



CONSIST **INTERVIEW**

With communication and curiosity to a successful managed file transfer

Managed file transfer (MFT) enables organizations to securely and reliably exchange data of any size electronically. MFT includes software technologies that secure, control, document and automate the entire process of electronic data exchange. Within the framework of MFT, structured and unstructured data of various types can be transmitted, including sensitive, compliance-related data and also large amounts of data.

Consist has been offering companies managed file transfer for many years - as part of its managed operations range of services as part of the managed services portfolio. In this interview, you get practical insights from three Consist colleagues who report on their everyday work in managed file transfer and helpful skills for this activity. The high relevance of communication is also highlighted.

Consist editors: Marcel, you have specialized in managed file transfer and look after customers here as part of our managed services. What activities does this include?

Marcel Kloth: If you compare it to a letter, we make sure that there is a mailbox at the start and at the end. We are also building the road in between.

We take over the communication with our customers' projects,

ensure that the necessary hardware and software is provided and that it can communicate with the necessary components of the existing IT landscape.

We always try to act in an advisory capacity in order to ensure that the process runs as error-free as possible, because standardized transfers are also easier to monitor and adapt. In the event of an error, it is easier to make corrections.

Consist editors: What advantages does a company have from outsourcing the managed file transfer to Consist?

Marcel Kloth: In my opinion, the biggest advantage is that as a company you get a neutral view from the outside.

Dennis Baer: In addition, we have both older and younger colleagues at Consist. Through the exchange of generations, we learn



a lot from each other and are constantly developing.

Consist editors: Jon, what specific technologies and tools do you work with?

Jon Baillie: We currently work with IBM Connect:Direct, IBM FileAgent, T-Systems RVS as well as with EVO and the X version and our in-house developed FT scripts.

At the customer's request, I also familiarized myself with the IBM Control Center and learned new Connect:Direct features, such as the encryption function.

We focus on what our customers need.

Consist editors: How did you come to work in this area?

Marcel Kloth: Through a friend from my bachelor's degree. After this he started at Consist. I was still completing my master's degree at the time.

A week after the oral exam for my degree, I was already a Consist employee.

Dennis Baer: I studied computer science at the Kiel University of Applied Sciences.

Consist convinced me that I can achieve my goals here: take on more responsibility, acquire new skills and have more variety in my working life.

Jon Baillie: When I was still living and working in England I was a help desk worker. After about four years I wanted to do something different, something with new requirements.

After I moved to Germany, I saw Consist's job advertisement, which really appealed to me.

Consist Editors: What does a typical day look like in this area?

Marcel Kloth: There is no typical day in this area. Sometimes you spend most of the day clarifying, collecting and preparing customer requirements.

On another, you simply implement them.

Sometimes there is a fire in an important place, and the maintenance needs reinforcements. Another time you are busy with a large project for a year and move an entire system landscape to a new data center.

Consist editors: Dennis, in addition to technical know-how, how important is communication in your work?

Dennis Baer: Communication and the exchange of information is the be-all and end-all in our work - whether within the team or with the customer.

Good communication increases productivity and makes things easier. This resolves open issues and improves collegial proximity.

Consist editors: What gives you a lot of joy in your day-to-day work? And what challenges do you face?

Marcel Kloth: The most challenging thing about this topic is communication: First of all, you have to develop a common understanding of the requirements and the implementation.

Personally, I prefer the moments when you find the solution to a long-unsolved problem.

Consist editors: In your experience, what skills and characteristics should you have when looking after managed file transfer?



Jon Baillie: I think the most important thing is curiosity and a willingness to learn. There are always new developments, new policies. I would say “pick up and run with the ball”.

Dennis Baer: I think logical understanding, communication, curiosity and the ability to work in a team are extremely important.

Consist editors: What motivates you in your work?

Marcel Kloth: When you get a thank you at the end because you made someone’s working life easier.

Jon Baillie: I’m motivated by the joy of completing a ticket. For me, graduation means progress.

Dennis Baer: You always learn something new and always experience new challenges.

It is also a very nice feeling to be a specialist in a topic.

Consist editors: Thanks for the interview!

Isabel Braun conducted the interview.

Managed Operations with Consist

If the IT departments of companies are also increasingly performing strategic tasks during operations, there is sometimes not enough time for standardized operational issues. Here we support companies if necessary.

As part of managed operations, we assume responsibility for the operation of all systems that companies no longer want or are unable to manage themselves. Our services in this area include: application operations, platform operations, DBA/DBE, work preparation and file transfer.

Further Information:

<https://www.consist.de/en/managed-services/managed-operations/>

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Business Information Technology

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