ExpeDat Slashes Data Transfer Time for Multiview Corporation to Maximize Customer Uptime

Financial software company Multiview Corporation uses ExpeDat to provide continuous customer value throughout migrations and upgrades, while moving massive database files.

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— Jamil El Ghazal, Director of Technology Services, Multiview Corporation

Overview

Multiview Corporation, headquartered in Ottawa, Ontario, builds powerful, easy-to-use enterprise accounting and financial management software. In business for nearly 30 years, Multiview works with small- and medium-sized businesses, all the way up to Fortune 500 companies – across more than 40 industries.

The company's main product, Multiview Financials, is suitable for a single accountant and robust enough for a large finance department in a global enterprise. It offers real-time information and reporting, in-product analytics, and features cloud-based options. The company's philosophy is to create a seamless, hassle-free experience for clients from start to finish. And it turns out that Data Expedition's accelerated data transfer software plays a part in that experience.

Challenge

Multiview Financials enables users to make better-informed business decisions based on insights derived from real-time information and reporting. As a result, uptime is critical. Data needs to be transferred from customers to Multiview in two use cases. In the first one, Multiview needs to migrate customers' data from on-premise to the cloud. The second use case is for certain types of Multiview software upgrades.

In the first instance, the team at Multiview must transfer databases that are often very large to migrate customers from on-premise implementations to Multiview Cloud, hosted on Amazon Web Services (AWS). These data sets can be up to hundreds of gigabytes in size.

In the second case, certain types of customer upgrades cannot be done at the customers' sites, so customer data needs to be transferred to Multiview's lab. Once transferred, the data itself is upgraded and then sent back to the customer to complete the upgrade process.

In both cases, the biggest challenge is minimizing customer downtime that sometimes stretches to days at a time. A secondary challenge is to provide customers with a secure solution that ensures encrypted, safe transport between points. According to Jamil El Ghazal, Director of Technology Services at Multiview Corporation, "Performance and security are the top two criteria for any data transfer solution that Multiview uses. With a focus on delivering customer value, our customers' ability to use our software with minimal disruption and the secure transfer of their sensitive, mission-critical data is of the utmost importance." El Ghazal and his team are responsible for the company's IT infrastructure, as well as managing and maintaining the Multiview Cloud platform.

In each case, the customer is unable to use Multiview Financials for the duration of the migration or upgrade, including the time required to transfer the data. That data transfer time is what Multiview set out to reduce when they began a search for an accelerated data transfer solution.

Solution

At the time that Multiview began a search for a new solution back in 2010, the Technology Services team was using SFTP for data transfer. With SFTP, a terabyte-sized data set would take days to transfer – in each direction. This was an unwieldy, prolonged method and was a customer experience concern. The team evaluated a few options for a new data transfer solution, and in the end, they decided upon ExpeDat™ from Data Expedition Inc.® (DEI®). ExpeDat's accelerated data transfer provides customers superior service and drastically reduced downtime – from days to hours – while providing a secure, encrypted data path.

"Without ExpeDat it simply wouldn't be possible to transfer data sets that large within our time constraints," noted El Ghazal. "ExpeDat makes it possible to minimize the downtime and deliver the most customer value."

ExpeDat is based on DEI's proprietary Multipurpose Transaction Protocol® (MTP™/ IP) and it is "intelligent" in that it automatically adapts to network variability without human guidance. As a result, ExpeDat maximizes available bandwidth, while minimizing time and effort required for data transport itself. That intelligence and automation extend to the implementation and ongoing management of the application, as well.

El Ghazal commented, "MTP is a remarkable technology. I imagine it's being used primarily for transfer of files by most customers, but the applications it could be used for are almost infinite."

Multiview discovered that ExpeDat moves data up to seven times faster than SFTP, which enabled the Technology Services team to cut the data transfer time from days to hours. "Some of the data sets we transfer with ExpeDat take several hours. But with SFTP that same transfer would span many days and it's just not possible for customers to encounter such excessive system downtime," said El Ghazal.

The extremely large data sets are customer databases, such as Oracle, and they contain very sensitive financial information. ExpeDat uses Advanced Encryption Standard (AES) encryption to ensure the data moves securely across both private and public networks.

The Technology Services team conducts migration and/or upgrade projects several times each week, and over the last decade has used ExpeDat thousands of times. Since 2016, the Technology Services team has seen the primary need for ExpeDat shift to migrations into AWS cloud.

"Multiview Financials is the primary financial management application that our customers depend on, so minimizing downtime for maintenance work is critical," said El Ghazal. "Given that, there are several things that make ExpeDat a solution we cannot live without, including its simplicity, reliability, speed and security."

- Simplicity – The software is extremely easy to implement and use, and the licensing structure is very straightforward.

- Reliability – ExpeDat works consistently and dependably with automatic error checking, so no "bad" files come across. Unlike SFTP, ExpeDat reconnects automatically so the team doesn't have to worry about monitoring it throughout the transfer process.

- Speed – For starters, built-in compression and decompression saves significant time since it can take many hours to compress and then decompress extremely large files. In addition, the intelligent transport method – MTP – that ExpeDat uses to move data through the network infrastructure and over the internet – ensures a very fast delivery on each end.

- Security – While most customers assume Multiview will employ the fastest technology for data transfer, there is no room for compromise with regard to security. Customers require the highest level of security which Multiview can promise with ExpeDat's AES encryption.

Other benefits of using ExpeDat are that it does not require any additional investment in hardware by Multiview or its customers, and it works well with legacy and new technology alike. Many other solutions require expensive software and hardware investments or upgrades.

Finally, the customer support that Data Expedition provides is top notch, according to El Ghazal. "DEI is more than just a vendor for Multiview. DEI is a partner for us. The company's technology has made thousands of Multiview projects run faster, better and in shorter timeframes. And that allows us to deliver on our promise and keep our customers happy."

About Data Expedition, Inc.
Data Expedition, Inc.®(DEI®) is the creator of the world's only data transport software that instantly adapts to fully utilize any network path, maximizing the throughput of existing network infrastructure. Since 2000, DEI has provided data transport solutions to the world's largest companies across nearly every continent and industry. The company's patented MTP™/IP technology uses unique flow-control and error recovery algorithms to achieve high-network efficiency across all IP networks. Companies using DEI's solutions can automatically transport data as fast as the underlying infrastructure will allow without human intervention at a fraction of the cost of other solutions. For more information or to download a FREE trial of ExpeDat for the cloud, please visit www.DataExpedition.com.
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