



Lumen FileView for AWS Transfer Family

Agentic AI Visibility & SLA Guardian – Powered by Bedrock in Your VPC

AWS Marketplace Product Datasheet Publisher: Backflirt, Inc.

At a Glance

Category	Details
Product Name	Lumen FileView for AWS Transfer Family
Publisher	Backflirt, (Xenovus, Inc)
Primary Data Source	Native CloudWatch structured JSON logs from AWS Transfer Family
AI Engine	Amazon Bedrock (private VPC endpoints)
Deployment Model	100% inside your VPC – no data egress
Key Compliance	HIPAA, PCI DSS, GDPR, SOC 2

Product Description

Lumen FileView eliminates the 8 a.m. fire drills that start every day for AWS Transfer Family teams. Powered by agentic AI running entirely inside your VPC on AWS Bedrock private endpoints, Galileo turns your native CloudWatch structured JSON logs into an always-on intelligent companion that tracks every file, spots SLA risks before they become breaches, and gives you instant answers in plain English. No more manual log digging. No data ever leaves your account.

Key Benefits

- Stop chasing missing or late files every morning
- Catch and resolve SLA slips before partners notice
- Give business users self-service visibility – no SQL, no tickets to IT
- Cut troubleshooting time from hours to minutes with AI-guided fixes
- Full audit trail of every insight, dashboard, and alert for compliance

Core Capabilities

- Instant File Tracking – Confirm arrival time, source IP, protocol, size, and exact S3 location.
- Partner & Route Intelligence – Auto-detect volume trends, peak windows, failure rates, and behavioral anomalies per partner, server, or workflow.
- Zero-Touch SLA Guardian – Create on-demand alerts in natural language; Galileo monitors 24×7 and pushes notifications to email, Teams, Slack, and auto-creates ServiceNow tickets



- AI-Built Custom Dashboards – Describe what you want (“daily volume by partner with failure overlay as stacked bars”), and Galileo instantly generates it — no SQL, no scripting
- Root-Cause Troubleshooting – Ask “Why did these transfers fail this morning?” and get plain-English summaries of auth failures, permission issues, timeouts, or storage errors.
- Executive & Compliance Reports – One-click or scheduled PDF/email reports with full audit trail of every query, dashboard, and alert

Architecture & Security – Enterprise Grade

- Single CloudFormation template → Docker container on EC2 + EFS
- All inference via AWS Bedrock private endpoints (zero data egress)
- Encryption at rest (KMS) and in transit (TLS 1.3)
- IAM + optional SAML/SSO
- Complete audit log of every user and AI actions

Technical Requirements

- AWS Account with AWS Transfer Family enabled and CloudWatch Logs streaming
- Amazon Bedrock access with VPC endpoints
- Optional: EC2 or ECS/Fargate for container hosting + EFS for persistent storage

Supported Integrations

- AWS Transfer Family (primary data source)
- ServiceNow (automated ticketing)
- Microsoft Teams, Slack, Email/SMTP
- Amazon S3 (underlying storage visibility)

Support & Contact

Website: [backflipt.com](https://www.backflipt.com) **Email:** reachus@backflipt.com