



# TransferIQ Continuous Touch Datasheet

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**Product Overview** TransferIQ Continuous Touch is an automated partner credential lifecycle management application that integrates with Managed File Transfer (MFT) and B2B integration platforms. It proactively manages password rotations, certificate renewals, contact validation, and deactivation of inactive accounts through secure, self-service workflows.

The solution sends automated email campaigns with secure deep links, enabling partners to update credentials independently. This eliminates manual admin tasks, prevents disruptions to file transfers caused by expired credentials, and maintains compliance with enterprise security policies—all while reducing IT workload.

Powered by Galileo AI Companion—an agentic AI built on the Backflipt platform—it delivers real-time insights, prioritizes at-risk accounts, and automates proactive actions.

## Key Challenges Addressed

- Manual, time-consuming credential updates and certificate renewals
- File transfer failures caused by expired passwords, keys, or certificates
- Outdated partner contact information and compliance risks
- High IT helpdesk load from partner queries and manual follow-ups
- Lack of real-time visibility into partner account compliance status
- Error-prone manual processes or custom scripts for lifecycle management

## Core Features

Category	Features
<b>Automated Recertification</b>	Fully automated partner recertification without business-line involvement Customizable frequency, reminder sequences, and email templates
<b>Self-Service Updates</b>	Secure deep links sent to registered contacts for password/certificate updates Partners update details directly in a branded, personalized portal
<b>Credential Lifecycle Management</b>	Proactive detection of expiring passwords, keys, and certificates Automated contact validation and deactivation of inactive accounts
<b>Audit &amp; Reporting</b>	Automatic generation of comprehensive audit reports Real-time visibility into compliance metrics and violations
<b>Galileo AI Companion</b>	Agentic AI for credential compliance insights Prioritizes at-risk accounts (e.g., expiring within 7 days) Proactive alerts for validation failures or contact changes Natural-language queries for metrics and recommendations
<b>Security &amp; Access</b>	SSO integration (e.g., Okta) Secure deep links and encrypted communications
<b>Integration &amp; Workflow</b>	ITSM integration (e.g., ServiceNow) for tracking and audit trails Supports 400+ enterprise applications (O365, Teams, Slack, etc.)
<b>Deployment &amp; Scalability</b>	Docker container deployment Cloud (any provider) or on-premises



## Platform Compatibility & Integrations

- **MFT/B2Bi Platforms:** Axway SecureTransport, MFT, and B2Bi; other API-compatible solutions
- **Identity Providers:** Okta, Ping, and SAML-based SSO
- **ITSM:** ServiceNow for workflows and audit trails
- **Collaboration Tools:** Microsoft 365, Teams, Slack
- **AI Framework:** Built on Backflirt Platform with operational data training

## Use Cases

- High-volume B2B file transfer environments with hundreds of external partners
- Compliance-driven organizations requiring regular credential rotation and validation
- MFT administrators seeking to reduce manual overhead and prevent transfer disruptions
- Enterprises needing automated audit trails and real-time compliance visibility
- Partner ecosystems requiring secure, branded self-service experiences

## Benefits

- **Operational Efficiency:** Saves hundreds of IT hours annually by automating recertification and reporting
- **Risk Reduction:** Prevents file transfer failures and ensures continuous compliance with security policies
- **Partner Experience:** Delivers a seamless, self-service process with personalized reminders and deep links
- **IT Relief:** Significantly lowers helpdesk volume through automated updates and proactive AI alerts
- **Visibility & Insights:** Provides real-time metrics, prioritization of at-risk accounts, and actionable recommendations
- **Cost Savings:** Eliminates manual processes, custom scripting, and potential downtime costs
- **Scalability:** Easily handles large partner ecosystems with flexible deployment

## Why Choose TransferIQ Continuous Touch?

In today's security-conscious B2B landscape, TransferIQ Continuous Touch transforms partner credential management from a manual burden into an automated, self-service process. With built-in agentic AI and deep enterprise integrations, it ensures uninterrupted file transfers, maintains compliance, and empowers partners—while giving IT teams full visibility and control.

## Contact Us

Schedule a demo: <https://calendly.com/backflirt/schedule-a-meeting-with-us>

Visit: [www.backflirt.com/transferiq-continuous-touch](http://www.backflirt.com/transferiq-continuous-touch)

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