



Gateway Ticketing Systems

Customer

Gateway Ticketing Systems, Inc, is the world leader in high-speed, access control, admission control, and ticketing software for the attraction, amusement, and intercity bus transportation industries.

Challenge

Gateway Ticketing Systems needed an easy to use yet secure file transfer application in order to provide customers access to software releases and updates. In addition, the application needed to offer their users a simple way of uploading database files for technical support purposes while seamlessly integrating with their existing help desk application.

Gateway Ticketing Systems had several functional and technical requirements which included:

- Secure file transfers
- Meet PCI / PABP compliance
- Isolate user data using jailed accounts
- Manage server using API
- Perform files transfers via HTTP/S and FTPS protocols
- Ease of administration
- Service 400+ users with file transfers up to 300GB
- Detect and automatically respond to network attacks
- Automate business processes

Solution

After a thorough evaluation Gateway Ticketing Systems chose to deploy JSCAPE Secure FTP Server Professional Edition along with the Unlimited User Pack to a Windows 2003 Server environment.

Results

Using JSCAPE Secure FTP Server Gateway Ticketing Systems was able to achieve all requirements. The highly customizable web server in JSCAPE Secure FTP Server provides Gateway Ticketing Systems customers easy access to software releases without installing any complicated client software. Additionally the security features found in JSCAPE Secure FTP Server helped Gateway Ticketing Systems to pass a recent VISA PABP audit and certification.

Testimonial

“We researched MANY different applications in pursuit of a file transfer server application that was not only secure, but met our needs as far as user isolation, virtual directories, and integration with MS SQL. JSCAPE Secure FTP Server exceeded our expectations with advanced security features to help us pass a recent VISA PABP audit/certification. We are also able to address our customers' issues quicker than we had in the past by using triggers to notify our Customer Service Department when files are uploaded for advanced troubleshooting.”