

Lumen AI TransferView

See every partner file transfer. Catch every SLA. Galileo AI inside.

Overview

Enterprises move the business over managed file transfer: payroll runs, claims batches, settlement files, EDI with hundreds of partners. The MFT platform logs every transfer event, yet turning those events into anything a business user can act on still demands manual scripting, custom queries, and tickets to the MFT team. Too often the first person to notice a missed file is the partner, hours after the window closed.

Lumen AI TransferView, formerly FileView, plugs into the MFT and B2Bi event streams, Axway MFT, Axway B2Bi with Axway Sentinel, and AWS Transfer Family, and turns them into role-specific dashboards, reports, custom queries, and SLA rules that alert through email, Microsoft Teams, and Slack and open ServiceNow incidents on their own. Galileo, the AI companion built on the Backflpt AI Platform, answers plain-language questions, builds dashboards on request, suggests fixes when a transfer fails, and acts on SLA breaches without waiting for anyone.

Why it matters

Find out first

SLA rules watch around the clock. A late file at 3 a.m. is an alert at 3 a.m., not a partner escalation at 9.

Self-service for the business

Dashboards, reports, and plain-language answers through Galileo. Where-is-my-file tickets stop consuming the MFT team.

Breaches become tickets on their own

Every SLA breach opens a ServiceNow incident automatically with the transfer detail attached, and Galileo suggests the fix.

No forklift

TransferView consumes the events the platform already emits and deploys as one Docker container. Transfer flows are untouched.

Capabilities

File transfer insights

A role-based view of transfer detail. Query by partner or client name, file name, direction, delivery or reception status, metadata, and data sensitivity type, and save any query as a default.

Business process dashboards

Define a process by partner, route, source and destination, file names and metadata, and status, then visualize it as line graphs, pie charts, or clustered bars. The dashboard mirrors the business, not the log.

SLA notification rules

Per-partner rules on delivery schedules, file names and metadata, and sizes. A missing, late, or malformed transfer notifies the right people immediately through email, Microsoft Teams, or Slack.

Automated ticketing

Integration with ITSM systems such as ServiceNow opens an incident automatically on every SLA breach, with the transfer detail and point of failure attached. Resolution starts without a human dispatcher.

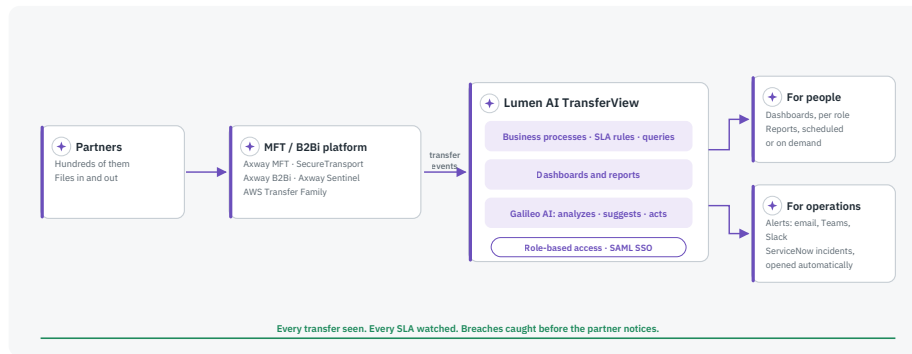
Galileo AI companion

Built on the Backflpt AI Platform, Galileo analyzes, suggests, and acts: plain-language questions become insights, reports, and dashboards; failures come with the exact point of failure and a suggested fix; SLA responses run autonomously.

Reporting and data sensitivity

Pre-built duration reports across all partners and custom summaries by partner and timeframe, on demand or scheduled to email. Query and report by data sensitivity type for the picture compliance and audit ask for.

Architecture



Event streams become dashboards and reports for people, and alerts and ServiceNow incidents for operations, with Galileo inside.

How it works

- 1 Connect the event streams. TransferView integrates with the MFT and B2Bi platform and its event management systems: Axway MFT, Axway B2Bi with Axway Sentinel, AWS Transfer Family. It sits beside the platform, not in the transfer path.
- 2 Define what matters. Business processes by partner, route, source and destination, file names and metadata. SLA rules per partner: delivery schedules, file attributes, sizes. Custom queries, saved as defaults.
- 3 See it, your way. Role-specific dashboards in the visualization each team chooses, pre-built and custom reports scheduled to email or run on demand, or a plain-language question to Galileo.
- 4 Alert, ticket, resolve. A breach alerts through email, Teams, or Slack and opens a ServiceNow incident automatically. Galileo pinpoints the failure and suggests the fix.

Deployment

Deploys as a Docker container on any cloud provider or in an on-premises data center, beside the MFT platform it watches. TransferView consumes event streams; it does not sit in the transfer path, so file flows, partners, and protocols are unchanged on day one.

Role-based access control and SAML SSO with identity providers such as Okta, plus ITSM workflow integration, fit the deployment into the enterprise's existing governance from the start.

Technical specifications

Event sources	Axway MFT (SecureTransport); Axway B2Bi with Axway Sentinel; AWS Transfer Family
Other platforms	Event integration path for IBM Sterling and other MFT platforms
Insights	Queries by partner, file name, direction, status, metadata, sensitivity; role-specific dashboards: line, pie, clustered bar
Reporting	Pre-built duration reports; custom summaries; on demand or scheduled to email
SLA rules	Per partner: delivery schedules, file names and metadata, sizes
Alerts	Email, Microsoft Teams, Slack
Ticketing	Automatic ServiceNow incidents with transfer detail
AI companion	Galileo, on the Backflpt AI Platform: analyzes, suggests, acts
Access	Role-based access control; SAML SSO (identity providers such as Okta)
Deployment	Docker container; any cloud or on-premises; transfer flows untouched

Standards and interoperability

MFT platforms: Axway MFT (SecureTransport), Axway B2Bi, Axway Sentinel, AWS Transfer Family

ITSM: ServiceNow

Collaboration: Email, Microsoft Teams, Slack

Identity: SAML SSO; identity providers such as Okta

Packaging: Docker container

Extensibility: Event integration path for IBM Sterling and other MFT platforms

THE BACKFLIPT DIFFERENCE

No change to the MFT platform. No change to partners or transfer flows. Enterprises turn the events their platform already emits into answers, alerts, and incidents.

About Backflpt

Backflpt (Xenovus, Inc.) builds the Lumen product line. Lumen AI TransferView, formerly FileView, delivers file transfer visibility, SLA monitoring, and analytics for managed file transfer with the Galileo AI companion, alongside Lumen A2A Gateway and Lumen POET for runtime authorization of AI agents. www.backflpt.com · reachus@backflpt.com

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