



Service Provider Avatara Powers Branded, Secure Collaboration in Regulated Markets with FileCloud

case study

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Avatara is a national provider of managed Information Systems headquartered in St. Louis, Missouri. For two decades, the company has partnered with organizations in highly regulated industries—including aerospace, defense, engineering, manufacturing, and healthcare—where technology, security, and compliance demands are particularly rigorous.

At the core of Avatara's offering is the Avatara Platform, an all-inclusive, fully managed IT solution that is transforming how businesses consume technology. For decades, organizations have struggled to build, integrate, and maintain IT using fragmented, outdated models that are increasingly complex, costly, and difficult to secure. The Avatara Platform eliminates these challenges by delivering every element of a modern information system—computing, storage, networking, security, compliance, and support—through a predictable per-user, per-month subscription service.



The result is a simpler, more cost-effective, and compliant IT model that enables organizations to meet evolving business demands while pursuing innovation without technology barriers. By addressing the complex technology, security, and compliance challenges facing today's businesses, Avatara allows its customers to shift focus from managing IT to advancing their core mission



The Challenge

Avatara's customer base includes organizations with some of the strictest security and performance requirements.

- Defense Industrial Base (DIB) contractors and Department of Defense (DoD) suppliers who must comply with CMMC and NIST 800-171 to handle Controlled Unclassified Information (CUI).
- Engineering and manufacturing firms working with sensitive intellectual property.
- Healthcare providers governed by HIPAA for the protection of PHI.
- Financial institutions safeguarding personal and banking data.

Before FileCloud, Avatara relied on traditional Windows file servers as the primary customer data repository. This setup has no built-in compliance tooling, no real-time auditing, and no centralized governance over sensitive data. With this infrastructure, meeting compliance requirements can be challenging.

Avatara needed a new solution, one that could deliver:

- A secure, centralized repository to replace legacy Windows file servers while keeping customer data fully isolated.
- Self-hosted deployment to eliminate the complexities and risks of public cloud compliance.
- A fully branded, seamless experience so customers view file sharing as an integrated part of Avatara's core service.
- Native S3 storage integration for scalable, redundant, and high-performance backend storage.
- Built-in compliance capabilities—not bolt-ons—covering encryption, audit logging, governance, and regulatory mapping.
- Data governance and policy controls to ensure sensitive information is properly managed and retained.
- Optimized handling for large CAD and graphic files without slowing workflows.
- Ease of use to ensure fast adoption and minimal training for customers.



The Solution

To meet these challenges, Avatara partnered with FileCloud to modernize its customer data infrastructure. Traditional Windows file servers were replaced with dedicated, self-hosted FileCloud servers—deployed within each customer’s “private island” on the Avatara Platform.

This architecture preserves the isolation and control customers expect while introducing FileCloud’s advanced compliance, governance, and security capabilities. Together, Avatara and FileCloud support key regulatory frameworks such as CMMC, NIST 800-171, and HIPAA right out of the box.

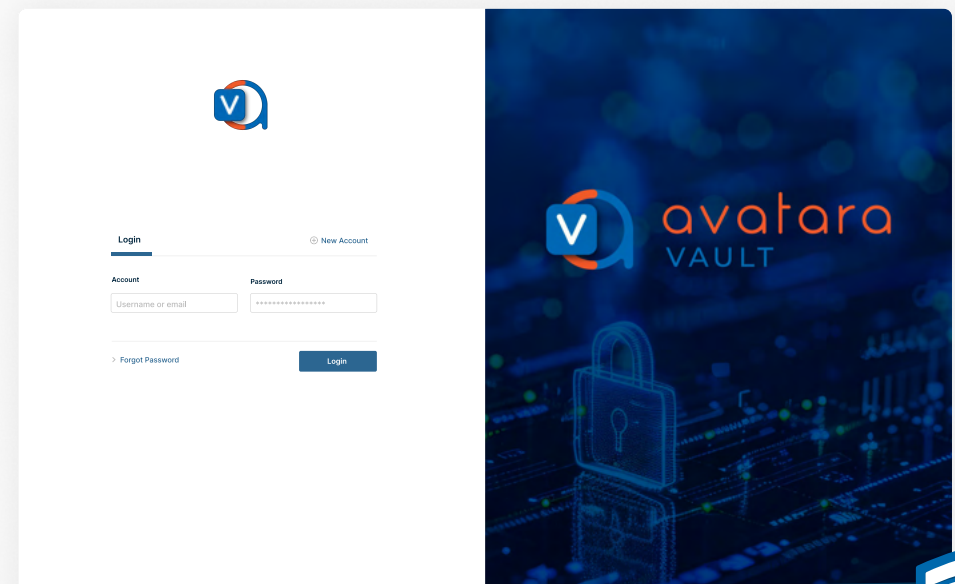
By integrating FileCloud into the Avatara Platform, customers gain a secure, compliant, and scalable information system that benefits any business, especially those in regulated industries. The result is simplified data management, more efficient workflows, and stronger compliance—reinforcing Avatara’s mission to deliver enterprise-grade IT services without the complexity of public cloud.

Branding & White Labeling

Avatara needed more than just a secure, isolated environment—they wanted customers to see and experience the service as a native part of the Avatara ecosystem.

FileCloud’s white-labeling capabilities make this possible. From login pages to email templates and system notifications, FileCloud can be customized to reflect Avatara’s branding, presented as Avatara Vault. This consistent brand presentation ensures customers perceive the platform as an integral part of Avatara’s offerings, rather than a third-party tool.

For Avatara, the benefit is twofold: they retain full control of the customer relationship while leveraging FileCloud’s robust security, compliance, and collaboration features behind the scenes.



S3 Storage

Avatara required the automation, scalability, and high performance of S3 object storage, but in a fully private, self-hosted environment that avoided the reliance on public cloud providers. With data residency and control being non-negotiable, they built their own S3 storage infrastructure across each of its secure data centers.

FileCloud's native S3 integration made it easy to connect each customer's dedicated FileCloud server directly to this private storage layer. While the FileCloud server manages the user-facing experience—permissions, sharing, and access controls—the underlying data remains securely stored in Avatara's private S3 backend. The native S3 API readily allows FileCloud to seamlessly manage and store files on Avatara's infrastructure with the highest levels of security.

This architecture lets Avatara combine the speed and scalability of modern object storage with the security and compliance benefits of keeping all data within their platform—perfectly aligned with the needs of their regulated industry clients.

S3 Network Folder Details

S3 Key*

S3 Secret*

Use IAM role

Network Folder Name*

Bucket Name*

End Point

S3 Region

Prefix

S3 Encryption Setting

Disable Offline Sync

Disable Notifications

Sharing

Allow Remote Deletion of Files via Offline Sync

[Manage Users](#) [Manage Groups](#) [Clear All Deleted Files](#)

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Compliance Requirements and FileCloud's Compliance Center

Many of Avatara's customers are in highly regulated industries, thus making compliance a non-negotiable requirement. They needed a platform that could not only meet requirements like HIPAA, NIST 800-171, and CMMC, but also make ongoing compliance management simple and transparent.

FileCloud's built-in Compliance Center provided Avatara just that, by organizing FileCloud's security and sharing features into one streamlined interface. The dashboard maps FileCloud's capabilities to specific regulatory controls, making it easy to demonstrate compliance to auditors. Encryption at rest and in transit, detailed audit logs, activity tracking, and file versioning are all enabled by default.

This means Avatara can deploy environments that are audit-ready from day one, significantly reducing the operational burden on their customers while ensuring no compliance gaps.

The screenshot displays the FileCloud Compliance Center interface. At the top, the FileCloud logo and 'Compliance' title are visible. Below this is a navigation bar with tabs for Overview, HIPAA, GDPR, ITAR, PDPL, and NIST. The main content area is divided into two sections: 'Enabled Configurations' and 'Recent Events'. The 'Enabled Configurations' section shows two configurations: 'HIPAA Compliance Guided Configuration' (21 rules enforced, 2 failed) and 'ITAR Compliance Guided Configuration' (15 rules enforced, 8 failed). The 'Recent Events' section shows two violations: 'Storage is not fully encrypted' (Violation: ITAR Rule 120.54(5)) and 'Share may not be public' (Violation: ITAR Rule 120.54(2)(3)).

Configuration	Status	Rules Enforced	Rules Failed
HIPAA Compliance Guided Configuration	Enabled	21	2
ITAR Compliance Guided Configuration	Enabled	15	8

Date	Event	Time
MAR 28 2023	Storage is not fully encrypted Violation: ITAR Rule 120.54(5)	3:27PM
	Share may not be public Violation: ITAR Rule 120.54(2)(3)	1:14PM

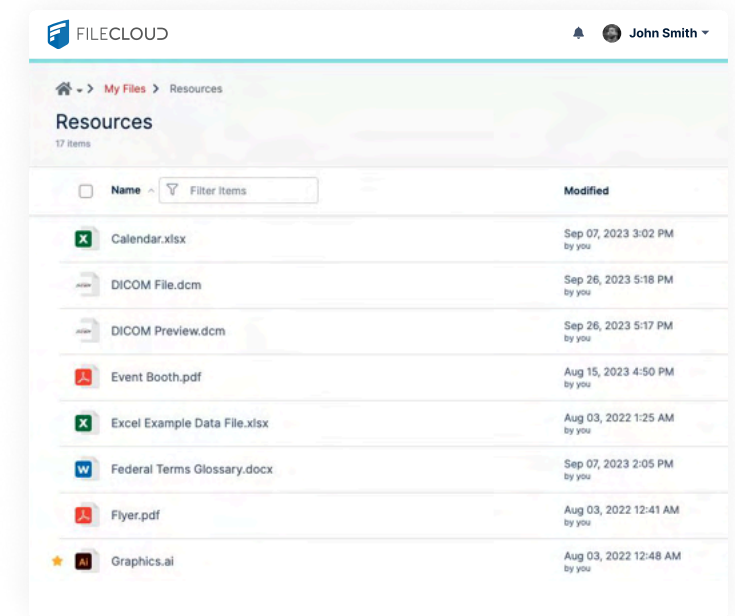


CAD, Graphic, and Large File Storage

Avatara's clients also needed the ability to collaborate on large files without relying on slow, unsecured third-party tools. Traditional workflows involved lengthy uploads and downloads that risked breaking midway, wasting valuable time.

FileCloud, paired with Avatara's infrastructure, solved this challenge. Large, Computer-Aided Design (CAD) and graphic files can be shared directly within the customer's secure environment, protected by granular access controls and governed by the same compliance measures as all other data. Features like sync and resumable uploads keep projects moving quickly, even for large files.

The result is a workflow where speed, security, and compliance work together—critical for industries where both timelines and data protection matter.



End Users

While Avatara's enterprise clients valued the compliance and infrastructure benefits, their end users needed something just as important: simplicity. If the platform wasn't easy to use, adoption would suffer.

FileCloud's intuitive interface gave Avatara's customers a frictionless experience across browsers, desktop apps, and mobile devices. External sharing—often a complex, risk-prone process—is as simple as generating a secure, password-protected link with an expiration date.

By combining ease of use with enterprise-grade security, FileCloud allowed Avatara to satisfy both IT administrators and day-to-day users, reducing training needs and increasing customer satisfaction.



Implementation

FileCloud fits naturally into Avatara's fast, low-disruption onboarding process. For each new customer, a dedicated FileCloud environment is provided.

Customers can quickly log into their branded FileCloud environment and find their data exactly as it was before—only now it's secure, compliant, and easier to share. Because the interface is intuitive across devices, adoption is smooth, and users can begin working immediately without steep learning curves.

The Outcome

By standardizing on FileCloud, Avatara has turned file sharing, storage, and compliance into a strength of its managed IT platform. Customers now have a secure, branded service that feels like a natural extension of their existing IT environment. Compliance features are built in, reducing the workload for both the customer and the provider. Large file handling is fast and reliable, enabling engineering and design teams to collaborate without bottlenecks.

The scalability of FileCloud, combined with its integration into Avatara's S3 storage infrastructure, means customers can expand their storage and user base without expensive hardware investments or disruptive migrations. Predictable, per-user pricing aligns perfectly with Avatara's business model, eliminating the risk of unexpected costs.

For Avatara, FileCloud strengthens customer relationships by keeping the provider's brand front and center while delivering a platform that customers genuinely like using.

"When it comes to compliance we're there to help our customers make sure that they're meeting their regulatory requirements....and FileCloud makes this process very seamless and secure for the end users. FileCloud has become an integral component of our platform."

- Brandon DiMemmo, Head of Product





Conclusion

FileCloud enables service providers like Avatara to deliver a secure, compliant, and scalable file sharing solution that integrates seamlessly into their overall service model. By combining dedicated hosting, security and governance features, and high performance, FileCloud gives service providers a way to protect their brand, meet regulatory requirements, and offer customers a platform they can use with ease.

For managed service providers serving regulated industries, FileCloud offers the control, flexibility, and scalability needed to differentiate their services and build long-term customer loyalty.



Summary

With FileCloud, Avatara can:

- Deliver branded, self-hosted environments for every customer.
- Support compliance with CMMC, NIST 800-171, HIPAA, and more.
- Enable fast, reliable sharing of large CAD and design files.
- Integrate seamlessly with high-performance, self-hosted S3 storage.
- Provide a secure, intuitive platform that customers value.

FileCloud offers an Enterprise File Sharing and Sync (EFSS) solution that enables customers to realize the benefits of collaboration and productivity with the security required to protect IP anywhere it goes in the course of doing business.

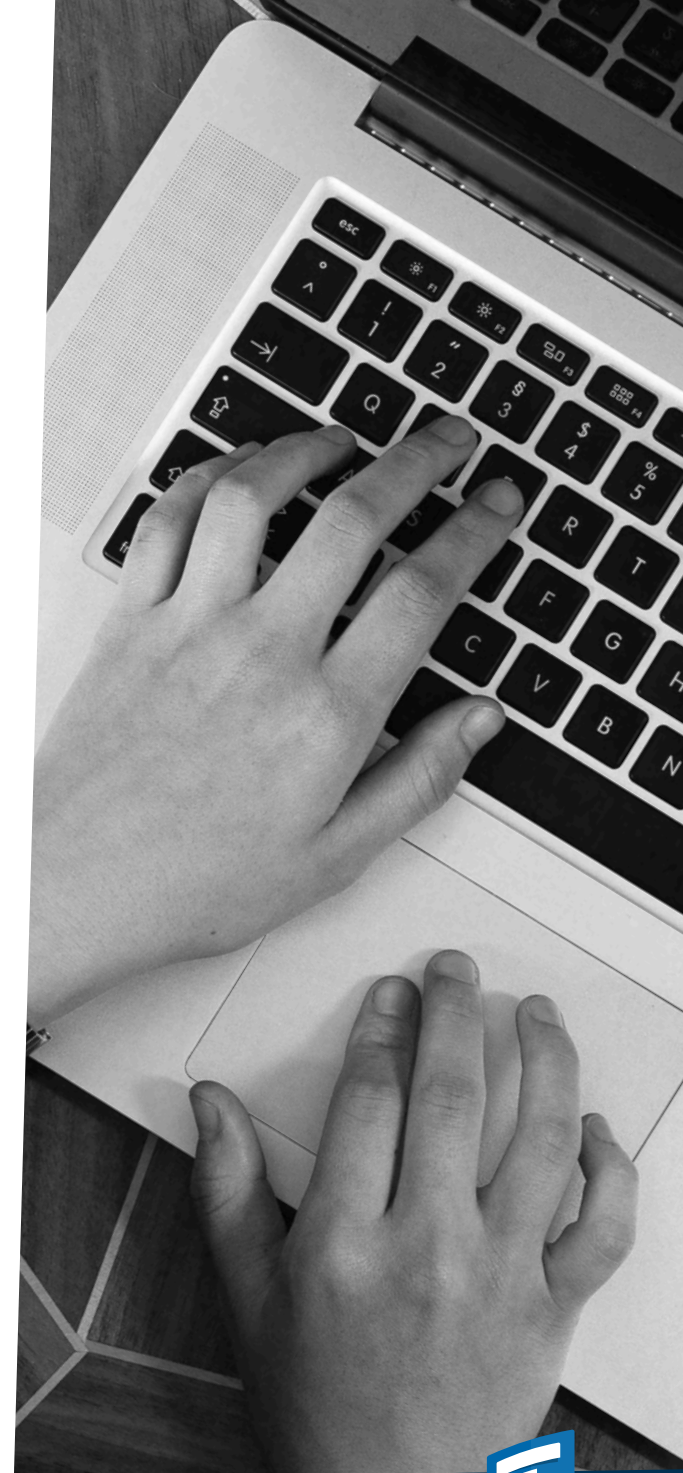


See How You Can Achieve the Same Results

FileCloud helped Avatara serve highly regulated industries with secure, easy-to-use file sharing—without compromising speed or scalability.

You can do the same. Meet strict compliance mandates, keep data secure, and provide a seamless user experience—all in one platform.

[Contact FileCloud today to get started.](#)



About Us

FileCloud is a hyper-secure file sharing, collaboration, and governance solution that provides industry-leading tools for compliance, data leak protection, data retention, and digital rights management. Workflow automation and granular control of content sharing are fully integrated into the complete feature stack.

The FileCloud platform offers powerful file sharing, sync, and mobile access capabilities on public, private, and hybrid clouds. Headquartered in New York, New York, FileCloud is deployed by top Global 1000 enterprises, educational institutions, government organizations, and managed service providers, with over one million users worldwide.



1M+
USERS



3000+
ENTERPRISES



100+
RESELLERS



90+
COUNTRIES



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