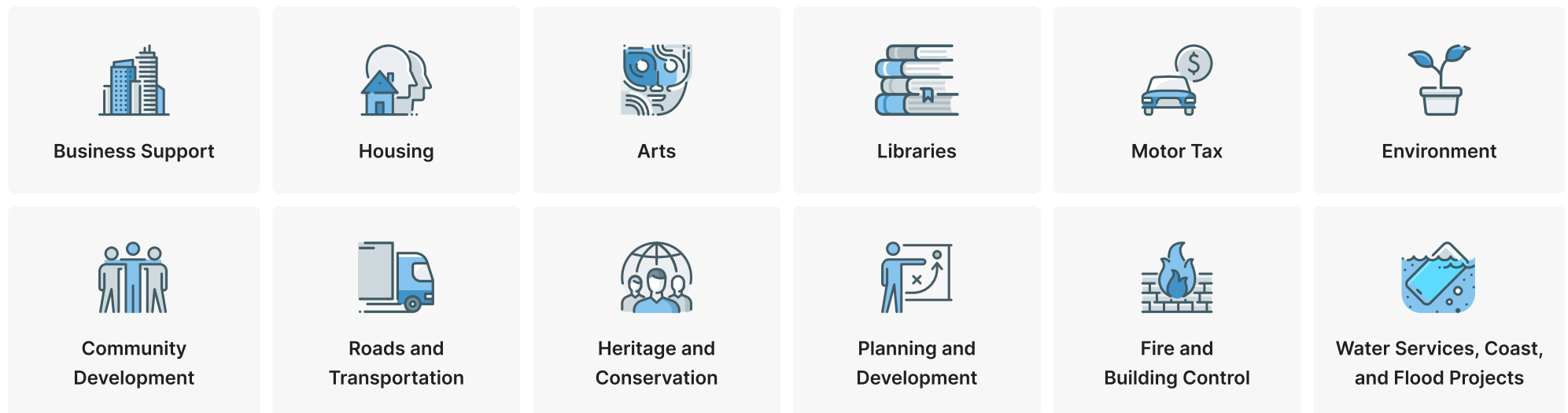# FILECLOUD

Irish Local Authority Chooses FileCloud for Secure External Transfers

case study

Irish Local Authority Chooses FileCloud for Secure External Transfers

Our client is an Irish local authority with an annual budget of €372 million, serving a population of 332,255 people. To provide services to the local area, they have around 2,000 staff, including indoor and outdoor functions.

Like many local authorities in Ireland, staff cover a wide range of public services and infrastructure, including:

Business Support	Housing	Arts	Libraries	Motor Tax	Environment
Community Development	Roads and Transportation	Heritage and Conservation	Planning and Development	Fire and Building Control	Water Services, Coast, and Flood Projects

The local authority has staff spread across 120 sites in this large county, with some staffed only by one person. This can cause issues with transferring data between sites. The larger sites include three regional headquarters (HQs), with one city-based HQ housing the main data center for the entire local authority. A backup, hosted data center also exists, and the organization increasingly uses national systems for data storage.

Many existing IT systems have been developed in-house, which means that the existing infrastructure has its own set of organization-specific requirements and challenges. The local authority has recently migrated its email systems to Microsoft 365, which acts as the core internal system for documentation and email.

The Problem: Safeguarding Data Integrity During Transfers

GDPR compliance is a mandatory requirement for all organizations resident in the EU, and Ireland is no exception. The GDPR is far-reaching legislation and remains the toughest privacy and security law worldwide. Extremely stiff financial penalties are often levied against organizations that violate its exacting standards.
To make matters more complicated, best practices in relation to GDPR adherence are still evolving, which creates challenges for many organizations, both in the public and private sectors.

The local authority needed to operate with 100% certainty that data integrity could be preserved, because staff often handle sensitive personal data relating to residents in their catchment area. For example, citizens on waiting lists for local authority housing are usually required to provide information relevant to their eligibility for housing, including details of medical conditions. The local authority was not willing to take chances with sensitive information of this nature.
Staff regularly needed to share files between sites and with other government bodies and it was vital to safeguard the integrity of often highly sensitive data during this transfer process.

Inter-Authority Transfer Requirements

A project undertaken in conjunction with a neighboring local authority meant that a large amount of highly sensitive data needed to be transferred from our client's system to that of another, neighboring local authority. Both local authorities wanted to work together to ensure that this data handover took place as seamlessly and securely as possible.

The Verdict

"**It's excellent, a great product. There's no denying it.** It's easy to use; it's easy for users to use. We use it a lot for sharing with external users that sometimes may not have the greatest IT skills, but we never really have an issue. Never."

- ICT Administrative Officer, Irish local authority.

Why FileCloud? Data Security in Transit and Audit Trails

Prior to hearing about FileCloud, the local authority ICT personnel thought about using OneDrive to serve their external data transfer needs. However, staff were hesitant about using OneDrive for the inter-authority data exchange project. To fill a gap related to external file sharing and ensure safe transfer during the project, our client chose FileCloud as a solution.

Comprehensive Audit Trail

With FileCloud, they found that they could easily verify when files were received and downloaded via a comprehensive audit trail, allowing them to complete the large-scale data transfer project with ease of mind. Although this project was not the initial reason for the FileCloud deployment, ultimately it became a pivotal tool in allowing the local authority to engage in the large-scale transfer of sensitive content speedily and securely.

The local authority knew that FileCloud's audit capabilities could provide them with powerful tools to secure data. User and file activity could be recorded and logged at a granular level, including login attempts, file uploads and downloads, edits, and sharing activities. This data can be crucial for monitoring and analyzing user behavior and preventing leaks. They were aware that FileCloud can track changes to files and folders, including details about who made the changes, the nature of the changes, and the times they occurred.

Further capabilities of FileCloud that interested the local authority were:

- Seamless control over user access permissions at file and folder level to ensure only authorized personnel can view sensitive data.
- Thorough traceability through detailed, customizable audit reports, including user actions, date and time stamps, and more.
- Full visibility through customized alerts and notifications for specified user and file activities, such as external shares and failed login attempts.
- Real-time monitoring and alerts to ensure unauthorized activities can be quickly identified and addressed.

The Outcome: Full Control and Visibility

Initially, FileCloud was deployed by the local authority to fill a gap in relation to secure external file shares. Since then, it has also allowed the council to cut down significantly on internal file sharing via email attachments. FileCloud is now used to transfer files internally in cases where large files need to be shared, and in instances where full traceability is a priority.

> "**For external file sharing, we will be sticking with FileCloud**, because it gives us a lot more control and a lot more visibility in relation to what's going on."
>
> - ICT Administrative Officer, Irish local authority.

Prior to deploying FileCloud, staff at the local authority were sending files to external parties by encrypting them and attaching them to emails. Over time, this approach became unsustainable due to organizational limits that were set on email attachment sizes. As files became larger, these necessary restrictions began to impact on operations. As FileCloud is now used exclusively for external file sharing, the frustrations associated with email size limitations are now resolved.

Though FileCloud was originally implemented to address an operational void that was seen as temporary, it has now become pivotal to various projects and processes within the local authority. The organization has expanded its volume of FileCloud users from just 30 initially to several hundred staff. Use cases increased in diversity and number during 2020, due to the need to transfer files securely during legal restrictions related to Covid. However, even after these restrictions ended, further potential uses of FileCloud became apparent to staff.
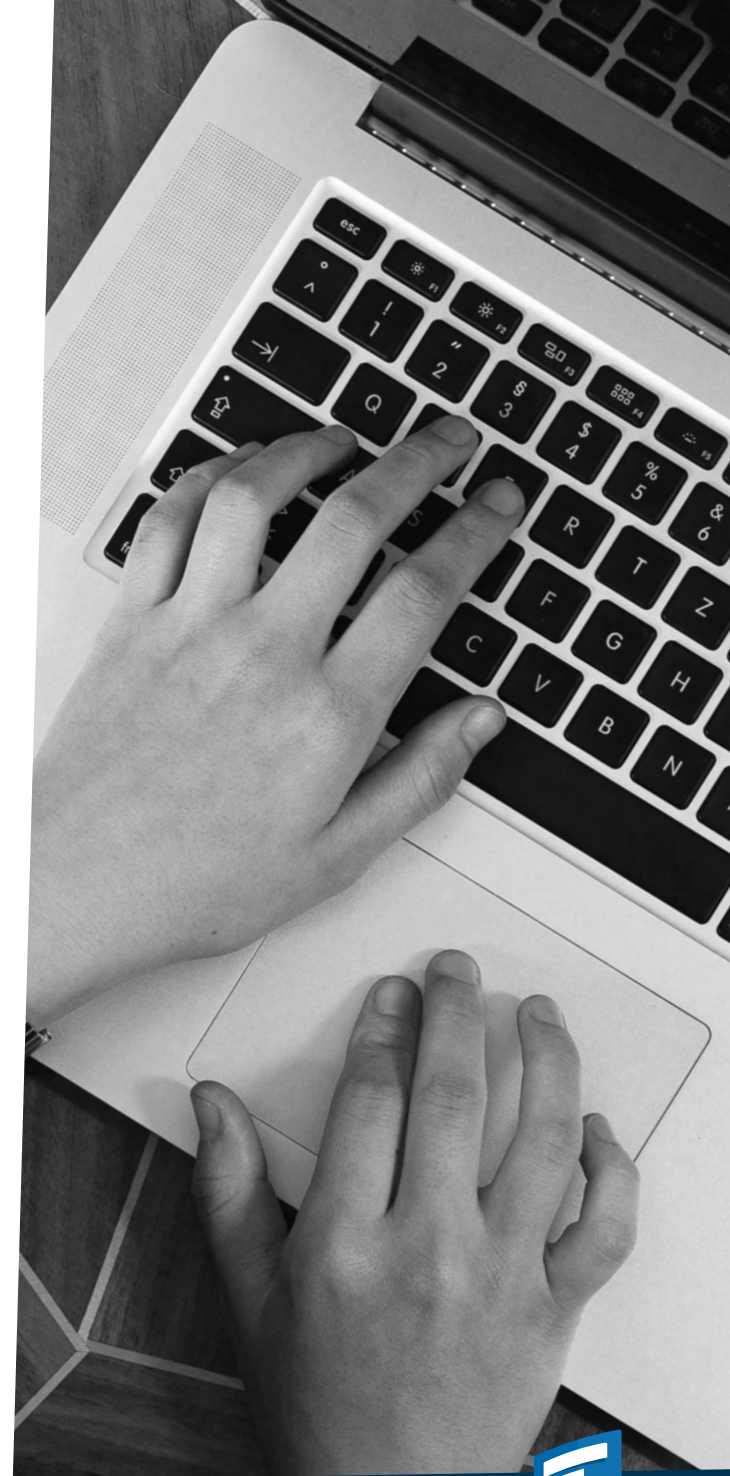
Reduction in Service Desk Tickets

Since adopting FileCloud, IT service desk tickets have dropped dramatically, due to FileCloud's ability to accommodate the transfer of large files. Previously, the inability to facilitate these transfers securely caused the raising of numerous tickets. Those who were transferring files used a variety of different methods, not all of them secure. These included FTP transfer and Dropbox. Now FileCloud is used exclusively for this purpose.

To read more about how FileCloud can secure your information and support collaboration, visit www.filecloud.com/enterprise-file-sharing

Try FileCloud Now

FileCloud's extensive functionality, ease of use, affordability, and world-class support make it the solution for file share, sync, and mobile access already adopted by enterprises and organizations around the world.

Take advantage of FileCloud's free trial (15-day online or 30-day server) and see how FileCloud can help your organization thrive by supercharging content collaboration and processes.

REGISTER NOW

FOR A FREE 15/30 DAY TRIAL, CANCEL ANYTIME

GET A DEMO

COMPLETELY FREE, NO STRINGS ATTACHED

About Us

A privately held software company, headquartered in Austin, Texas, USA, FileCloud is helping organizations thrive by providing hyper-secure content collaboration and processes solutions. FileCloud is used by millions of customers around the world, ranging from individuals to Global 1000 enterprises, educational institutions, government organizations, manufacturing companies, managed service providers and more.

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