding partnership with Microsoft, that owns the SMB protocol, gives VS a clear advantage over other solutions.

Expertise and capability
VS is an expert in implementing and upgrading the SMB protocol. VS has a reputation for being ahead of the curve and staying up-to-date with the latest developments in this area.
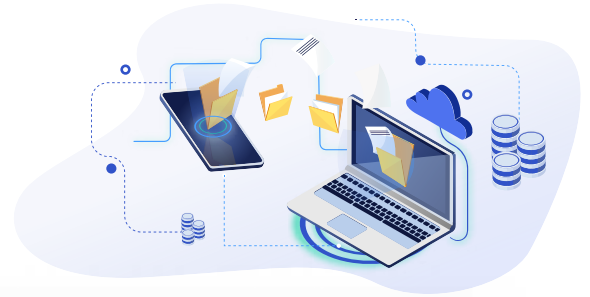
Value for money
After the evaluation, PY decided that VS' solution could fulfill their needs providing good value for money. In addition to being accountable, VS guarantees that its SMB libraries and drivers are always working smoothly in the background.

How Visuality Systems Responded

Visuality Systems jNQ libraries allowed PY to manage their Windows shares and DFS shares easily, safely and transparently. In Kyler's words: "We pick up a file, make the connection to the share, push it over and close the connection. And we do that on thousands of concurrent connections, on a global scale."

> " *We are pleased with the quality, performance and stability of the jNQ product as well as the people and the company Visuality Systems itself. They are very responsive and react promptly to product changes by Microsoft. They are ahead of the curve and very eager to help customers implement new versions of the SMB protocol. It's good value for money.*

Kyler Smith
IT Director, Pharma Yellow

Pharma YELLOW

The Results

The Secure File Transfer backbone supporting the SMB protocol implemented by PY was highly successful. The critical success factors included Visuality Systems responsiveness, support for newer SMB versions and Java-based jNQ running smoothly in the background.

Visuality Systems was able to handle all PY requests efficiently, without any significant delays or interruptions. The solution they delivered is designed to support new versions of the SMB protocol as soon as Microsoft releases them. This ensures that PY's Secure File Transfer remains up to date with the latest features of the protocol and reduces the risk of compatibility issues.

SMB file transfers and shares are handled reliably without manual intervention. The fact that no support tickets have been filed over the past two years proves that the system is performing with no significant disruptions or downtimes.

Want to see similar results? Get in touch with us today!

Our team of experts has years of experience in delivering SMB protocol solutions that work in any environments from the simplest to the most challenging ones.

GET IN TOUCH

Drop us an email to info@visualitynq.com