

FORTRAΔ

The GoAnywhere Book of Secure File Transfer Projects

MFT projects that go beyond “send”
and “receive” to maximize your ROI



Introduction

The secure exchange of data between trading partners, organizations, and employees with a Managed File Transfer (MFT) solution is an expectation. A robust MFT solution like Fortra's GoAnywhere MFT, however, can also solve problems that fall outside of this more basic secure file transfer need.

We've gathered a few use cases to help your IT and cybersecurity teams already using MFT find even more innovative uses for secure file transfer software every day. These unique applications, such as using MFT to track weather patterns in Alaska or using automation functionality to eliminate third-shift staffing, help solve critical organizational initiatives ranging from data collection to accelerating file exchanges in challenging or remote locations—all without requiring a secondary solution or tool and without the need to seek additional cybersecurity providers.

HOW ORGANIZATIONS OF ANY SIZE USE GOANYWHERE MFT BEYOND “SEND AND RECEIVE”

This guide quickly illustrates how organizations across all industries use GoAnywhere, combining features within it or available licensed modules, to meet ambitious goals, reduce manual processes, meet compliance requirements, and keep data secure. Use these examples as inspiration to maximize your organization's use of MFT

Want more ideas?

[Contact one of our managed file transfer professionals.](#)





Table of contents

FEATURES

Compliance	5
Auditing	6
SFTP Server	7
Connectivity	8
Alerting/Monitoring	9
Encryption	10
Integration	11
Open PGP	12

MODULES

Agents	14
Cloud Connectors	15
Advanced Workflows	16
Advanced Reporting	17
Secure Mail	18
Secure Folders	19
Secure Forms	20
High-Availability	21
GoDrive Collaboration	22
GoFast File Acceleration	23



FEATURES

Organizations and IT teams using GoAnywhere for one or two primary purposes may not have explored all the features baked into the solution that are designed to improve internal processes and communication and to increase the solution's overall return on investment. These features add the flexibility, user-ease, as well as security today's high-volume data exchanges need.

If you have questions about any of these features, please contact your GoAnywhere MFT expert.

**COMPANY PROFILE:**

Non-profit healthcare organization

DATA MOVED:

Electronic Medical Records (EMRs), PII and data subject to HIPAA compliance

FEATURES/MODULES USED:

[GoAnywhere Gateway](#), [Secure Mail](#),
[Secure Folders](#)

SEE MORE:

Explore our [Secure Folders](#), [Secure Mail](#), and [DMZ Gateway](#) solutions in [this on-demand webinar](#).

HIPAA **compliance** met by securing the DMZ

Use case: This organization needed an easier and more secure way to share sensitive files with their third-party vendors. As a healthcare organization, adhering to the security requirements around HIPAA and meeting the need to streamline operations was a concern.

- ▶ Implementing MFT and the Secure Folders and Secure Mail modules delivered both security and efficiency.
- ▶ They use the reverse and forward proxy of the GoAnywhere Gateway to keep critical data out of the Demilitarized Zone and inside their private network to satisfy industry compliance needs around file movement.

**COMPANY PROFILE:**

Health and wellness services organization

DATA MOVED:

Patient data containing PII, Electronic Medical Records (EMRs) subject to HIPAA

FEATURES/MODULES USED:

Auditing, Secure File Transfer

PRIOR SOLUTION(S) LIMITATIONS AND/OR PROBLEMS:

Physical storage of faxes with sensitive patient data created exposure risks, misplacement. Manual entry of electronic medical records opened them up to errors as well as time delays.

Auditing automation adds reliability and efficiency

Use case: This organization needed to find a more streamlined, reliable way to process data and ensure it is entered properly into medical records, while meeting HIPAA compliance requirements around securing and moving data. They needed to save time, space, and personnel resources with a more automated solution than they had in place.

- ▶ Their MFT solution grabs barcoded faxes containing consultations, tests and results, and other patient details in system folders. The solution then moves them into an OnBase Document Imaging API connection.
- ▶ Next, the faxed information gets processed via another medical record software to become part of the patient's medical record.
- ▶ Physical storage of faxes is eliminated.
- ▶ Data movement is auditable for compliance requirements.

**COMPANY PROFILE:**

Visual effects company

DATA MOVED:

Large media files formatted in AVI, MOV, MP4, WebM, and more

FEATURES/MODULES USED:

[SFTP Server](#), [Secure Folders](#)

[Learn more about media and broadcast file transfers.](#)

SFTP Server supports super-sized files

Use case: The company needed to ensure that the large data files for visual effects used in media such as movies, music videos, ads, and websites were uncorrupted and kept secure through an encrypted tunnel for more access control over their files. They also needed a better way to access files sent through their MFT solution's HTTPS connection.

- ▶ This company uses Secure Folders and SFTP server functionality to securely exchange super-sized files with their customers.
- ▶ The SFTP server allows the company to securely send and retrieve data using industry protocols SFTP and SCP, which creates an encrypted tunnel to protect all data, user IDs, passwords, and commands that flow through.
- ▶ Audit logs track any information exchanged during a session.
- ▶ The Secure Folders module allows the company to access authorized files and folders, as well as exchange information securely, through a web client protected by a secure HTTPS connection.

**COMPANY PROFILE:**

Food grade equipment manufacturing company

DATA MOVED:

Ladat, .gsd, .rbin, and .agdata data files collected from equipment, firmware updates, and any new data found on their FTPS server

FEATURES/MODULES USED:

[Advanced Workflows](#), [Connectivity](#), [FTPS Server](#)

**PRIOR SOLUTION(S) LIMITATIONS
AND/OR PROBLEMS:**

Previous solution did not support connectivity for FTP

**Learn more about MFT
[connectivity options.](#)**

Connectivity eases checks on machine data exchanges

Use case: This company needed to conduct regular checks of its FTPS server for the latest firmware updates on its network of equipment but lacked a way to connect their equipment to gather that data.

- ▶ Any new data found on the FTPS server is now pushed back to the equipment for processing.
- ▶ Their MFT solution provides both the FTPS server and the essential connection that keeps their equipment and server communicating.
- ▶ Additional MFT workflow functionality is used to help parse and analyze any data that's collected from the equipment.

**COMPANY PROFILE:**

Large hospital

DATA MOVED:

HIPAA-regulated data around patient PII, Electronic Medical Records (EMRs)

FEATURES/MODULES USED:

[Automated workflows](#), [SFTP](#), [File Monitors](#)

PRIOR SOLUTION(S) LIMITATIONS AND/OR PROBLEMS:

Manual input of file transfers required additional staffing

DIG DEEPER:

Get more details on how this hospital uses MFT in this [case study](#).

Alerting/Monitoring helps reduce staffing

Use case: This hospital was looking for a way to reduce staffing in their data center to reduce the costs associated with needing staff to monitor and audit their systems and transfers, diagnose problems, and troubleshoot.

- ▶ With MFT at work, the hospital was able to eliminate the need for third-shift staffing.
- ▶ By setting up system notifications, they're able to immediately detect faulty file transfers.
- ▶ Automated workflows allow the hospital to audit their systems and diagnose problems without requiring hours of downtime and troubleshooting.

"We use [MFT] so extensively, it's hard to find a window of time for system maintenance. We [also] do transfers with vendors now that would not have been possible without [our MFT software]."



**COMPANY PROFILE:**

Global manufacturer

DATA MOVED:

PCI DSS

FEATURES/MODULES USED:[Encryption](#)**PRIOR SOLUTION(S) LIMITATIONS
AND/OR PROBLEMS:**

Native iSeries SFTP commands; struggled with the need to manually revise

**Learn more about file transfers for
the [manufacturing industry](#).**

Encryption protocols satisfy PCI DSS compliance requirements

Use case: This manufacturer faced stringent compliance requirements for bank file transfers to include specific encrypting ciphers. They needed to move away from their native iSeries solution for better encryption, reduce risk from human interactions with their transfers, as well as save time and money.

- ▶ After switching from their native iSeries SFTP commands file transfer process, the company satisfied requirements for bank file transfers with strong encryption protocols.
- ▶ They reduced their human-factor risks by eliminating manual tasks.
- ▶ They also save time and money by eliminating those manual file transfer steps.
- ▶ MFT helps them more easily meet PCI DSS requirements.

**COMPANY PROFILE:**

Insurance agency

DATA MOVED:

Financial and customer data, PII

FEATURES/MODULES USED:

[Cloud Connectors](#), [Advanced Workflows](#)

PRIOR SOLUTION(S) LIMITATIONS AND/OR PROBLEMS:

No support for an FTP connection to their systems with Salesforce

WATCH IT:

Learn more about [integrations and cloud file transfer](#).

Integration creates secure endpoint for popular operations applications

Use case: This agency needed to establish an entry point between Salesforce and their internal systems to more efficiently and seamlessly connect their day-to-day applications for a more comprehensive transfer and processing solution with support for an FTP connection.

- ▶ As Salesforce did not support an FTP connection, the agency's IT department enabled one of their MFT software's Web Service APIs.
- ▶ This created a secure endpoint to connect to their well-used Salesforce application.
- ▶ With this API workaround in place, they can send and retrieve data between their systems and Salesforce's systems.

Why organization chose GoAnywhere:

The MFT solution offers support for Salesforce with an FTP connection.

**COMPANY PROFILE:**

Employee benefit trust fund

DATA MOVED:

Financial and customer data, PII

FEATURES/MODULES USED:

[Open PGP](#), [Advanced Workflows](#), [SFTP Server](#)

WATCH IT:

Get a closer look at [PGP features](#) in GoAnywhere.

Open PGP boosts efficient data exchange with trading partners

Use case: This organization needed to ensure their inbound and outbound file transfers of sensitive employee information with vendors and trading partners were secure, automated, streamlined, and monitored. They lacked a convenient way for their trading partners to grab files, as well as the efficiency they could get with more automated encryption and processing in place. With their MFT solution and its OpenPGP standard, they can:

- ▶ Encrypt files and place them on their SFTP server for vendor pickup
- ▶ Automate PGP-encrypted file transfers and workflows
- ▶ Trigger a pre-defined project to decrypt a PGP file upon receipt
- ▶ Track file transfer activity
- ▶ With triggers in place, any files placed on their SFTP server by vendors or trading partners are automatically decrypted and placed in a network folder. Data is then pulled from the file and added to a database, and the solution administrator is alerted of the processed file via an email notification.



MODULES

Depending on your organization's business needs, compliance requirements, and the scale of your secure file transfer workflows and projects, GoAnywhere MFT's licensed modules can help your organization more easily expand the functionality of the software you're already using.



**COMPANY PROFILE:**

Enterprise healthcare organization

DATA MOVED:

Electronic Medical Records (EMRs), PII and data subject to HIPAA compliance

FEATURES/MODULES USED:

[MFT Agents](#), [Advanced Workflows](#),
[GoAnywhere Gateway](#), [Secure Folders](#)

**PRIOR SOLUTION(S) LIMITATIONS
AND/OR PROBLEMS:**

Homegrown tool used to stage files in their DMZ found to be unsecure

**Learn more about MFT Agents in
this [article](#).**

MFT Agents help centralize data transfers for multiple locations

Use case: This organization needed a way to exchange files with locations in their system that did not have IT teams in place to establish file transfer connections. They also needed to avoid having to staff up or train remote employees on this process and have a single pane of glass approach to their file transfers, no matter where they originated. In addition, they wanted to beef up the security of their sensitive files by keeping files in their DMZ.

- ▶ With MFT Agents, the healthcare organization easily centralized file transfers and supported secure file exchanges with their satellite locations without staffing up.
- ▶ They also maintain security around their data subject to industry regulations by using MFT Gateway to ensure files are staged in their DMZ.

Why organization chose GoAnywhere:

They needed a solution to bring their files back into their private network and a convenient way to communicate with third parties without requiring additional IT staff.

**COMPANY PROFILE:**

Large insurance company

DATA MOVED:

Customer PII, financial data and data subject to compliance requirements

FEATURES/MODULES USED:

[Cloud Connectors](#)

PRIOR SOLUTION(S) LIMITATIONS AND/OR PROBLEMS:

Lack of integration with widely used application made the process of searching for and updating claims a more layered, time-consuming process

Learn more about MFT Agents in this [article](#).

Cloud Connectors add control and speed to Microsoft Dynamics 365 use

Use case: This multi-branch agency uses Microsoft Dynamics 365 for its CRM software and needed to better manage and control their customer data for tasks such as retrieving and loading customer information into a database onto their server, adding new contacts to Dynamics 365 directly from their GoAnywhere environment, and searching for and updating existing claims.

- ▶ By adding the D365 Cloud Connector they achieve critical Dynamics 365 processes, saving both time and resources.
- ▶ Automatically adding new contacts helps speed up customer service activities.

**COMPANY PROFILE:**

South American bank card manufacturer

DATA MOVED:

PCI DSS data subject to compliance requirements for security and auditing trails

FEATURES/MODULES USED:

[Advanced Workflows](#)

PRIOR SOLUTION(S) LIMITATIONS AND/OR PROBLEMS:

Manual tracking, archiving and deleting files, lack of auditing functionality to meet compliance requirements

DIG DEEPER:

Discover more details on how this company uses the Advanced Workflow module to improve key business processes in this case study.

Advanced Workflow

helps meet compliance through automation and transparency

Use case: This manufacturer needed to increase automation and streamline their workflows to help boost the data security and audit capabilities of their business to better meet their compliance requirements.

- ▶ They added the Advanced Workflows module, which allowed them to improve their PCI DSS auditing requirements by automating tasks and by providing transparency around all file movements.
- ▶ They also now can monitor folders for any new files for processing.
- ▶ With the Advanced Workflows module in place, the IT team no longer must track and archive files or delete older files, as their MFT software does it automatically.

**COMPANY PROFILE:**

Manufacturing corporation

DATA MOVED:

Reports and other business-related data

FEATURES/MODULES USED:

[Advanced Reporting](#), [Secure Forms](#)

**PRIOR SOLUTION(S) LIMITATIONS
AND/OR PROBLEMS:**

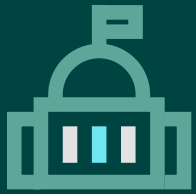
They were manually creating code and handwritten programs in the ERP. In addition to that time-intensive process, manual IT requests were creating delays due to manual downloads, spreadsheet formatting, and slow distribution via email.

Advanced Reporting helps reduce human error, adds needed detail

Use case: This corporation was looking for a solution that would give them greater control over the FTP process with other groups within their organization. They also wanted to eliminate the manual code and programs for the ERP (enterprise resource planning) system to reduce the risks that come with human interactions around file transfers.

With Advanced Reporting:

- ▶ They can report success and failures in greater detail.
- ▶ They use projects with folder variables to control the data extracted and report processes using generic code.
- ▶ They no longer need to configure environments, company numbers, and the type of report as their MFT does this for them.
- ▶ With more automation functionality, mistakes have been greatly reduced.
- ▶ They also use Secure Forms to allow employees to perform simple data maintenance without needing access to the enterprise resource planning system.
- ▶ In addition, they use the database query and data translation functions to extract data and email reports from the ERP system.

**COMPANY PROFILE:**

California city government

DATA MOVED:

PII from crime victims, city records, voter data (PII), compliance-related data, and engineering data

FEATURES/MODULES USED:

[Web Client](#), [Secure Mail](#),
[Secure Forms](#), [Encryption](#)

Secure Mail used broadly for security and data processing initiatives

Use case: This state's government branch needed their MFT solution to manage a wide variety of tasks efficiently and securely, including sending email securely, collecting and processing data, encrypting files to meet compliance requirements, and providing a way for military personnel to securely submit their ballots when overseas.

Examples include:

- ▶ The Police department collects large surveillance clips from recent crime victims. Their MFT software sends a "File request URL" to a victim through a secure email. The recipient, in turn, clicks the URL and uploads a video file to the department's MFT web client.
- ▶ The City's Records bureau uses MFT software to transfer voice recordings and transcriptions to a third-party vendor for processing. All files are encrypted to follow cybersecurity best practices and remain compliant with mandatory regulations. Other departments transfer internal engineering data files to outside consultants.
- ▶ The Secure Forms model is also used to give overseas military personnel a safe, convenient way to electronically send their ballots to an authorized election official. Soldiers can visit a URL, scan, attach, and encrypt their ballot; add information like their name and count, and submit the form for processing.

**COMPANY PROFILE:**

American Youth Organization

DATA MOVED:

General operations data, PII

FEATURES/MODULES USED:

[Secure Folders](#), [GoDrive](#)

**PRIOR SOLUTION(S) LIMITATIONS
AND/OR PROBLEMS:**

Online service with unpredictable
price increases

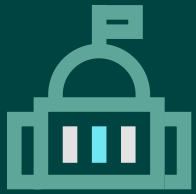
Secure Folders reins in escalating costs and boosts collaboration

Use case: The organization sought a replacement for the online service they were using to store and share files between employees, as subscription costs kept rising and they wanted a way to control them better and improve and secure collaboration.

- ▶ They paired GoAnywhere's Secure Folders module with GoAnywhere's GoDrive, which supports on-premises and secure cloud collaboration.
- ▶ The organization transitioned from a monthly, third-party subscription to a convenient file storage feature that provides secure web access to documents and folders on their network servers.
- ▶ This enhanced file sharing process has integrated seamlessly with the rest of their file transfer, encryption, and automation requirements.

Why organization chose GoAnywhere:

GoAnywhere delivered a predictable pricing model, while adding additional collaboration functionality to their file exchange process.

**COMPANY PROFILE:**

Nebraska city government office

DATA MOVED:

PCI DSS, PII

FEATURES/MODULES USED:

[Secure Forms](#)

**PRIOR SOLUTION(S) LIMITATIONS
AND/OR PROBLEMS:**

Prior website payment form was out of date
and not user-friendly

Secure Forms improves government payment processes

Use case: This city's financial department needed to collect and process city residents' monthly water, disposal, and electricity bills with a more updated, user-friendly solution than their website payment form could deliver to better serve their residents with a modern, secure solution for customer service.

- ▶ City bills are often paid via check or mail order. By adding the Secure Forms module to their file transfer software, the office created a secure form for their customers to complete and embedded it onto their website for easier bill payment.
- ▶ This updated process allows users to enter their information and attach sensitive documents, which are then encrypted, and sent to the city accountant for processing.

**COMPANY PROFILE:**

Large financial services company

DATA MOVED:

Financial data for stock market brokerage (subject to compliance requirements for HIPAA, PCI, Sarbanes-Oxley Act, Gramm-Leach-Bliley Act)

FEATURES/MODULES USED:

[High-availability and Clustering](#),
[Professional Services](#), [Secure Folders](#)

**PRIOR SOLUTION(S) LIMITATIONS
AND/OR PROBLEMS:**

They had reached their operating limits for their 6-node cluster configuration. They needed to scale up and/or deploy a new design for more efficiency and effectiveness as they onboarded new business operations

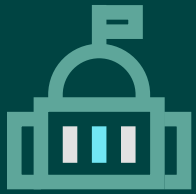
High-Availability helps reduce down time

Use case: They transfer a large volume of financial data for a stock market brokerage and require that data to be protected for compliance around data activity. They also needed to ensure up-time for sensitive data transfers.

- ▶ GoAnywhere was able to support their high-performance system requirements.
- ▶ The company established a recovery environment with 48 node deployments with split configurations.
- ▶ They recognized an ease of scalability, built-in failover mechanisms, and synchronization for disaster recovery plans.
- ▶ The organization also took advantage of Fortra's Professional Services offering, which performed a platform assessment and recommended a split timer event rule and folder monitor into two different configurations.

Why organization chose GoAnywhere:

GoAnywhere was able to support their needs for high-performance, scalability and disaster recovery.

**COMPANY PROFILE:**

Multi-national advertising and public relations agency

DATA MOVED:

Sensitive image and data files in JPEG, PNG, and GIF format, as well as client financial data, PCI DSS

FEATURES/MODULES USED:

[GoDrive](#), [Advanced Workflows](#), [Secure Folders](#), [Encryption](#)

PRIOR SOLUTION(S) LIMITATIONS AND/OR PROBLEMS:

They were sending sensitive data, unencrypted as email attachments, lacked localized control, end-to-end encryption, and audit trails

GoDrive adds enterprise-level **collaboration** and control

Use case: The various agencies under the corporate umbrella need to collaborate on creative projects as well as with clients on an enterprise-level, with a need for confidentiality around sensitive client information.

- ▶ Employees around the world needed a way to invite authorized users to work with their shared files and folders.
- ▶ The parent agency wanted local control.
- ▶ EFSS (Enterprise File Synch and Sharing) is built-in to the GoAnywhere solution and provides easy file and folder sharing.
- ▶ Advanced collaboration features (file tracking, revision commenting, media viewing and synchronization with Windows, Apple, and Android devices, including mobile devices deliver a more seamless way to deliver creative deliverables.

Why organization chose GoAnywhere:

The GoDrive module's EFSS provides for more secure and easy file and folder sharing and collaboration and they didn't need an additional EFSS product to work with their MFT solution.

**COMPANY PROFILE:**

Video production agency

DATA MOVED:

Large streaming video and audio files
formatted in AVI, MOV, MP4, WebM, and more

FEATURES/MODULES USED:

[GoFast](#)

**PRIOR SOLUTION(S) LIMITATIONS
AND/OR PROBLEMS:**

Too much lag time, no notifications or
monitoring capabilities, size of files
hindered deliverability

GoFast with UDP-based technology adds reliability, reduces lag time

Use case: This organization needed to ensure the videos sent from the field to the home office get there reliably with guaranteed delivery, and without lag time. In addition, they needed automation capabilities to ensure that the next steps for files once received could begin immediately.

Why organization chose GoAnywhere:

The UDP-based technology in the GoFast module delivered the speed and reliability they required to get their videos broadcast as intended - quickly and without lag time.



About GoAnywhere

GoAnywhere MFT is a secure file transfer solution that automates and protects data exchanges via an intuitive, browser-based interface. With a variety of useful features and modules, implementing GoAnywhere in your organization can help meet multiple data compliance regulations for file transfers, bolster cybersecurity practices, and streamline workflows and processes.

Short on time, need a hand with a project? Our product specialists are ready to help you achieve your MFT goals and maximize the ROI from managed file transfer in your organization. Learn more with our full list of [GoAnywhere Professional Services](#).

**QUESTIONS ABOUT HOW YOU CAN GET EVEN
MORE FROM YOUR GOANYWHERE SOLUTION?
[CONTACT US TODAY.](#)**

FORTRA

About Fortra

Fortra is a cybersecurity company like no other. We're creating a simpler, stronger future for our customers. Our trusted experts and portfolio of integrated, scalable solutions bring balance and control to organizations around the world. We're the positive changemakers and your relentless ally to provide peace of mind through every step of your cybersecurity journey. Learn more at fortra.com.