

**SEI** New ways.  
New answers.®

#### COMPANY PROFILE

- Established in 1968
- Leading global supplier of outsourced investment business solutions
- Manages \$135 billion in assets
- 2008 Revenue of £1,247 billion

#### BUSINESS SECTOR

- Financial Services

#### LOCATION

- Corporate HQ in Oaks, PA, USA

#### CUSTOMER CHALLENGE

- Implement ftp for file transfer in a production environment

#### SOLUTION

- ZEN FTP CONTROL - FTPALERT

#### KEY BENEFITS

- Fully automated FTP implementation
- Fully auditable FTP activity
- Simple to use
- Cost effective solution

*"When we first installed and tested FTPALERT, it addressed major concerns about running FTP in a production environment."*

*"Enhanced operations control is where we feel FTPALERT has been invaluable."*

*"FTPALERT is the key ingredient that gives you the functionality of the expensive file transfer applications at the cost of the cheaper applications. With FTPALERT you get the best of both worlds."*

*"I contacted several people from among our client base and vendor base and all of them spoke favorably about WDS support."*

*"The fact that FTPAlert was less than 25% the cost of the most expensive alternative was also significant."*

**Tony Cieri**  
Senior Network Consultant  
SEI Investments

**WILLIAM**  
DATA SYSTEMS

## CASE STUDY



**FTP CONTROL**  
**FTPALERT**

**SEI**

### ZEN FTP CONTROL - FTPALERT. A Sound Investment by SEI

SEI is a leading provider of outsourcing business solutions for investment processing, securities trading, mutual fund processing and asset management to:

- US banks and private trust companies and European private banks
- Professional investment advisers in the US, UK and Canada who serve individual and institutional investors
- Corporations, endowments, foundations, unions and other institutional investors in the US, Canada, UK and South Africa
- US investment managers and alternative investment managers worldwide SEI is comprised of two parts:
- A Financial/Investment Services company and an IT Service bureau

The Data Centre, known as the ITC, is part of the IT service bureau and houses three physical mainframe processors that are divided into 8 logical partitions (LPAR's). These machines provide the processing power for the primary mainframe applications based on TSO and CICS. In addition, there are in excess of 300 Windows based servers that support SEI's client-server based applications and a further dozen Solaris machines that support their Global Information Processing Platform (GIPP). The ITC provides services for more than 5000 users across these hardware platforms with access being provided via a multi-protocol Frame Relay network. Both TCP/IP and SNA/SDLC protocols are supported.

### SEI's Challenge

File transfer is a big part of the SEI financial services operation and was supported solely via a proprietary software package. However, client pressure was forcing SEI to review the way the file transfer operation was controlled. Tony Cieri, Senior Network Consultant at SEI, takes up the story:

*"Since FTP comes free on most servers, we had been receiving steady pressure from our client base to consider adopting FTP as the preferred file transfer medium. Unfortunately, our incumbent package is a relatively expensive application and can be difficult to master. As a result, many of our clients did not want to purchase it simply to send files to us or receive files from us although they continued to insist that we support FTP. Despite the fact that, in a production environment, we felt it was neither feasible, because of FTP's inherent operational and security weaknesses, nor cost-effective, because of the additional cost of upgrading our existing file transfer software, we made a commitment to provide support for FTP. The objective was to be able to support FTP in much the same fashion as we supported our existing utility. We wanted all file transfer processing to be automated to the point that intervention would only be required on an exception basis. We also needed to be able to support the various Service Level Agreements (SLA's) that our clients demanded."*

## The SEI Solution

To achieve their objectives, SEI considered a number of options including the support of FTP on a separate server platform supplemented by third party software. Although this would have enabled the SEI client base to "get" or "put" any files they needed, SEI decided to evaluate FTPAlert on their z/OS platforms; a solution that meant there was no need to invest in additional hardware and that kept the implementation phase simple.

## Why FTPALERT?

Tony Cieri explains:

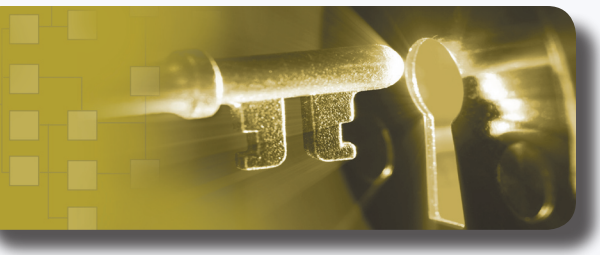
*"I was aware of William Data Systems. I had previously evaluated the EXIGENCE and RouteView products and was comfortable about evaluating FTPALERT. It soon became clear that the design of FTPALERT was both simple and straightforward. This was a significant advantage over some of the alternatives which, by comparison, were vastly more complicated in design. That translated into complicated to support, upgrade, debug and, most important from the clients point of view, use. The fact that FTPALERT was also less than 25% the cost of the most expensive alternative was also significant."*

However, design and price are not the only factors to be considered when evaluating software. Equally significant are issues of support and functionality. In both cases FTPALERT passed with flying colours as Tony Cieri confirms:

*"Despite the fact that we had evaluated other WDS products, we had no direct experience of their support in an operational environment. However, any concerns we might have had were soon dispelled by the unanimously positive feedback we received from the reference calls we made. Practical experience has subsequently confirmed that WDS support is of a very high quality."*

*"The real icing on the cake, however, has been the operational benefits that SEI has realised by implementing FTPALERT. FTPALERT has been instrumental in making FTP support a reality in our environment. From the moment it was installed, FTPALERT addressed major concerns about running FTP in a production environment. In addition, FTPALERT has proved invaluable in simplifying operational control, enhancing our ability to audit and report all FTP usage and provide our clients with the service they demand."*

*"FTPALERT is the key ingredient that allows you to get the functionality of the expensive file transfer applications without the punitive costs. With FTPALERT you get the best of both worlds."*



ZEN FTP CONTROL - FTPALERT

**Secure Communications and Reduce Risk.**

**Maintain Control of File Transfers.**



William Data Systems (WDS) is a pioneer of specialized z/OS network management solutions. Established in 1993, we are an independent global organization that provides innovative solutions to run mainframe networks efficiently and securely. ZEN, the WDS network management suite, offers a selection of user-friendly and cost-effective solutions to meet your unique needs. To overcome both business and technology challenges, WDS provides customers with licensing and pricing terms that are as flexible as our solutions.

WDS supports customers worldwide in sectors such as finance, banking and manufacturing, and our client list includes Fortune 100 companies and government agencies. WDS is an IBM Business Partner and a member of the IBM PartnerWorld for Developers program. We are committed to the global z/OS networking market and to leading the way with innovative solutions through the latest advances.

**To learn more about  
WDS ZEN solutions,  
for support or to contact  
our offices, visit  
[www.willdata.com](http://www.willdata.com)  
or call 877-723-0008**

(toll-free for U.S. domestic calls)



The IBM logo, the Business Partner emblem, z/OS, VTAM and SNA are trademarks of International Business Machines Corporation. ZEN, the ZEN logo, ZEN FRAMEWORK, ZEN OSA MONITOR, ZEN IP MONITOR - IMPLEX, ZEN EE MONITOR - FERRET, ZEN TRACE & SOLVE - EXIGENCE, ZEN FTP CONTROL - FTPALERT and ZEN EE SECURITY - APIAS are trademarks of William Data Systems Ltd. All other brand and product names are trademarks or service marks of their respective holders. Copyright © 1999-2009 William Data Systems Ltd. All rights reserved.

Ref: mcscse0309