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Fortra's MFT Expert Services

Ensuring the deployment of technology at your organization is running smoothly and optimally is one of the keys to maximizing your cybersecurity investment. Doing so can minimize risk and disruption to your business as your team adapts new functionality for security and automation of your file transfer processes.

Fortra's MFT Expert Services for GoAnywhere is an available service that offers consultation on your ongoing projects, reviews of closed support projects, help with optimizing your solution's implementation, as well as delivering the training needed for your key users, which could otherwise take away priceless time from your busy IT staff.

How it Works

When you select MFT Expert Services, a dedicated specialist will be assigned to your organization's point of contact to deliver scheduled meetings and consult with you on your ongoing projects, review closed support projects, and help you optimize your solution's implementation:

- **Expert advice:** You'll get assistance and advice on configuration changes in your environment and guidance on the design and deployment of GoAnywhere for your organization's needs.
- **Ad hoc training:** Your specialist will provide customized, ad hoc training on product features to help you maximize your organization's experience with the GoAnywhere solution.

MFT Expert Services Scope of Services

Validate and Optimize Your Configuration

Get advice from one of our seasoned engineers via scheduled status review meetings to validate using best practices on how to configure your new requirements and optimize your MFT implementation. We will:

- Gather information on your environments for faster issue resolution
- Assist with MFT requirements and recommend additional use cases
- Provide guidance on any MFT upgrades
- Help with migration to cloud, MFTaaS, or data centers
- Advise how to scale your existing environments within your organization
- Guide you on server administration and automation configuration
- Discuss and review support case history

Fastrack Your Onboarding Teams

Speed up the onboarding of new teams or team members with:

- Scheduled meetings to understand your unique environment and governance structure
- Training on GoAnywhere feature use and best practice recommendations
- Product road map and release briefings

MFT Expert Services Scope of Service Details

Account Management	Escalation Management
Gathering information to profile the environments for faster case resolution.	Work closely with the Fortra support and development teams to facilitate information for issues that require escalations.
Consultation, assistance with MFT requirements and use cases.	Help in gathering additional information (logging and configuration) as requested by Fortra technical support.

Upgrades and Migration Guidance	Best Practices and Ad hoc Training
Assistance in planning and reviewing MFT upgrades, migration (cloud, data centers), scale-out of existing environments within your organization, and offering technical recommendations.	• Ad hoc meetings to understand your unique environment and governance structure. • Training on how to use an MFT Application feature. • Best practice recommendations and Product roadmap and release briefings

Application Administration Advice	Automation Configuration Advice
Advise on MFT User Account and Groups management, including: • Add/update/delete MFT users and admins • Change password, Associate Key for authentication • Folder Permissions • Outbound connection management • Open PGP Key/ SSH Keys, SSL Certificate management • Import/export keys, create, remove, and update keys within MFT Product • Remote Agents configuration • MFT security policy changes	Advise, create, update, and delete file automation rules or projects (schedule, folder monitors, or file system triggers) • Copy/move files based on business rules • Compression/decompression, Open PGP encryption/ decryption, email notification, clean up, ICAP file scan • File transfer from/to FTP, FTP/S, SFTP, HTTP/S, AS2, Cloud storage (Azure or S3), SMB • Build system cleanup routines • Error Checking Logic and Advanced Error Notifications

MFT Expert Service Delivers the Expertise You Need

Choose from three levels of pre-paid tiers of MFT Expert Service*, depending on the hours your organization requires. Contact your Fortra representative for additional details:

• **Basic:** Up to four hours per month
• **Standard:** Up to 10 hours per month
• **Enterprise:** Up to 24 hours per month

Interested in Dedicated, MFT Expert Services?

Please contact us today, and we'll be in touch with all the details you need.

*MFT Expert Service details:

• Two business days SLA response time
• Operation hours are 8 a.m. - 5 p.m. (or standard business hours, Mon. - Fri.)
• Minimum one-hour meetings with 30 minute increments

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