



Case Study

Automating Certificate Compliance at a Large Transportation Company

Industry: Transportation

Use Case: Automating Certificate Renewals and Partner Contact Certifications

Solution: Backflipt Continuous Touch for Axway MFT

Context

A large transportation company relies on Axway MFT to manage secure file transfers with thousands of partners. To meet internal security and compliance mandates, partner credentials—including login certificates—must be renewed periodically. The existing manual processes for managing these renewals were error-prone, inefficient, and a source of operational risk.

Challenges

- **Manual Certificate Renewal:** IT teams were responsible for monitoring expirations, notifying partners, and managing updates through email or ticketing systems
- **Risk of Expired Credentials:** Lapses in certificate renewals led to file transfer failures and potential SLA or compliance violations
- **Lack of Visibility:** Business users had no real-time insight into credential status or renewal progress
- **Operational Inefficiency:** Routine tasks consumed time and effort across IT and business teams, reducing focus on higher-value initiatives

Solution

The company deployed **Backflipt Continuous Touch**, an application that integrates with Axway MFT/B2Bi to automate the credential renewal and contact certification processes.

Key Capabilities:

Automated Credential Monitoring

The app continuously scans for upcoming certificate expirations and initiates recertification workflows

Self-Service Partner Updates

Secure links are sent to partners via automated email campaigns, enabling them to renew certificates or update contact info without IT involvement

Policy-Based Automation

IT teams define recertification intervals, notification sequences, and approval logic through configurable settings

Audit and Compliance Reporting

All actions are logged and tracked for compliance verification, reducing the need for manual documentation

Outcomes

- ✓ **Reduced Risk:** Proactive credential updates helped prevent file transfer failures due to expired certificates
- ✓ **Improved Compliance:** Automated enforcement of security policies ensured credentials remained current across the partner ecosystem
- ✓ **Lower IT Overhead:** IT teams no longer needed to chase down expiring credentials or manage partner communications manually
- ✓ **Enhanced Visibility:** Business users gained real-time insight into partner compliance status through integrated dashboards

Value Delivered

- ✓ Consistent enforcement of certificate lifecycle policies
- ✓ Elimination of manual follow-ups and IT tickets
- ✓ Up-to-date partner contact and credential records
- ✓ Faster response to compliance audits

Learn how Continuous Touch streamlines credential and contact management in MFT environments.

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