

# HELPSYSTEMS GOANYWHERE MFT

Professional services and consultancy

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A complex network diagram with glowing blue nodes and connecting lines, set against a dark blue background with a subtle bokeh effect.

**helpsystems**

**pro2col**  
the file transfer experts

# HELPSYSTEMS GOANYWHERE MFT

## Professional services and consultancy

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We are HelpSystems' fastest growing UK partner, with GoAnywhere Platinum Certified status and a technical team with GoAnywhere MFT Certified Technicians.

From proof of concept to installation, training and health checks, this booklet summarises the key services we deliver. If it does not cover what you are looking for, please get in touch. Our technical consultants have the expertise and product knowledge to support you at any stage of your project.

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Pro2col is a highly valued GoAnywhere MFT Platinum Certified Partner. The team includes GoAnywhere MFT Certified Technicians who have exceptional product knowledge and experience. Pro2col is known worldwide for their industry expertise and are true thought leaders in the secure and managed file transfer market.

*Melissa O'Leary, Partner Manager, HelpSystems*

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## Licences and installation

This is one of the most important stages of your project and essential to its success. Our GoAnywhere technical consultants will get things set up correctly for your unique infrastructure, making sure you get the most value from your solution.

### Proof of concept

To really understand how the product works in your organisation, your evaluation licence needs to be installed and configured correctly. We can install on-site or remotely, either on your infrastructure or Pro2col supplied cloud-based servers. This service includes evaluation licence, configuration and basic administrator training.

### Licence

Once you are confident the software works for you, we can arrange your licence. We will deal directly with the vendor, saving you time.

### Installation

Get your installation right and you will quickly see a return on investment. Get it wrong and you risk running into difficulties. Our on-site or remote installation service will get the software up and running quickly and configured correctly for your infrastructure. This service also includes basic administrator training.

## Migration

Do you need to migrate the software from one server to another? This is necessary when upgrading the operating system or hardware, moving data centres, or moving to a highly available solution with multiple servers. This service is often used for upgrading old GoAnywhere versions on outdated and unsupported operating systems – such as **Windows 2008** – to the latest version of GoAnywhere on current operating systems.

Our experts will install GoAnywhere on a new server and migrate the configuration and data from the source to the target system seamlessly.

- Maintain data and configuration
- Address any system issues, such as housekeeping, configuration, licensing or other factors.
- Reduce downtime for end users from hours to a few minutes
- Carry out system testing
- Enable roll back to a previous configuration, if required, to comply with your change management process

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Pro2col provide an excellent service, understanding Genomics England's requirements and configuring the system. They provided innovative solutions to meet some of our less standard requirements, which extended the system beyond its usual configuration.

*Andy Paynton,  
Genomics England*

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## Configuration

There are many ways to configure GoAnywhere to meet security and compliance requirements, and deliver business efficiencies. Save yourself time and let our technical consultants do it for you.

### **Workflows**

We can build projects based on your specifications, then test them and capture results.

### **Active Directory**

Let us configure GoAnywhere to use Active Directory by LDAP lookup for both Web Users and Admin Users.

### **Compliance**

We will configure GoAnywhere to meet your compliance requirements, such as GDPR or PCI-DSS criteria. We can create and schedule reports for administrators and security officers, which evidence that you are compliant and provide visibility of your data transfers.

## Optimisation

There are ways you can get more value out of your GoAnywhere product. Perhaps you have inherited the system from a previous administrator and are not using all the functionality. Or maybe you fell behind upgrading to new versions as they were released. These services will make sure your GoAnywhere software is working securely and efficiently.

### **Consolidating systems**

We will review the modules you are using against the modules you have licensed and look for opportunities to move workload from other systems. We take planned evolution of the GoAnywhere environment into account.

### **Upgrade**

We can carry out an in-place upgrade to newly released versions of your software. For more complicated upgrades you may need to deactivate and reactivate GoAnywhere, and would require a trial licence. We can arrange that all for you and carry out the upgrade.

## Process mapping

Mapping out your data flows can highlight opportunities to consolidate or integrate systems. This can improve efficiency and reduce manual processing. It is a time intensive process though, so let our technical consultants do it for you. They will look at the organisation as a whole, map out your processes with a fresh perspective, and identify opportunities to improve.

## Other consultancy

Our technical experts can carry out any other form of consultancy you require, whether that is ad hoc, or project based. Please get in touch to discuss your requirements.

## Support

Pro2col's UK-based support is delivered by our team of GoAnywhere MFT Certified Technicians, who provide first line telephone and remote support. We resolve 91% of enquiries in-house, with second and third line support backed off to the vendor. A standard contract provides access to support during UK office hours, or our UK-based 24/7 option provides out of hours support for production-affecting issues.



Pro2col technical consultants delivered an excellent help desk experience, fast and helpful, enabling us to resolve our issue.

*Michael Hooper,  
LondonEnergy LTD*



## Managed service

Your solution needs continual maintenance to keep it efficient, compliant and secure. Plus, there are a growing number of systems to integrate and partners to on-board. The time this takes and the resources required can become unmanageable. That is why many businesses now opt for a complete managed service. It frees up your time, saves you money and gets your business running as efficiently as possible moving forward. The service is scalable, as your business and requirements grow.

## Hosting

You can opt for our cloud-hosted service with guaranteed 99.95% uptime, which provides exceptional reliability and performance. Or we can manage the system within your own environment, whether that is on-premise, AWS, Azure or a hybrid environment.

## Managed by experts

All your requirements are managed and delivered by GoAnywhere MFT Certified and CFTP-accredited technicians, who have a deep understanding of the technology and industry best practice. This includes upgrades, automated workflows, on-boarding your internal users and B2B partners, support and more.

## Pricing model

Contract with a simple fixed annual or quarterly subscription fee. Costs are based on your system requirements, hosting choice and level of managed service.

# Training

We deliver a series of 60-minute training courses for administration, workflows, specific modules and services. Alternatively, we can customise training to your GoAnywhere needs. Training can be delivered on-site, off-site or remotely.



## Administration training

### Administration Training 1

Aimed at new administrators. Get to know your way around the GoAnywhere MFT interface and understand the basic settings. The course includes: Interface tour, dashboard and gadgets, help, licence, updates, global settings, system alerts.

### Administration Training 2

Aimed at new administrators. Understand GoAnywhere's administrative features and best practice. The course includes: Server settings, databases, admin user roles, permissions, domains, login methods, and encrypting files at rest.



## Workflow training

### Introduction to Workflow Automation

Learn how to setup file transfers and workflows as GoAnywhere Projects. These can be automated and managed from a central interface. The course includes the basic building blocks of a Project, including: Resources, Modules, Tasks, Elements and Variables. By the end of the course you will be able to create, execute and view the results of a Project.

### Intermediate Workflow Automation

Learn how to configure the connection properties for your data resources once, and then use them throughout your Projects. This course includes: How to utilise different variable types, use decision making logic, iterate over dataset and direct the outcome of your workflows.

### Advanced Workflow Automation

Learn how to manipulate your data using Expressions, Functions, and System variables. These features allow you to change the data stored in variables in several ways, such as calculations, number formatting, text replacements, adjusting date and time values, and more. You will learn how to anticipate and manage errors that can occur in Projects, and advanced methods for calling modules and projects.

### Executing Projects and Job Management

Learn how to execute Projects (as Jobs) on a scheduled basis, from your applications, on demand, or system events. The course includes: File Monitors, which demonstrate how to execute Projects when files are created, modified, or deleted. Triggers to execute Jobs based on events that occur on the system (eg: when a file is uploaded or downloaded). How to create Job Queues to prioritise Jobs and limit the number of Jobs that can run at one time. By the end of the course you will know several methods to manage job volumes of any size.

## Securing Data Transmissions

GoAnywhere MFT allows you to securely exchange sensitive data with your trading partners using standard protocols. This course covers the methods that are used to encrypt files using OpenPGP and AES256 as well as secure transmissions using SFTP, SSH, and SSL. Key Management for Open PGP keys, SSH keys and SSL certificates will be discussed. Securing the GoAnywhere Administration interface over HTTPS will also be covered.

## Processing XML Files

In this specialised course, users learn how to read and write XML Files using the GoAnywhere Project Designer. At the course completion, users will be able to read data from a database and write out to XML format, as well as parse XML documents into database tables.



## Services training

### Configuring Service Listeners

Learn how to configure and monitor the HTTPS, FTP, FTPS, SFTP, and AS2 services in GoAnywhere. This will include setting the port numbers for the listeners, setting preferences, and configuring server keys and certificates. Best practices for routing connections through the GoAnywhere Gateway reverse proxy will also be covered.

### Agents

Agents are lightweight applications and extensions of GoAnywhere MFT that can be deployed to virtually any operating system including Windows, Linux, IBMi, and more. Agents can run on systems inside an organisation's network, or can be deployed to remote sites like branch offices and cloud networks. This course will teach you how to configure Agents, Agent Groups, and Agent Templates, and how to manage and utilise Agents for monitoring, secure file transfer, and other project tasks.

### GoDrive

The GoDrive module in GoAnywhere is an on premise enterprise file and synchronisation service (EFSS). This course will teach you how to implement the GoDrive module through the HTTPS Web Client or using desktop sync-clients for Windows or Mac OS X.

### Secure Mail

The Secure Mail module in GoAnywhere allows your employees to send messages and files as secure "packages" on an ad-hoc basis. This course will teach you how to implement the Secure Mail module through the HTTPS Web Client or using an Outlook Plug-in. Additionally, you will learn how to personalise your Secure Mail messages using your own corporate branding and styles.

### Secure Forms

The Secure Forms module allows end-users to fill out custom forms with one or more input values, optionally upload files through the HTTPS Web Client in GoAnywhere, or submit forms by making SOAP or REST requests from your custom built applications. This course will teach you how to create a Secure Form with configurable input fields, custom labels and file components. You will also learn how to create a project that processes Secure Form data, how to provide files to Clients using Secure Forms, and how to authorise Secure Forms for Web Users.

## Web User Management

This course teaches the principles for managing the accounts (WebUsers) and security settings for individuals that need to access your HTTPS, FTP, FTPS, SFTP or AS2 file transfer servers for exchanging files. You will learn how to create Web Users and apply group or template based permissions for easier Web User management. The course also covers methods for WebUser self-registration and invitations.



## Other training

### Implementing and Maintaining High Availability

In this course you will learn how to implement clustering, in which two or more GoAnywhere systems will be in an active-active configuration. This will allow you to effectively distribute workloads and provide high availability. You will learn how to properly enable clustering through named systems, channel configuration, shared database and shared file systems.

### Automating File Transfers with AS2

In this specialised course, users will learn how to automate file transfers using the AS2 protocol. Topics include planning, working with SSL Certificates, defining AS2 resources, encrypting messages, and processing return receipts.

## File Transfer Security Controls

This course provides an overview of the file transfer security controls available to you in GoAnywhere. Topics will include password policies, user groups and authentication methods including Active Directory and LDAP authentication. This will be followed by IP filtering, as well as monitoring for denial of service (DoS) and brute force attacks. You will also learn how to setup System alerts to monitor for important events.

### GoAnywhere Gateway as a DMZ Reverse Proxy

Users will learn how GoAnywhere Gateway can be set up as an enhanced reverse proxy to keep inbound ports closed into the private network, while keeping sensitive data out of the DMZ. We will demonstrate how to properly configure the GoAnywhere Gateway to listen for inbound connections from your external trading partners and map those sessions to SFTP, FTPS, FTP and HTTPS services in your private network.



## Certified File Transfer Professional



Pro2col are providers and developers of the only vendor-independent certified file transfer programme, the Certified File Transfer Professional (CFTP). It is an affordable online training course aimed at IT professionals managing file transfer processes and systems in their organisation. Find out more at [www.cftpcert.com](http://www.cftpcert.com)



## LinkedIn GoAnywhere User Group

The GoAnywhere User Group provides a forum for businesses to share best practice, access resources, training and e-learning and engage with other users. Search 'GoAnywhere User Group' or visit [linkedin.com/groups/13599278](https://linkedin.com/groups/13599278)



## Technical top tips for GoAnywhere MFT

Our GoAnywhere experts write articles to help you get the most out of your software. Sign up for this free resource now at [goanywheremftexperts.com/join-the-community](https://goanywheremftexperts.com/join-the-community)

## Contact us

Please contact us for a quote and to agree a bespoke statement of work for your requirements. This can be delivered via your traditional reseller if required.



[sales@pro2colgroup.com](mailto:sales@pro2colgroup.com)



020 7118 9640



[goanywheremftexperts.com](https://goanywheremftexperts.com)

# pro2col

the file transfer experts

Pro2col are independent experts in file transfer and integration, specialising in this technology since 2004. Our technical consultants have delivered over 750 solutions across the globe, for a wide range of industry sectors and use-cases. Clients include KPMG, the NHS, RSA Insurance Group (Royal Sun Alliance), Prudential and TalkTalk. Pro2col technical consultants advise organisations through the different stages of their file transfer and integration project to make sure it is a success. This includes scoping requirements, product demos and proof of concept / software evaluations, negotiating the best deal with vendors or installations and training.

Pro2col are providers and developers of the only vendor-independent certified file transfer programme, the Certified File Transfer Professional. Find out more at [www.pro2col.com](http://www.pro2col.com) or speak to an expert on **+44 (0) 20 7118 9640**.



[sales@pro2colgroup.com](mailto:sales@pro2colgroup.com)



**+44 (0) 20 7118 9640**



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