



Case Study: Modernizing Secure File Transfers at a Large Insurance Company with TransferIQ Orchestrate Managed File Transfer Solution

Overview

A leading insurance provider, an industry leader for decades, managing thousands of business-to-business partner relationships in its ecosystem, sought to modernize its file transfer operations. Provisioning and scaling file transfer workflows remained complex and manual. The company deployed Backflit Provisioning Center, which has now evolved into TransferIQ Orchestrate, to transform its MFT setup into an enterprise-grade, automated platform. This is a BYOC deployment running natively in the customer's AWS infrastructure. The configuration is integrated into the customer's AWS Terraform scripts, deeply integrated into the customer's security and compliance policies.

Challenges

The insurance firm faced significant operational limitations due to its legacy Managed File Transfer (MFT) system. Key pain points included:

- **Inconsistent Historical Setups:** Routes and accounts were historically set up inconsistently, leading to operational challenges such as maintaining or changing routes with changes in infrastructure.
- **Expired Certificates Cycle:** Several partners were getting into a cycle of expired certificates used for credentials and file exchanges, which could result in failed transfers and SLA violations.
- **Outdated Contact Information:** The contact information was old, requiring a consistent mechanism for running campaigns to update these records periodically.

Solution

The company deployed Backflit Provisioning Center (now evolved into TransferIQ Orchestrate), delivered for AWS cloud setup as Kubernetes-enabled containers. This shift enabled the firm to transition to a Bring-Your-Own-Cloud (BYOC) deployment model, using its existing AWS infrastructure and DevOps capabilities. This is a BYOC deployment running natively in the customer's AWS infrastructure. The configuration is integrated into the customer's Terraform scripts, deeply integrated into the customer's security and compliance policies.

TransferIQ Orchestrate (Backflit Provisioning Center) streamlined the legacy setups and provided templates for new routes. The Campaign Manager periodically updates

certificates for transfers, preempting potential transfer failures, and periodically updates contact information through targeted campaigns. In addition, the FileView application enabled business users to get a full view of file transfers without requiring intervention from MFT admins.

Key features deployed:

- Automated Deployment using CloudFormation and Terraform scripts, including infrastructure configuration for VPCs, IAM roles, S3 buckets, and Secure Managed File Transfer configurations.
- High Availability Architecture with Kubernetes-based container deployments across multiple Availability Zones, load balancing (ALB/NLB), and elastic scaling.
- Zero-Trust Security model with AWS IAM, KMS encryption, Kubernetes RBAC, and integrations with Okta/PingIdentity.
- Self-Service Portals for partner onboarding, route configuration, and transfer monitoring—empowering business users and reducing IT dependency.

Outcomes

- 75% faster deployment using IaC
- 50–75% TCO reduction
- Accelerated partner onboarding
- Improved compliance with structured workflows
- 99.95% uptime with high availability architecture

Summary

The insurance company revolutionized its file transfer management by implementing Backflpt Provisioning Center (now evolved into TransferIQ Orchestrate). The platform eliminated manual bottlenecks, enabled self-service for business units, and ensured compliance at scale, turning its file transfer function into a strategic operational asset.

👉 Learn more or request a demo: www.backflpt.com