MANAGED FILE TRANSFER

Secure, Orchestrated File Transfer Across Hybrid IT.

Resolve MFT is a native capability within the Service Orchestration and Automation Platform. File transfers run as governed workflow components, connected to event-driven automation across internal infrastructure, external business partners, and multi-cloud environments. 500+ pre-built integrations cover every major vendor in the transfer chain.

KEY CAPABILITIES

- Orchestrate file transfers as steps within end-to-end IT and business workflows

- Trigger transfers on file arrival, system events, or webhooks rather than polling or fixed schedules

- Secure transfers with SFTP, FTPS, HTTPS, and native AS2 for EDI exchanges

- Govern partner authentication, authorization, and access in a central platform

- Stream data directly between object stores with no intermediate staging

- Deploy on-premises, in your cloud, via SaaS, or in containers across hybrid IT

- Produce complete, immutable audit trails on every transfer for compliance and traceability

File Transfer as an Orchestrated Workflow Component

Standalone MFT tools treat file transfer as an endpoint. Resolve treats it as a workflow step. Pre-transfer validation, conditional routing, post-transfer processing, and exception handling all run within the same orchestration layer, from the source system through to the consuming application.

Internal File Transfer
Automate file movement across servers, mainframes, and enterprise applications within hybrid IT infrastructure.

Fault-Tolerant Delivery   Centralized Logging   Policy Enforcement

External File Transfer (B2B)
Standards-based data exchange with partners, vendors, and customers at global enterprise scale.

SFTP   FTPS   HTTPS   AS2 / EDI

Cloud and Hybrid File Transfer
Coordinate data movement across on-premises, cloud, and multi-cloud environments from a single platform.

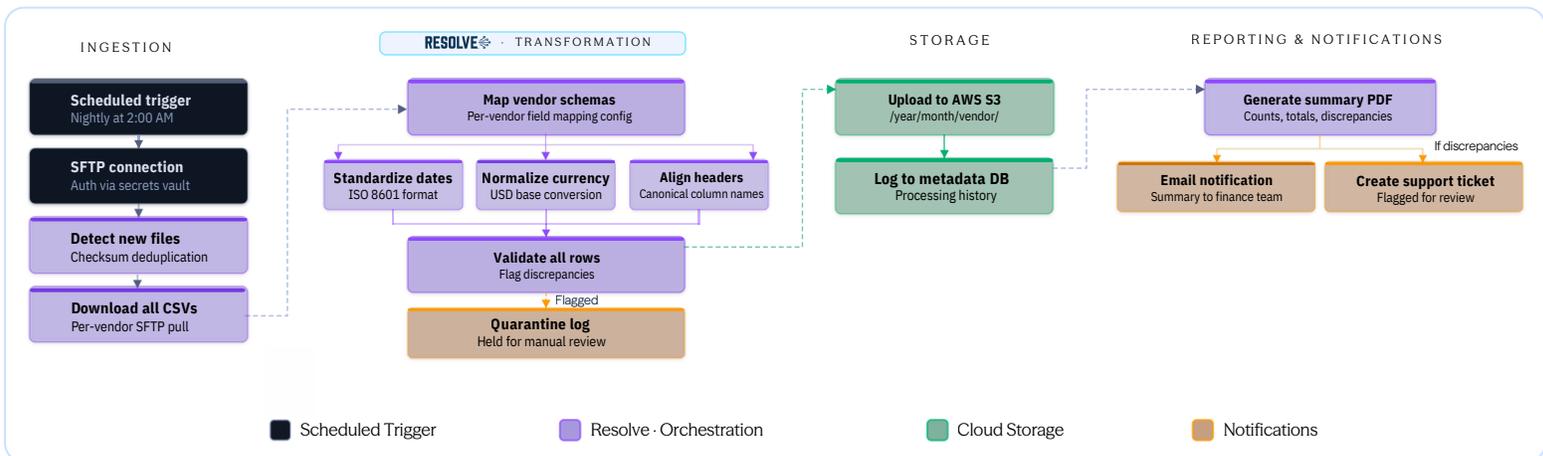Object Store Direct Streaming   Docker & Kubernetes

On-Premises Sources
- Source application file generation
- Pre-transfer data validation
- Mainframe and legacy system handoff
- Audit record and exception handling

Resolve MFT Orchestration
- Event-triggered workflow execution
- Routing and conditional branching
- Protocol translation (SFTP, FTPS, AS2)
- Centralized audit trail and SLA tracking

Cloud and B2B Destinations
- Cloud object store (S3, Azure Blob, GCS)
- Partner and vendor file exchange
- EDI transaction delivery via AS2
- Regulated and biometric data pipelines

INGESTION

Scheduled trigger
Nightly at 2:00 AM

SFTP connection
Auth via secrets vault

Detect new files
Checksum deduplication

Download all CSVs
Per-vendor SFTP pull

RESOLVE · TRANSFORMATION

Map vendor schemas
Per-vendor field mapping config

Standardize dates
ISO 8601 format

Normalize currency
USD base conversion

Align headers
Canonical column names

Validate all rows
Flag discrepancies

Flagged

Quarantine log
Held for manual review

STORAGE

Upload to AWS S3
/year/month/vendor/

Log to metadata DB
Processing history

REPORTING & NOTIFICATIONS

Generate summary PDF
Counts, totals, discrepancies

If discrepancies

Email notification
Summary to finance team

Create support ticket
Flagged for review

■ Scheduled Trigger   ■ Resolve · Orchestration   ■ Cloud Storage   ■ Notifications

FINANCIAL SERVICES

Leading Capital Markets Firm
Regulated Brokerage · Middle East

50%+
IT Ops Effort Eliminated

1 wk
First Workflow in Production

THE SITUATION

Critical reconciliation and transaction processing workflows required auditable, compliant file transfer execution on a fixed schedule. Operator involvement on every run left the team overextended with no capacity to scale.

- Automated high-risk file transfer workflows for reconciliation and transaction processing, with policy-governed, compliant execution and a full audit record on every run

- Removed operator involvement from the transfer chain, with exception detection and automated escalation handling failures without manual monitoring

- Delivered first production workflow within one week, with phased expansion planned across disaster recovery data pipelines and additional transfer workflows

- Integrated across existing ITSM and infrastructure platforms as a neutral orchestration layer, with no replacement of systems of record required

PUBLIC SAFETY

Peel Regional Police
Law Enforcement · Canada

Zero
Manual Interventions

100%
Nightly Window Compliance

THE SITUATION

A biometric facial recognition pipeline required zero-failure nightly execution, with validated SFTP delivery to an external law enforcement partner and no tolerance for manual steps or missed processing windows.

- End-to-end pipeline automation across system health checks, stored procedure execution, .NET application processing, and descriptor file generation in strict sequence

- Policy-governed SFTP delivery to the biometrics partner with validated, secure transfer execution and no operator involvement at any point in the chain

- Automated exception detection and escalation across the application, data, and file transfer layers, with immediate visibility into any failure state

- Guaranteed nightly execution windows with a full compliance audit trail on every run, meeting law enforcement data handling requirements

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SUPPORTED PROTOCOLS, DEPLOYMENTS, AND CAPABILITIES

SFTP / FTPS
Encrypted file transfer with key and certificate auth

AS2 / EDI
Native AS2 for B2B and EDI partner exchanges

HTTPS / REST
Secure web-based transfer and API driven workflows

Object Store
Direct S3, Azure Blob ,and GCS streaming

Event-Driven
File arrival, webhooks, and system event triggers

Audit Trails
Immutable, complete records on every transfer

On-Prem to Cloud
Hybrid deployment across all infrastructure types

500+ Integrations
Every major vendor in the transfer chain. ITSM, Network, Security, DevOps, and more

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Every Transfer.
Always Visible.

Experience a real-time view across every running, scheduled, and completed transfer workflow. SLA tracking, failure alerting, and audit status in a single pane of glass for operations teams and compliance stakeholders.

SELF-SERVICE MFT

Initiate Transfers from Any Channel.

Employees and business partners interact with Resolve through Slack, Microsoft Teams, ServiceNow, or any connected collaboration tool. RITA, Resolve's AI agent, receives the request, unifies knowledge across the enterprise, and triggers the right file transfer workflow automatically, with no IT involvement required.

WORKS THROUGH

- ● Slack
- ● Microsoft Teams
- ● ServiceNow
- ● Web Client
- ● API / Webhooks
- ● Email

RITA AGENT CAPABILITIES

- ● Natural language request intake across every connected channel
- ● Unified knowledge across ITSM, collaboration platforms, and transfer history
- ● Autonomous workflow selection, authorization, and execution
- ● Real-time status updates and transfer confirmation via originating channel
- ● Full audit trail on every RITA-initiated transfer for compliance reporting
- ● Governed access controls so partners only reach what they are authorized for

ABOUT RESOLVE

Resolve is redefining how enterprises operate with an agentic automation and orchestration platform built for the Zero Ticket future.

The platform autonomously detects, diagnoses, and resolves incidents across IT, infrastructure, network operations, and business processes before they reach the service desk. On both the human and machine side of the enterprise, reactive manual workflows become proactive, self-healing systems.

Resolve is a unified platform that automates and orchestrates remediation across the entire enterprise, not just the service desk. A single layer of intelligence coordinates action across infrastructure, operations, and business workflows simultaneously.

The result: up to 90% reduction in ticket volume and alert noise, MTTR cut from hours to seconds, and an enterprise that scales operations without scaling headcount.
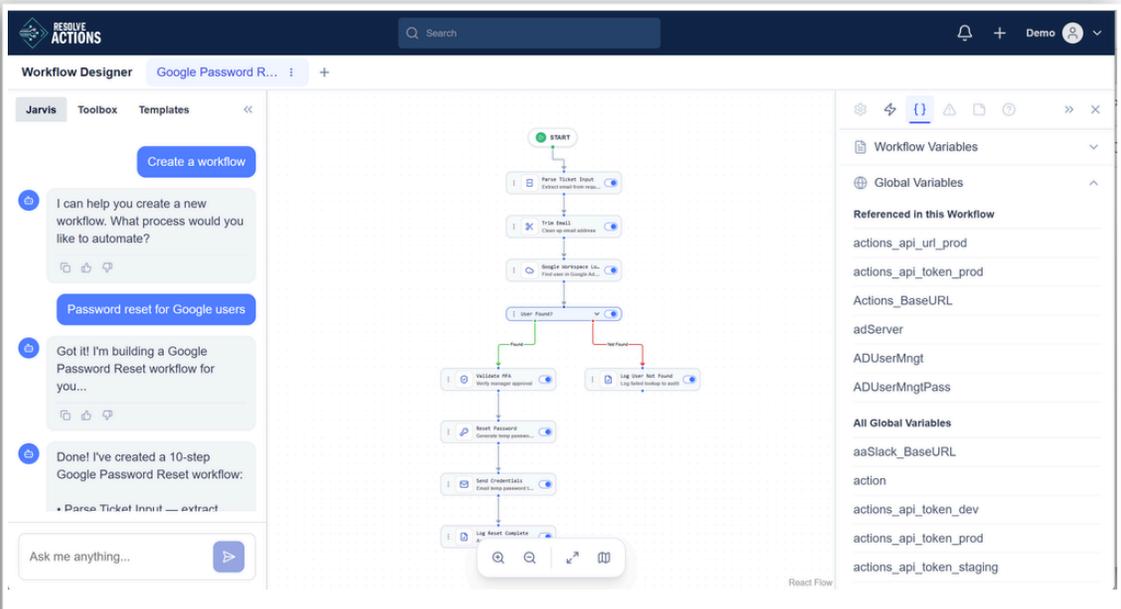
90%
Reduction in ticket volume and alert noise

97M+
Automated executions in production

500+
Out-of-the-box integrations across all major vendors

resolve.io