



BACKGROUND

The SYNLAB Group provides pathological laboratory services in Europe for human and veterinary medicine as well as for environmental analysis. It operates around 300 facilities, including 175 full-service laboratories, reference laboratories, smaller routine laboratories and hospital laboratories. Headquartered in Augsburg, Germany, the company currently has approximately 7,000 employees in Germany, the UK, and 18 other European countries, as well as Turkey, Saudi Arabia, and Dubai.



Technology and innovation are understandably high priorities for SYNLAB, which provides reliable services that drive quality results through state-of-the-art technology and a clinically led approach. SYNLAB uses this experience to help its customer organizations redesign their own services and reduce costs while meeting the needs of clinicians and patients.

In 2009, SYNLAB identified a need for a secure managed file transfer solution that would support a variety of protocols to transfer files both in-house and for customers. SYNLAB already had a legacy file transfer solution, but this could no longer fulfill the company's needs. SYNLAB decided to look for an innovative replacement product and began by researching alternative solutions online. After making contact with SRT's distribution partner Mecosystemhaus, SYNLAB began a trial to evaluate SRT's Managed File Transfer platform.

SEARCH CRITERIA

The use of ad-hoc consumer file-sharing services hidden from IT departments can easily jeopardize the security of customer information in any industry, but the healthcare sector is particularly sensitive. Every enterprise IT department must rapidly identify the issues and deploy Managed File Transfer systems that offer employees and customers an acceptable balance of usability, security, and productivity, or face a struggle to enforce security policies and to keep control of critical business data.

Ultimately, SYNLAB selected SRT's Managed File Transfer platform. Not only did SRT support all of the most commonly used industry protocols and regulatory compliance standards and provide an accountable alternative to unsecure FTP or complex VPN implementations, but it could also be easily integrated into SYNLAB's existing environment by adopting Active Directory as well as user-defined authentication. "SRT guaranteed high-availability and encrypted data transfer, which were both major criteria for us," explained Benjamin Weiss, system administrator for IT infrastructure at SYNLAB. "We frequently transfer very sensitive data, and this solution provides all of the methods and procedures that we needed and more. This made it easy for us to make a decision."

"We use our MFT solution to exchange all types of files and data, but our two main areas of application are the in-house transfer of information between our own IT systems, and the handling of customer file transfers. Because we exchange extremely sensitive data, we required a robust solution that was secure and offered support for a broad range of encryption methods."

IMPLEMENTATION

SRT distribution partner, Meco, helped with a thorough evaluation of the product, provided necessary information for licensing, and helped with a few technical issues SYNLAB experienced prior to the transition. Post-implementation, Meco continues to assist in the trial and adoption of additional features.

SYNLAB has been using SRT's Managed File Transfer solution almost equally for internal data communication and external customer use, and today has approximately 130 users. Because it is so easy to deploy, SYNLAB is able to offer its customers secure access to managed file transfers as soon as they need it. Eliminating any delay ensures users are never tempted to turn to accessible but unsecured consumer-focused file management services.

Weiss said: "Networking and the seamless data exchange always needs to be readily available, secure and guaranteed, so that our colleagues and customers can quickly, easily, and safely exchange data with others."

SUMMARY

SYNLAB is very happy with its choice of South River Technologies and MECO, and is impressed with the high-value and cost-effectiveness of the solution. Both management and IT teams are also very happy with the levels of customer service they continue to receive.

"SRT is always there for us. New features or ideas are always being developed, and they have helped us immensely in a very timely manner," explained Weiss. "SRT is fantastic when it comes to product development, product continuation, and product support. You almost feel that you are included in the development process. I also have to highlight the great support—they always respond quickly and adequately."

"It is a good feeling when you know you can rely on the support of your technology provider, and that they are always there for you."

