

# Case Study: Cloud File-Sharing Solutions

## Nova Design

### Solution Summary

#### Challenges

- When the design team is working together they need to share 3D design files, the size of which places a considerable load on the server and VPN bandwidth. Transfer time is slow, affecting work efficiency.
- A public cloud may be used to transfer files, but this is risky with confidential files. Traditional file transfer methods are unable to meet the demands of mobile access.
- Nova Design's self-developed file management system (KMO) is unable to meet file-sharing needs and they require additional cloud solutions to fill in the gaps.

#### The Promise Solution

- Deployed FileCruiser, an Enterprise File Sync and Sharing (EFSS) Solution that includes all the hardware, software and mobile apps businesses need to create their own private cloud.

#### The Benefits

- Includes Microsoft Outlook Plug-in which converts attachments into downloadable links, eliminating email bandwidth bottlenecks
- A highly-flexible platform that can be integrated with the client's existing KMO system, maintaining current workflow practices.
- The Teamwork Interface Design provides team folder functions and allows for commenting directly on the files themselves, increasing the efficiency of team communication.
- A private cloud framework avoids the risks of a public cloud server, greatly improving information security.
- The single-machine framework means no complicated IT set-up and extra storage space can be added as needed.

### With FileCruiser, Nova Design No Longer Fears Large Files!



Nova Design has been established for 25 years, and is currently one of the world's largest independent product design firms located across six offices in Asia, Europe, and North America. (Source: Nova Design)

#### About Nova Design

Nova Design established itself as an independent company in 1998 and since then, it has become the largest independent industrial design consultancy in the Chinese-speaking world, with over 230 professional employees working at six locations - Taipei, Shanghai, Vietnam, Milan (Italy), and Silicon Valley. They are a globalized company with strategic partners and a complete set of design resources, able to provide customers with a start-to-finish design service from an international perspective.

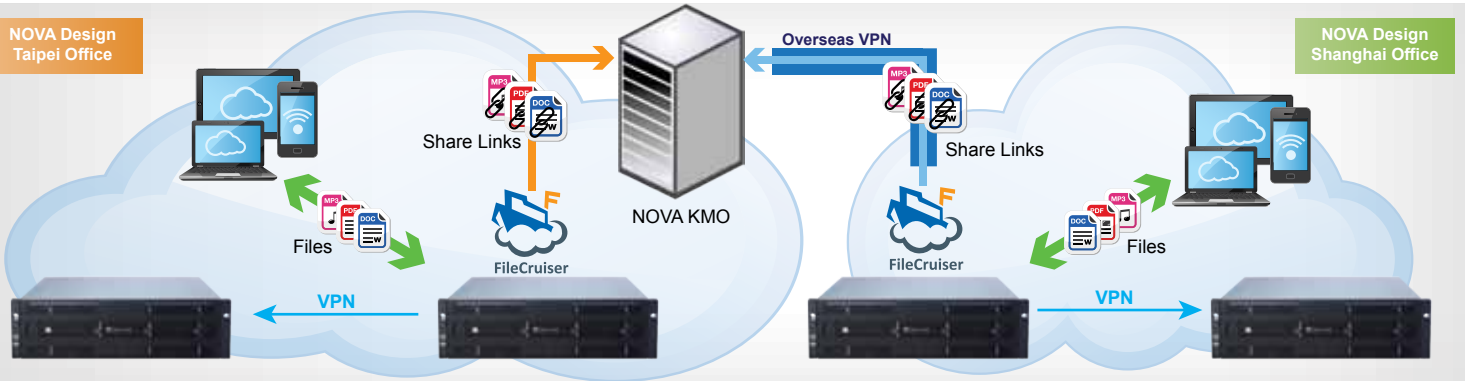
In the last 5 years, Nova has blossomed at international design events including RedDot, iF, IDEA and EID, collecting over 80 awards as proof of their outstanding design concepts. The success of their designs has turned them into a famous brand with many well-known clients such as Taiwan's Kymco Scooters, China's Chery Motors and Sanyi Heavy Industries, China's largest heavy manufacturer.

#### Challenges

Nova accepts almost 50 cases a year and each case starts as an initial concept then develops into a finished product. The process is broken down and given to different branches at different points along the way. Each branch is responsible for a different part of the design process, with Taipei and Shanghai being mission control centers. The headquarters at Taipei use a knowledge management system (KMO) where all information is archived and all design processes are managed.

Nova Design's information head Chen Rui-Nan told us that 'It might look like a small part, but the 3D design file for it is over 100MB'. Branches need to transfer large files to each other. The internet access restrictions experienced by the Shanghai offices means that in order for them to communicate with other offices they need to go through an Internet VPN in Taipei, which requires mass amounts of bandwidth and is inefficient. The Shanghai office had temporarily adopted public cloud storage to get around the issue, but the potential risks were large.

The workflow process has always been done via the web, which allows the designers to transfer large files. In today's environment, designers often prefer to access files on their mobile devices, giving the Nova IT team another barrier to break. Regardless of whether they're accessing the files using web-based services or apps, it's often necessary to transfer smaller screenshots as previews rather than the actual file itself to save bandwidth - a solution which presents its own problems.



Nova Design information chief Chen Rui-Nan has chosen FileCruiser to assist Nova Design in building a corporate cloud.

## FileCruiser helps Nova Design safely share files across the straits, guaranteeing confidentiality

The Shanghai office uploaded its design files to a local public cloud and let the Taipei staff know to access the files, which are deleted after being downloaded to improve security. However, the information in those files is absolutely vital to the operations of a design company, and public clouds come with a risk - regardless of how long the file is on the server for. If something happened to the website and the designer didn't have a back-up, the results would be catastrophic.

There are also plenty of problems inherent in the way Nova Design accessed data while on the move. With the current web services + app method being used, many steps are needed to access the files themselves, making it easy for logical faults to appear and difficult for coders to fix them. The process placed a heavy burden on resources, and changing demands from the supervisor resulted in more and more adjustments to the system, leading to more and more time spent on engineering and administration.

As for the screenshots - while they allowed the original file to stay where it is saved, a different screenshot is required for each individual angle. The idea is that using screenshots for design communications would eliminate the need to frequently share large files and the subsequent bandwidth and productivity loss that comes with this. However, designers report that the screenshots are neither as direct nor as detailed as the original files, and so this was not an ideal solution.

In order to overcome these obstacles, Nova decided to adopt a private file sync and sharing solution. The solution needed to be easy to deploy, maintain, and provide them with a multi-faceted API to enable fast replies to questions. Data synchronization solutions are good for Nova as they integrate with the already-existing KMO systems, allowing users to adopt the new system seamlessly. Large files can be shared quickly and effectively, and mobile access will be easy.

### The Promise Solution

Chen Rui-Nan emphasized that Nova's final choice needed to integrate with the KMO system. There were also several other unique requests, making it necessary for the solution to be highly flexible. After much thought, it was confirmed that PROMISE Technology's FileCruiser VA2600 provided a flexible API and could integrate with the KMO to meet practical demands, and allow for Nova Design's workflow to be maintained.

PROMISE Technology's FileCruiser VA2600 is an all-in-one server and storage solution which allows for ease of deployment and maintenance, making it perfect for small-to-medium businesses. The host has a 64TB capacity which can be expanded to 256TB using JBOD expansion chassis. Nova's Taipei and Shanghai offices generally operate independently and only need to exchange information when a need for communication arises. As such, they have decided to install one FileCruiser Host and one back-up server at both the Taipei and Shanghai offices to reduce bandwidth usage and increase usability.

### About Nova Design

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- Nova Design uses its globalized base, strategic partners and complete design resources to provide an international design service to its customers.
- Nova Design has received over 80 international design awards since 2006, including red dot, iF, IDEA and EID.



FileCruiser VA2600

## Promise Technology's FileCruiser VA2600

### Highlights and Features

- All-in-one appliance
- Highly flexible API and seamless integration with existing IT systems
- FileCruiser VA2600 can be set up in different branches, allowing files to be transferred simply by sharing links rather than sending the bulky file itself. This reduces the load on bandwidth and server facilities and improves communication
- Confidential files can be protected with passwords
- Mobile devices are supported and sharing between groups and clients is easy
- No changes need to be made to existing working models
- Installing the Outlook Plug-in makes it easy to transfer emails attachments

## The FileCruiser API integrates seamlessly with Nova Design's exclusive KMO system, meaning no disruption to the workflow

### The Benefits

#### Speedier E-mail Attachments to Increase Sharing Efficiency

Nova has always used e-mail attachments to transfer files - no matter whether during the internal design process or when submitting products to clients. If one 3D design file is 100MB, and you send it to 5 people, that means you're using 500MB - if you send it to 10 people, now you need 1GB of space on your servers. This puts a great amount of stress on the mail servers and internet VPN bandwidth.

FileCruiser provides an Outlook Plug-in which converts attachments over 10MB to URL links, reducing server load and network lag and increasing sharing efficiency.

#### API Fulfills Client System Integration Demands

Most small-to-medium businesses have their own ways of working, and Nova is no different. Almost all of their workflow is managed using the KMO system, and this system has proved to be integral to their outstanding achievements on the international design stage. Any new system - regardless of the reasons for its adoption - cannot interfere with core processes already in place. The API provided by PROMISE Technology's FileCruiser VA2600 is a bridge between the two systems, providing lateral assistance to improve the operational efficiency of Nova's KMO processes.

Taiwan's small and medium enterprises have spent many years walking the road to success, and their processes and methods are a vital part of that success - they must not be changed merely on a whim. Any solution provided needs to integrate with existing commercial processes and assist users in conquering the operational 'bottleneck' to really be a success - and these are the core values of FileCruiser's API.

Installation of FileCruiser in both Taipei and Shanghai allows Nova's designers to access everything they need on mobile devices. Shared links providing access to actual files mean that IT no longer has to spend time converting original files to web-friendly formats, and the risk of file damage due to inefficient transmission or issues with the public cloud system is no longer a problem.

#### Comments Can be Attached to Image Files to Enhance Design Concepts



Chen Rui-Nan noted that Nova likes its designers to provide some insight on the 5W1H design concept and the entire process when closing a case. This has always been a part of the basic process managed by KMO, and designers still need to do this even now that they save files on FileCruiser.

Nova did not expect a private cloud storage proposal to include provisions for attaching comments to image files and thus initially discussed other proposals that provided a group discussion service, but most of these products were offered by other providers and were too expensive. Nova was stuck between options at one point before they realized that FileCruiser provided a space for comments and discussion for each individual file and attachment. This discovery delighted Nova as it allowed them to share both designs and design concepts.

Overall, Nova's installation of FileCruiser VA2600 in both Taipei and Shanghai, to run parallel to their long-standing KMO system, effectively solves all of their problems with sharing large files and mobile access while providing designers with a space to share their design concepts, making it a perfect fit.

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# Product Specifications

Deployment Architecture	FileCruiser VA2600	FileCruiser VR2600
Product Photo		
Server Model	PROMISE 3U-16 bay Intel Server	FileCruiser 1U Server
Storage Model		Vess R2600 iD (Dual Controllers)
Network Interface	1Gb Ethernet x 4	1Gb Ethernet x 4/ 10Gb Ethernet x 2
Server Expansion	-	Up to 4 servers w HA
Storage Redundancy	-	○ (Dual Controllers)
Storage Expansion	Vess J2600 sD (up to 3 JBOD)	Vess J2600 sD (up to 4 JBOD)
<b>Mobile App</b>		
OS Support	iOS, Android	
Secure Sharing	○	
Photo/Video upload	○	
Search	○ (By file name)	
File Management	○ (Rename, Move, Delete, Copy, Create)	
Open with 3rd App	○ (Open the file with 3rd party App)	
<b>Host Agent</b>		
OS Support	Mac, Windows	
Sync Resume*	○ (Auto data sync with resume)	
New Event Notification	○	
Upload File with Encryption	○	
Bandwidth Control	○ (Download/Upload)	
File Lock	○	
File Versioning	○	
Outlook Plugin – Mail Link	○	
Outlook Plugin – File Convert	○ (Convert and replace the attachment into FileCruiser Share Link)	
<b>Access Permissions</b>		
Share File Access Control	○ (Read/Write or Read only)	
Share Link Search	○	
File Locking	○	
<b>Team Collaboration</b>		
Team Folder	○ (Sharing folders/files between team members)	
Team Share*	○ (With access control)	
Team Sync	○ (Add comment to the specific folder/file)	
Event Notification	○	
Share Link	○ (With password, expiry date)	
Team Comment	○	
<b>Security</b>		
Remote Wipe	○	
Encrypted File Storage	○ (AES-256 Encryption)	
Secure File Transfer	○	
2-factor Verification	○ (4 digital passcode for mobile devices)	
Authorization	○ (Windows AD, LDAP servers or FileCruiser System Build-In, Radius*)	
Audit Trail & Reporting	○ (System, Storage, Admin and User events)	
<b>Central Management</b>		
System Dashboard	○	
Import User Accounts	○ (Using .csv format)	
Group Management	○ (With quota)	
Software/Firmware Upgrade	○	
Data Deduplication	○	
Data Compression	○ (From FileCruiser server to storage)	
System Alert	○ (by mail)	
Backup	○ (Backup to second backup server)	

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