



Case Study

Improving Partner Onboarding Efficiency at a Large Insurance Company with Backflpt Provisioning Center

Overview

A large insurance provider managing thousands of partner relationships needed to streamline its partner onboarding and file transfer provisioning workflows. It relied on Axway SecureTransport for secure data exchange, but the onboarding process was manual, slow, and prone to delays.

Challenges

- Onboarding was conducted through ServiceNow tickets and email chains, requiring extensive manual coordination
- Business users lacked visibility into the status of onboarding and routing requests
- IT teams spent considerable time managing fragmented requests and executing backend configurations
- Delays in onboarding led to lost revenue opportunities and inefficiencies

Solution

The insurance company deployed Backflpt Provisioning Center to digitize and automate its MFT partner onboarding processes. The platform introduced a self-service layer for business users while maintaining IT control and compliance.

Key Capabilities:

Self-Service Request Submission
Business users initiate onboarding and file route changes using structured forms

Automation for MFT Administration
IT admins perform partner and file route configurations with a single click via API-driven integration with Axway MFT

Role-Based Governance
Access controls ensure appropriate visibility and separation of duties across business units

Environment Synchronization
Partner setups are tested in non-prod and promoted to production from a single interface

ServiceNow Integration
Workflow actions trigger creation and updates of Requested Items (RITMs) in the enterprise ITSM system

Outcomes

- ✓ Onboarding time reduced by over 50% through elimination of manual steps
- ✓ Business users gained real-time visibility into request status and progress
- ✓ IT teams experienced fewer errors and reduced workload due to standardized workflows
- ✓ Improved compliance tracking with audit trails and structured approvals
- ✓ Seamless integration with existing tools and processes preserved enterprise IT governance

Summary

By implementing Backflpt Provisioning Center, the insurance organization significantly improved the efficiency, accuracy, and transparency of its MFT onboarding process. The solution enabled faster time to partner activation, enhanced governance, and reduced operational burden for IT, all while preserving alignment with the company's existing systems and workflows.

Explore how Backflpt can streamline onboarding in your MFT environment.

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