



Streamlining Secure Collaboration for Global Manufacturing

Hendrickson Case Study



Industry: Global Manufacturing
Presence: Worldwide operations including the U.S., Europe, and Asia-Pacific
User Base: Enterprise-wide access for 1,800 professionals
TitanFile client since: 2024
www.hendrickson-intl.com

About Hendrickson

Hendrickson operates in a highly regulated, security-sensitive environment, where protecting engineering data, customer communications, and operational workflows is critical to maintaining global performance and compliance.

The Challenge

Hendrickson needed a secure, scalable way to share sensitive data without slowing operations or relying on IT.

After Proofpoint ended their legacy solution in 2024, Hendrickson started facing:

- **Legacy Tool Replacement:** Urgent need for a new fast, secure, and reliable alternative
- **Complex Workflows:** Clunky system requiring IT setup via tickets
- **Global Compliance:** GDPR, ISO, SOC 2, and HIPAA requirements
- **Usability Gaps:** Needed to work for both technical and non-technical users

Bottom line: Security was critical, but usability was the blocker.

The Solution

TitanFile delivered secure collaboration with a simple, user-friendly experience.

"We needed something that we knew users would understand and be easy for them to adopt and buy into... it had to be really user-friendly."

— John Meyers, Security Professional, Hendrickson

- **Secure Workspaces:** Persistent collaboration channels that support ongoing projects across global teams
- **Compliance Ready:** GDPR and TISAX aligned for secure international operations
- **Self-Service:** Users can self-manage secure workspaces, reducing the burden on IT
- **Full Visibility:** Centralized audit visibility to uphold governance and security policies

ENTERPRISE WIDE ADOPTION



1,800+ Active Users

Secure collaboration
enabled across the
entire organization



Global Collaboration

Teams across North
America, Europe, and
Asia-Pacific securely
share data without
friction



User-Driven Success

Feedback from top
users highlights strong
satisfaction with ease
of use, reliability, and
performance



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The Impact

The transition to TitanFile transformed secure file sharing from a limited IT-controlled process into a scalable, organization-wide collaboration standard.

“We were able to get rid of that extra workload once we moved to TitanFile because the user community adopted it pretty readily... we didn’t really have to do much in terms of hand-holding of our users.”

— John Meyers, Security Professional, Hendrickson



Reduced IT
Intervention



Improved Workflow
Efficiency



Minimal Change
Management

Operational Efficiency

- ✓ The security team no longer manages individual setup requests, significantly reducing administrative overhead
- ✓ Users securely share files independently, reducing delays and bottlenecks
- ✓ Firmwide adoption achieved with no formal training and minimal disruption to workflows

“Once we moved to TitanFile, we were able to turn over the platform to our user community and let them create channels on their own.”

— John Meyers, Security Professional, Hendrickson

Why This Matters

Hendrickson’s transformation demonstrates that:

- ✓ Enterprise-grade security and usability can coexist
- ✓ Legacy tools create friction that limits adoption
- ✓ Self-service platforms reduce IT burden while improving efficiency
- ✓ Secure collaboration can scale globally without disrupting operations

Discover How Titanfile Enables Secure, Scalable Collaboration for Global Organizations.

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