



**GO ANYWHERE**<sup>®</sup>  
Managed File Transfer

## The GoAnywhere Book of Secure File Transfer Project Examples

*A collection of real MFT projects created by IT professionals like you*



# INTRODUCTION

Managed file transfer (MFT) software is used to automate and encrypt the data exchanged between an organization and its trading partners, users, and employees. But while protecting data in transit and at rest is often the software's primary use, a robust MFT solution can also be implemented to solve problems that fall outside your basic file transfer needs.

IT and cybersecurity teams like yours envision, create, and implement innovative uses for their secure file transfer software every day. These unique applications, like [tracking weather patterns in Alaska](#) or [using automation to eliminate third-shift staffing](#), solve critical organizational initiatives—all without requiring a secondary solution or tool.

## *Have you ever wondered how others use their MFT software?*

Look no further. With *The GoAnywhere Book of Secure File Transfer Project Examples*, you'll discover how your peers use managed file transfer to meet ambitious goals and requirements in their company, reduce manual processes with automation, and keep their data secure. No matter what you need to accomplish with MFT, the inspiration and know-how for your next project is right here.

Want more ideas when you're done? Discuss these project examples, share ideas, and more with your IT peers on the GoAnywhere forums. Visit [www.goanywhere.com/forum/community-forum-32/](http://www.goanywhere.com/forum/community-forum-32/).





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# INDUSTRIES

Industries use managed file transfer software in a variety of ways to solve unique business obligations. How they use their solution often depends on their company size, the number of employees on their implementation team, and their compliance requirements.



**Banking  
& Finance**



**Distribution**



**Healthcare**



**Government &  
Public Sector**



**Higher  
Education**



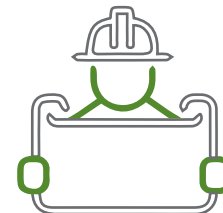
**Media**



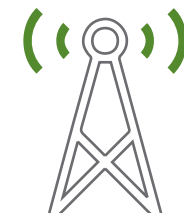
**Retail**



**Insurance**



**Manufacturing**



**Telecommunications**

# BANKING & FINANCE

## Credit Union Service



This North American credit union uses a managed file transfer solution to exchange sensitive data with their trading partners.

When new files are available from a partner, the credit union uses MFT to collect and transfer the data to a directory. Then a RESTful Web API, provided by their MFT software and connected to a third-party application, triggers their automation platform to process the uploaded documents.

### COMPANY PROFILE

Location:	United States
Company Size:	1,000 - 5,000 employees
Services:	Credit/debit card processing
Compliance:	PCI DSS

### TRY IT

Did you know GoAnywhere MFT can automate your workflows and processes? [Watch this webinar](#) to see the Advanced Workflows module in action or get inspired with [30 ways to use its comprehensive project capabilities](#).

See also: **Advanced Workflows Examples**

## Financial Services Company



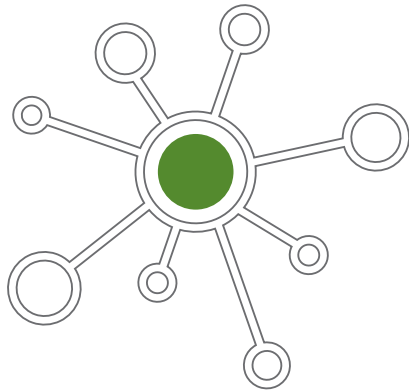
Through an integration between IBM MQ and Managed File Transfer, this company is able to transfer 14 million files a year across three continents. They've automated credit purchases for users and have decreased their turn-around time to under 10 minutes for requests including electronic credit applications, credit bureau reports, credit scoring, contract approval, contract purchases, and inventory updates.

### COMPANY PROFILE

<b>Location:</b>	United States
<b>Company Size:</b>	200-500 employees
<b>Services:</b>	Extended credit program, equipment financing, franchise financing
<b>Compliance:</b>	PCI DSS

# DISTRIBUTION

## Beverage Wholesale Company



This organization sells and distributes wholesale beverage orders. Orders are fulfilled overnight by placing containers with product onto a conveyor system, which are then loaded onto trucks. Using cameras, the IT team scans the barcodes of fulfilled container orders to ensure all beverages are present when loaded for transportation.

MFT software helps the team FTP into a file repository where scan information is kept. The flexibility of their solution allows them to extract file names, timestamps, and other barcode data from the scans using built-in functions like conditionals, substrings, and starts with commands. This extracted data is then used to track and audit missing or erroneous orders.

### COMPANY PROFILE

<b>Location:</b>	United States
<b>Company Size:</b>	500 - 1,000 employees
<b>Protocols Used:</b>	FTP
<b>Server Types:</b>	FTP Server

# GOVERNMENT & PUBLIC SECTOR

INDUSTRIES

## California City Government



The creative ways this California city streamlines their file sharing proves you can use your managed file transfer solution to achieve almost any business need.

- **Police department:** This department uses MFT software to collect large surveillance clips from recent crime victims. Their solution 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.
- **Records bureau:** This department 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.

## U.S. State Government

One state implemented MFT’s secure form functionality to give overseas military personnel a safe and convenient way to electronically send their ballots to an authorized election official.

With a secure form in place, soldiers from that state are able to visit a URL from a computer or mobile device; scan, attach, and encrypt their ballot; add information like their name and county; and submit the form for processing.

### TRY IT

You can create secure forms with GoAnywhere’s Secure Forms module! [Explore its features and functionality](#) on our overview page or read this article to [discover 15 ways you can avoid document chaos](#) with a Secure Forms implementation.

See also: **Secure Forms Examples**



## State Department of Motor Vehicles

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This Department of Motor Vehicles (DMV) transfers sensitive files to and from multiple insurance companies. Under instructions to uphold strict industry standards, the data needs to be sent and received through EDI, an industry standard format for computer-to-computer exchange.

Originally, the DMV sent their file transfers via AAMVA (American Association of Motor Vehicle Administrators) mailboxes, but it became a costly process for both the insurance companies and the DMV to use.

By implementing an MFT solution in their office instead, the DMV was able to cut out the need for AAMVA mailboxes. MFT secured their file transfers and gave them an simplified, efficient way to do business with insurance companies without having to pay high usage fees on both sides.

### TRY IT

How much could you save on file transfers with an MFT solution?  
[Calculate your ROI here.](#)

# HEALTHCARE

## Hospital in South Carolina



This hospital uses a managed file transfer solution to eliminate the need for third-shift staffing in their data center. By setting up system notifications, they're able to immediately detect faulty file transfers, and automated workflows allow them 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

Location:	United States
Company Size:	1,000 - 5,000 employees
Protocols Used:	SFTP
Compliance:	HIPAA

#### DIG DEEPER:

Discover more details on how this hospital uses MFT.

[Read the full case study here](#)

## Senior Services Agency



As a non-profit organization that offers support to senior and at-risk individuals, this agency works closely with the personal information of their clients and employees. They implemented their MFT solution and two supporting modules, one for secure folders and one for secure email, to give internal users an easier, safer way to share sensitive files with third-party vendors. They also use a reverse and forward proxy solution, like GoAnywhere's [DMZ Gateway](#), to keep critical data out of the Demilitarized Zone and inside their private network.

### COMPANY PROFILE

<b>Location:</b>	United States
<b>Company Size:</b>	1,000 - 5,000 employees
<b>Server Types:</b>	SFTP Server
<b>Features Used:</b>	DMZ Gateway, Secure Folders, Secure Mail

### TRY IT

You can implement these features with a variety of GoAnywhere functionality.

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

## Community Health System



This organization originally implemented a homegrown tool that staged files in their DMZ. When they realized how unsecure this practice was, they switched to an MFT solution that brought their files back into the private network. By using MFT's secure folders and remote agents functionality, their IT team is also able to safely communicate with smaller community hospitals and locations that don't have internal IT staffing available to set up their own managed file transfer connections.

### COMPANY PROFILE

<b>Location:</b>	United States
<b>Company Size:</b>	1,000 - 5,000 employees
<b>Features Used:</b>	DMZ Gateway, Secure Folders, MFT Agents, Advanced Workflows

## Health and Wellness Services

**INDUSTRIES**

In this organization, each office has personnel that sorts through faxes of consultations, test results, and other patient data information. Their employees append a patient barcode to each fax and place the documents in various organizational folders within their system.

MFT comes into play on the backend. Their solution grabs the faxes and moves them into an OnBase Document Imaging API connection where the fax information processes into another medical record software and becomes part of the patient's medical record.

By using MFT, this health and wellness services team has:

- Increased the reliability of getting data into a patient's medical records
- Eliminated a mountain of physical faxes
- Audited their movement of data

### COMPANY PROFILE

**Location:** United States

**Protocols Used:** SFTP

**Server Types:** SFTP Server

## Children's Hospital



This children's hospital implemented a data "push and pull" procedure with their MFT solution. By automating the flow of patient statement files, the solution is able to attach those files directly to the patient's chart in their electronic medical record (EMR).

Through this unique use of managed file transfer, the hospital has seen a reduction in time spent on patient statements and an increase in data consistency. They've been able to decrease the latency time of these records by two days and provide their staff with an exact copy of what the patient will see when they receive a medical statement in the mail.

### COMPANY PROFILE

<b>Location:</b>	United States
<b>Protocols Used:</b>	HTTPS
<b>Encryption:</b>	PGP
<b>Featured Used:</b>	File Sync and Share (EFSS)

#### **DIG DEEPER:**

Discover more details on how this hospital uses MFT.

[Read the full case study here](#)

## Pharmaceutical Company

INDUSTRIES



Sometimes, you just need a way to extract an XML file from the software you use.

That's the exact goal this pharmaceutical company met with their MFT solution. Using several functions within MFT, they created a process that would automatically extract an XML file from their finance, HR, and planning software. They then used this data to determine which employees would be terminated within the next seven days, allowing them to deactivate those accounts in a timely manner.



### COMPANY PROFILE

**Location:** United Kingdom

**Company Size:** 1,000-5,000 employees

## HIGHER EDUCATION

### Institution for Technical Professionals



An institution for technical engineers and professionals, this organization needed a way to let third-party vendors and customers submit files via an accessible but carefully secured webpage. They implemented secure folder functionality (another MFT feature) to allow outside parties to log onto a web client and drop sensitive files into a secure folder. A DMZ Gateway (i.e. a reverse proxy) has also allowed them to keep the shared folder in their internal network instead of the DMZ.

#### COMPANY PROFILE

<b>Location:</b>	United States
<b>Company Size:</b>	10,000+ employees
<b>Features Used:</b>	DMZ Gateway, Secure Folders



# INSURANCE

## Insurance Agency



This organization needed to establish an endpoint between Salesforce and their internal systems. When they discovered Salesforce didn't support an FTP connection to their systems, the IT department enabled one of their MFT software's Web Service APIs. This created a secure endpoint that allowed them to connect to Salesforce. Now, with the API workaround in place, they are able to send and retrieve data between their systems and Salesforce's systems.

### COMPANY PROFILE

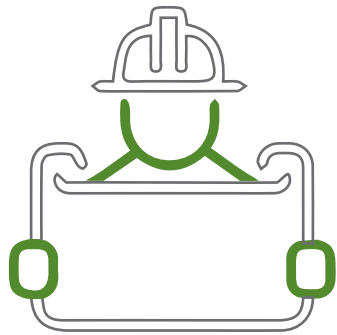
**Location:** United States

**Company Size:** 1,000 - 5,000 employees

**Features Used:** Advanced Workflows

# MANUFACTURING

## *Food Grade Equipment Manufacturing Company*



This company has a network of equipment that regularly checks an FTPS server for the latest firmware updates. Any new data found on the server is pushed back to the equipment for processing.

An MFT solution provides the FTPS server and the connection that keeps their equipment and server communicating. Additional MFT workflow functionality is also used to help parse and analyze any data that's collected from the equipment.

### COMPANY PROFILE

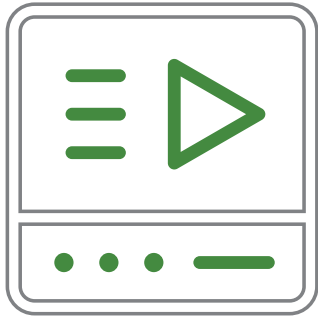
Location:	United States
Company Size:	500 - 1,000 employees
Server Types:	FTPS Server
Features Used:	Advanced Workflows

See also: **Advanced Workflows Examples**

# MEDIA

## INDUSTRIES

### Visual Effects Company



Visual effects are used in a variety of media types, including movies, music videos, ads, and websites. This company uses the secure folders and SFTP server functionality in their MFT software to exchange large data files of their work with their customers.

**SFTP Server:** This allows them to securely send and retrieve data using industry protocols SFTP and SCP, which create an encrypted tunnel that protects all data, user IDs, passwords, and commands that flow through. Any information exchanged during a session is put into an audit log.

**Secure Folders:** This allows them to access authorized files and folders, as well as exchange information securely, through a web client protected by a secure HTTPS connection.

#### COMPANY PROFILE

Location:	United States
Company Size:	5,000-10,000 employees
Protocols Used:	SFTP Server
Compliance:	Secure Folders

# RETAIL

## INDUSTRIES

### Appliance Store Chain



This retail chain needed a better way to send information (including customer details and photos) to their customer service team whenever a complaint was filed. They originally handled requests on the IBM i (iSeries), but it slowed their file transfers and response time.

So, they replaced their IBM i processes with an MFT solution. With new and more effective features in place, this chain was able to create ZIP image files and send those images, along with details on the customer's issue, securely to customer service. This helped reduce the overall time it took to transfer files and helped speed up their team's response to service requests.

#### TRY IT

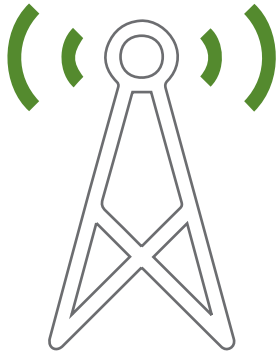
[Discover what else an MFT solution can do for retail.](#)

#### COMPANY PROFILE

Location:	United States
Company Size:	1,000-5,000 employees
Server Types:	FTPS Server
Features Used:	DMZ Gateway, SFTP Server

# TELECOMMUNICATIONS

## *Multinational Telecommunications Company*



With over 40 remote sites sending files to the main server every day, this company needed a way to securely collect data, generate detailed reports on their transfer processes, and monitor all transfer activity (e.g. rate, status, and site name) to ensure the work is properly completed.

Their MFT software allows them to achieve all of this from a single solution, preserving the integrity of their data and reducing the complexity of their workflows and transfer management.

### COMPANY PROFILE

**Location:** United States

**Company Size:** 10,000+ employees

**Features Used:** Advanced Workflows

## BUSINESS INITIATIVES

Managed file transfer software can scale to address an organization's key initiatives, goals, and pain points. From implementing file transfers in a cloud environment to clustered MFT systems keeping a business running if other systems are down, an MFT solution can be used for a variety of granular IT needs.



**Cloud**



**Cybersecurity**



**High Availability**



**Research &  
Data Collection**

# CLOUD

## *Marketing and Advertising Company*

BUSINESS INITIATIVES



This company's managed file transfer solution helps their IT team connect to different client sites. Using MFT, they retrieve merchandise data from these sites and load it into an SQL database in their Microsoft Azure cloud environment. Once the data is in the cloud, it's accessed by another in-house application that pulls the files down to their internal environment for processing.

### COMPANY PROFILE

Location:	United States
Company Size:	500 - 1000 employees
Server Types:	SFTP
Features Used:	Advanced Workflows

#### DIG DEEPER:

Explore the what, how, and why of cloud file transfer [on this overview page.](#)

# CYBERSECURITY

## BUSINESS INITIATIVES



### *Online Home Repairs and Services*

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When their aging batch file transfer scripts were no longer easy to use or keep standardized, this company replaced them with a secure MFT solution that promoted standardized file transfers and centralized management. The software's granular cybersecurity features have reduced the errors that come with running manual file transfers, and admins are now able to limit users to certain actions and permissions, keeping employees from changing key settings and processes they shouldn't have access to.

### *University Parking Garage Service*

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This service wanted to change the way their access-control system let students park in their university parking garages. Instead of a passcode or ticket system, they wanted to let students enter and exit the garage through a simple swipe of their university ID.

MFT helped them accomplish this project. Now, once a student swipes their ID, the software sends the encrypted ID data to the parking garage company, which checks users against a database of stored information and approves or denies access based on the validity of the data swiped. This has automated the entire process, allowing university students to enter (and exit) the parking garage in a matter of seconds.



# HIGH AVAILABILITY

BUSINESS INITIATIVES

## Vehicle History Information Company



This company gathers data on vehicles from customers and dealerships, creates reports on this data, and publishes it on their website for dealerships and customers to read and consider. With MFT software, they rest easy knowing their systems and servers are provided the maximum amount of high availability for mission critical environments.

### TRY IT

Ensure HA and scalability in your environment with MFT features for load balancing and clustering. Explore how it distributes workloads and reduces downtime on [this overview page](#).

### COMPANY PROFILE

Location:

United States

Company Size:

500 - 1000 employees

Server Types:

FTPS Server

Features Used:

DMZ Gateway, SFTP Server

# RESEARCH & DATA COLLECTION

BUSINESS INITIATIVES

## University Research Group



This university research group took MFT software on a weather gathering expedition to Alaska. They connected digital weather stations and cameras to wireless broadband radio transmitters, then used their managed file transfer solution to retrieve, translate, and compile information for secure transmission back to their school office. These transmissions included:

- Meteorological readings from 14 weather stations
- Still images taken by their monitoring cameras
- Timestamps requirements completed by the MFT software



*“The powerful simplicity of [MFT] is what influenced my decision. It had a straightforward user interface, provided many options for secure FTP, and ultimately provided the XML parsing features we needed to work with our SQL databases.”*

### COMPANY PROFILE

**Location:** United States

**Company Size:** 10,000+ employees

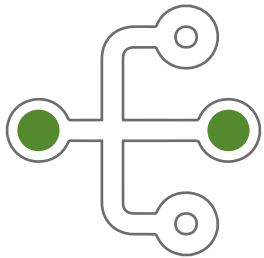
**Protocols Used:** SFTP

#### DIG DEEPER:

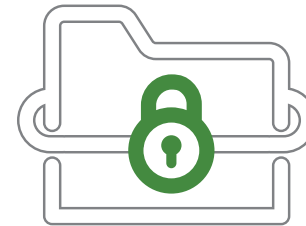
Discover more details on this unique MFT use case [by reading the full case study.](#)

## FEATURES & MODULES

A robust managed file transfer solution often provides unique features and modules to help organizations extend the reach of their IT and cybersecurity requirements. Features like advanced workflows and secure forms not only improve internal processes and communication, they also increase MFT's overall return on investment—putting resources back into a company's arsenal for redistribution and future use.



**Advanced Workflows**



**Secure Folders**



**OpenPGP Standard**

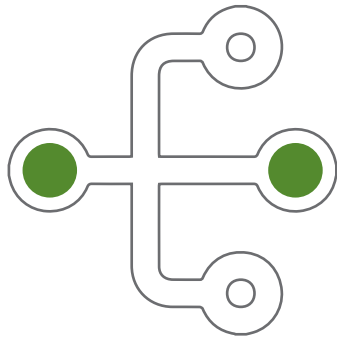


**Secure Forms**

# ADVANCED WORKFLOWS

## *Plastic Bank Card Production Company*

### FEATURES & MODULES



Working in a growing plastic cards market, this company found they needed increased automation and streamlined workflows to help maintain the data security and audit capabilities of their business. They implemented MFT software for its Advanced Workflows module, which allowed them to improve their PCI DSS auditing requirements and monitor folders for new files to process.

With this Advanced Workflows module in place, the IT team no longer has to track files to destinations and archive folders or delete older files; their MFT software does it for them.

### COMPANY PROFILE

<b>Location:</b>	South America
<b>Company Size:</b>	1 - 500 employees
<b>Compliance:</b>	PCI DSS

#### **DIG DEEPER:**

Discover more details on how this company uses GoAnywhere's Advanced Workflows module to improve key business processes. [Read the full case study.](#)

# OPENPGP STANDARD

## *Employees Benefit Trust Fund*

### FEATURES & MODULES



This organization relies on inbound and outbound file transfers to exchange sensitive employee information with vendors and trading partners. With their MFT solution's OpenPGP standard in place, they are able to:

- 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
- Streamline PGP processes and track file transfer activity

### *OpenPGP Automation:*

MFT's ability to automate the trust fund's OpenPGP encryptions and file transfers has simplified their overall processes. With triggers in place, any files dropped on their SFTP server by a vendor or trading partner are automatically decrypted and placed in a network folder. The 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.

#### WATCH IT

Get a closer look at managed file transfer's PGP features. See how it works and improves your file transfer security [in this video](#).

## SECURE FOLDERS

### *American Youth Organization*

#### FEATURES & MODULES



While this organization originally used an online service to store and share files between employees, they couldn't keep up with the rising subscription cost. So they turned to their MFT solution's secure folders module instead.

Paired with GoDrive (another product feature for on-premises/cloud collaboration), they've been able to transition 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. Even better, this new file sharing process has integrated seamlessly with the rest of their file transfer, encryption, and automation requirements.



# SECURE FORMS

## FEATURES & MODULES



### Managed File Transfer Vendor

With MFT's Secure Forms module, this vendor can write the results of form submissions to a database. They then create a spreadsheet and use the software to write to an existing template so it's preformatted and populates collected data for charts. It allows them to quickly access data that's displayed in various ways (charts, graphs, fields) without spending an abundance of time inputting the data manually.

### Nebraska City Government Office

This city's financial department collects and processes city residents' monthly water, disposal, and electricity bills. Originally, these bills were paid (more often than not) via check or mail order, as the website payment form was outdated and difficult to use. Once they implemented an MFT solution, however, they were able to create a secure form and embed it into their website for easy bill pay.

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.

## IT Service Management Company

### FEATURES & MODULES



When REST APIs are used with secure forms to solve business initiatives, many file transfer processes can be simplified and streamlined.

One company uses REST APIs with secure forms to automate the data recorded by their scanning software. Once data is collected, the team submits it to their managed file transfer solution using an internal secure form that encrypts the files with PGP. These files, along with the metadata attached to them by the form, are then received by the MFT solution and processed.

#### **DIG DEEPER:**

Discover three more ways your peers use secure forms functionality [in this article](#).

See also: **Government & Public Sector**



## ABOUT GOANYWHERE

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

Short on time, want product training, or need a hand with a project? Our attentive product specialists are here to help you achieve your MFT goals—quickly, efficiently, and exactly the way you envision them. Learn more with our full list of [GoAnywhere Professional Services](#).



**GO ANYWHERE**<sup>®</sup>  
Managed File Transfer

Try GoAnywhere MFT free for 30 days:  
[www.goanywhere.com/trial](http://www.goanywhere.com/trial)



## About HelpSystems

Organizations around the world rely on HelpSystems to make IT lives easier and keep business running smoothly. Our software and services monitor and automate processes, encrypt and secure data, and provide easy access to the information people need.

