

Professional Services



GLOBALSCAPE® OFFERS A RANGE OF PROFESSIONAL SERVICES TO COMPLEMENT YOUR PRODUCT SOLUTIONS

Globalscape software is powerful, with many capabilities and options. For our customers, it means the ability to operate more efficiently, consolidate legacy solutions, comply with security regulations, and achieve previously out of reach business goals.

For many Globalscape clients, time is short and internal resources are already over stretched. That's why they turn to Globalscape Professional Services. We'll help you get started promptly with a system configured for your requirements. We'll train you thoroughly and provide custom services if you need them. In addition, as your needs evolve and grow, we'll help you continue to use our software to its full potential.

Environmental assessment

Companies moving up to our powerful managed file transfer software are often uncertain how to begin. With our methodical environmental assessment, a Globalscape engineer will analyze your existing infrastructure and business requirements, and produce a plan with recommendations for how our software can enable significant process improvements in your organization.

Quickstart service

Get started in just three days with a system tailored to your business requirements. A Globalscape engineer will:

- Install and configure the solution
- Train your staff on basic operation and architecture
- Document the configuration settings.

You'll get a fully-functioning, fully-tuned system in minimal time, ready for you to put it to work.

KEY BENEFITS

- Environmental Assessment
- Quickstart Service
- Training and Certification
- Inspection, Health Check, and Upgrade
- Security Assessment and Remediation
- Customization/Branding
- Staff Augmentation

Training and certification

Globalscape's classroom and hands-on training provides the fastest way to achieve EFT proficiency. Offerings range from a one-day course on EFT fundamentals up to professional certification including advanced workflows, event rules, and programmatic APIs. Training can be provided at your facility, live via the web, or within our San Antonio headquarters.

Inspection, health check, and upgrade services

Your requirements change, and so do the demands on your system. Or maybe you're new to the job and unsure of the solution's capabilities. Let a Globalscape engineer review system operation, investigate any support issues, and make updates/upgrades as needed. You'll have the confidence that the system is running at its peak and fully aligned with your business goals.

Security assessment and remediation service

Get independent assurance that your solution addresses regulatory requirements and corporate policies. Our security and IT professionals will help you develop a custom Secure File Transfer Policy based on Globalscape best practices.

Customization services

Globalscape can customize the branding, integration, and administration capabilities of our solutions. Custom branding incorporates your logo, color

schemes, and preferred text in the client (end-user) interfaces of your solution. Custom development includes powerful, client-specific reporting tools that leverage data captured by our solution. Other customization services are available—tell us your requirements.

Staff augmentation

Supplement your team with a Globalscape MFT expert when you need to meet a deadline or complete an important project. You'll get a senior consultant on a time and materials basis, daily, weekly, or monthly, becoming part of your team for as long as you need them.