

## Is Your Remote Workforce a Top Security Risk?

**goanywhere**  
by HelpSystems



Let us help you Build a Better IT™

# Today's Presenters



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## Agenda

1. Who we are at HelpSystems
2. Data Security challenges
3. Remote work and COVID- 19
4. Common collaborative tools and their risks
5. HelpSystems proposal for safe collaboration
6. Q&A

# Our Security & Automation Solutions



**35+ Years**  
in Business



**\$360+M**  
in US Revenue



**25+**  
Worldwide Offices



**1000+**  
Employees



**20,000+**  
Customers

## Security

Data Security

Identity & Access Management

Infrastructure Protection



## Automation

Robotic Process Automation

Workload Automation

Infrastructure Automation





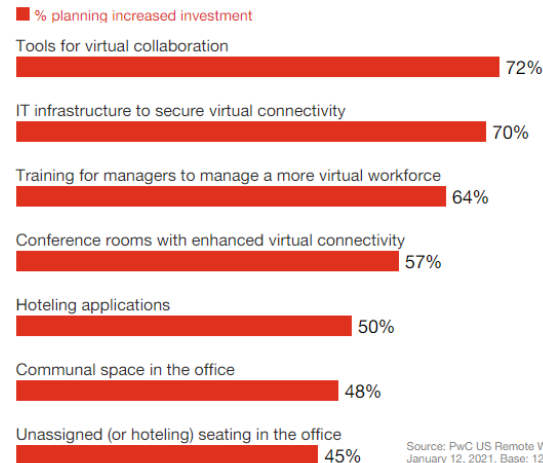
## Remote work and COVID- 19

# The COVID-19 Impact

- ▶ Only 3.6% of employees worked fully from home before the pandemic
- ▶ The uncontrolled spread of coronavirus in 2020 forced many companies to telework
- ▶ 99% of employees appreciates the opportunity to work remotely at least part-time
- ▶ New IT investment priorities in equipment and tools that allow work from home

**The fact**  
**32%** of organizations introduced new tools to support its remote workforce

## *US executives planning new investment to support hybrid working*

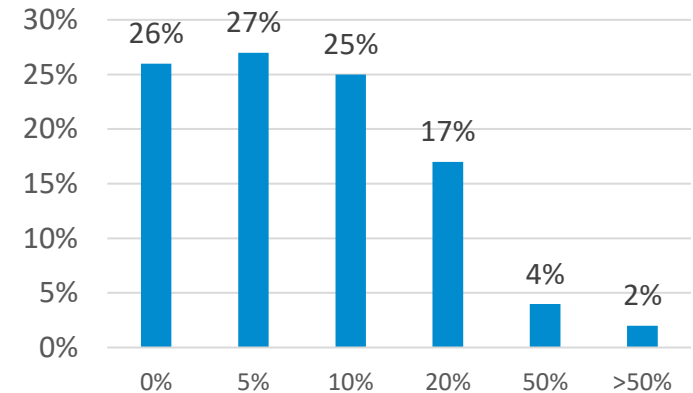


Source: PwC US Remote Work Survey  
January 12, 2021. Base: 127 US executives

# Remote Workforce Post-Pandemic

- ▶ About 30% of the employees were already teleworking at least part of their day
- ▶ This figure is expected to rise to 41% after the epidemic
- ▶ Technology and society have evolved to make remote work more viable for more positions than ever before:
  - ▶ Cost savings on both sides
  - ▶ Productivity
  - ▶ Flexibility
  - ▶ Work reconciliation
  - ▶ Sustainability

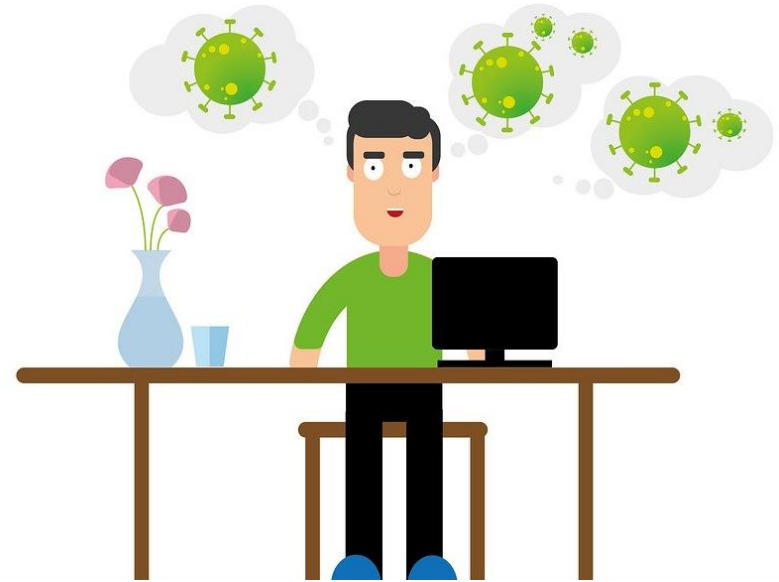
*What percentage of your workforce will remain permanently remote post-COVID who were not remote before COVID?*



Source: Gartner (April, 2020)

# The 3 Remote Work Keys

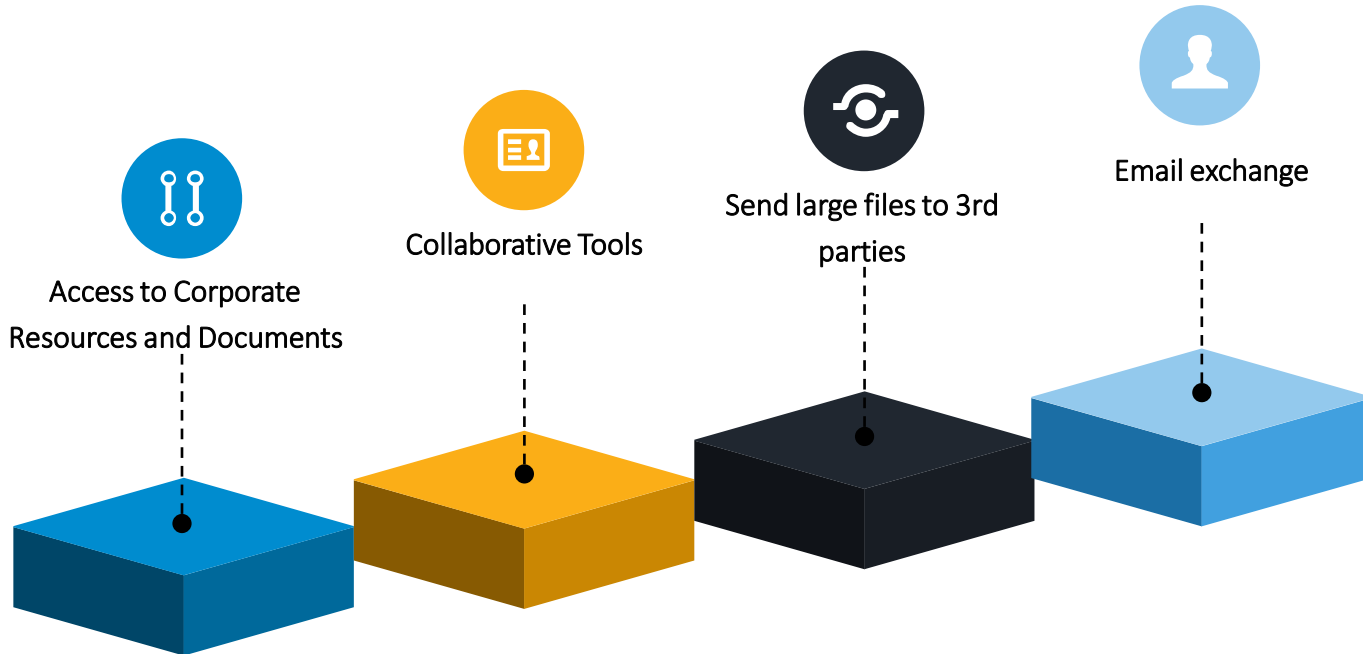
- ▶ Awareness of the security risks
  - ▶ Home can be the perfect bridge to access company information
  - ▶ Taking precautions in your personal work environment
- ▶ Refocusing procedures
  - ▶ Model "from anywhere, at all times and by any device"
  - ▶ Security policies remain in place
- ▶ Provide tools for efficient, secure telework:
  - ▶ Communication
  - ▶ Management
  - ▶ File Management and Sharing





# File Sharing Tools

Share files and documents between colleagues and members of different teams, geographies, trading partners, customers, etc.



# Why Managed File Transfer?

## GoAnywhere MFT

Our managed file transfer solution, GoAnywhere MFT, is the fastest-growing solution on the market. Deployable on-premises, in the cloud, in a hybrid environment, or hosted by HelpSystems, we streamline secure exchange of data between systems, employees, customers, and trading partners.



### Secure File Transfer

Move files with extensive security controls to meet compliance requirements.



### Automated Workflows

Eliminate the need for custom programs/scripts, single-function tools, or manual processes.



### Centralized Admin

Single, easy-to-use platform with a modern web-based interface



### Inbound Connections

Support for industry-standard protocols, like SFTP, FTPS, AS2/3/4, and HTTPS

# Why Isn't Encryption Enough?

## Even if it is secure...

- ▶ Viruses, malware and advanced persistent threats should NOT be allowed to be transmitted at all.

## Even if it is secure...

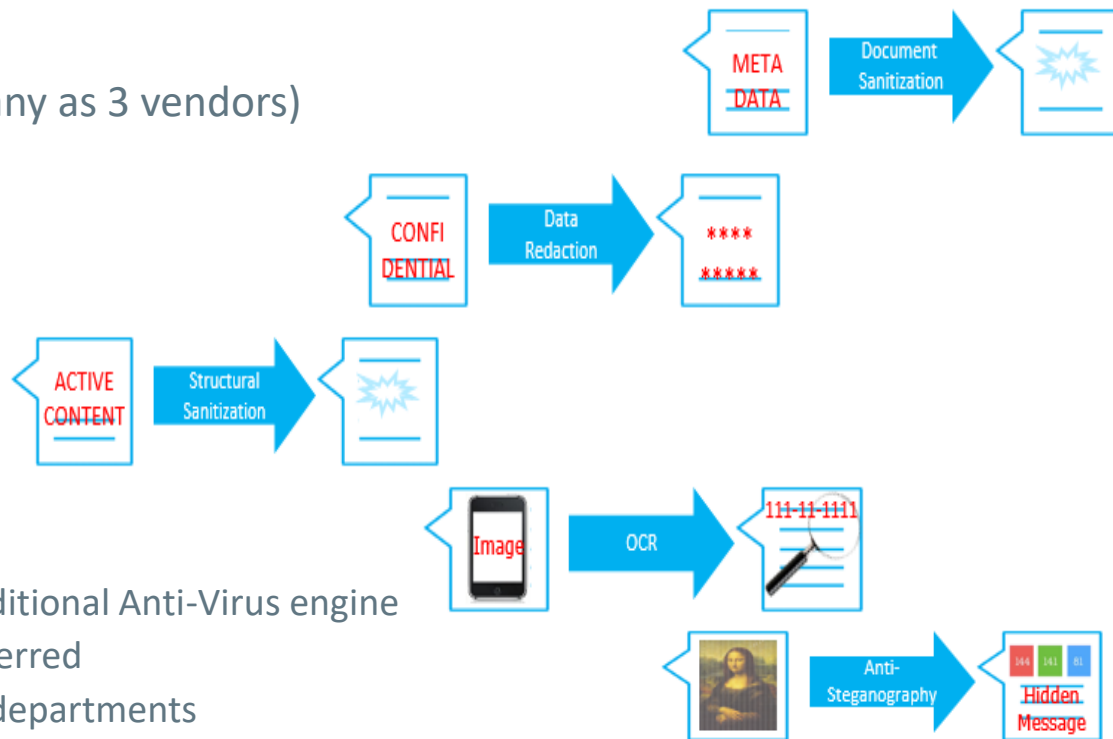
- ▶ You would like to know what is being transmitted.
- ▶ You may want to allow PII to be transmitted by some individuals although not all.

## Even if it is secure...

- ▶ Having the ability to audit who is sending what is a requirement for many organizations.

# Threat Protection and DLP Integration

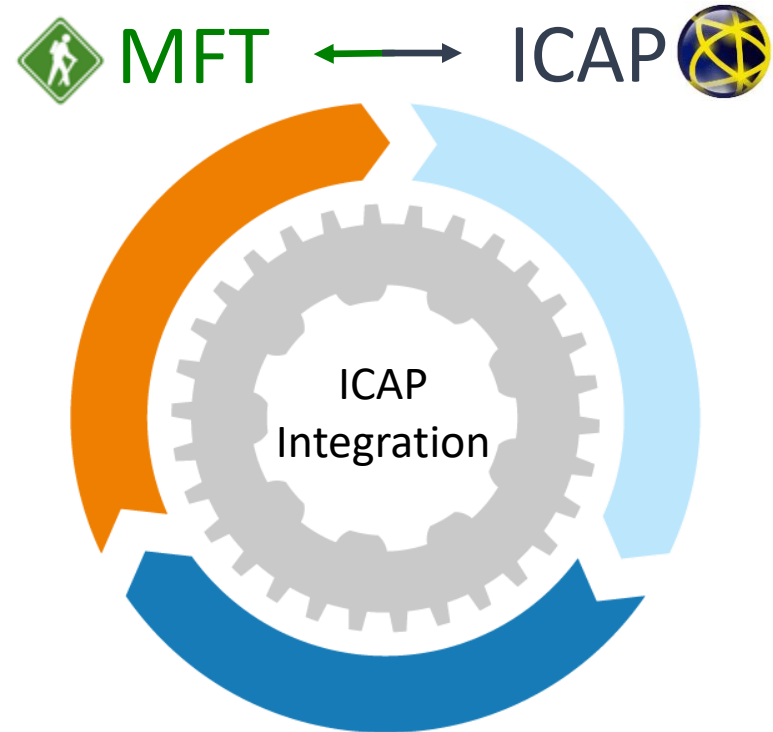
- ▶ Advanced Persistent Threats
- ▶ Anti-Virus protection (1 to as many as 3 vendors)
- ▶ Traditional DLP
- ▶ Adaptive DLP
  - ▶ Adaptive Redaction
  - ▶ Optical Character Recognition
  - ▶ Metadata Cleanup
- ▶ Media Type Protection
- ▶ Unique/Custom protection
  - ▶ Threat Prevention outside of traditional Anti-Virus engine
  - ▶ Content not allowed to be transferred
  - ▶ Varying business rules between departments
    - ▶ Ability to allow executable and/or dll transfer for some not others



# Use Case GoAnywhere and Clearswift

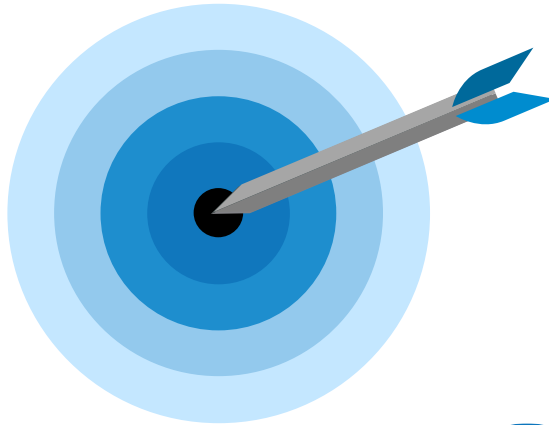
## How it works...

- 1 MFT securely transfers attachments between employees or trading partners.
- 2 The ICAP Gateway only intercepts content when threat protection and DLP requirements exist.
- 3 ICAP runs rule set (keyword search, executable renaming, script removal, etc.).
- 4 If the content *can* be sanitized, the transmission is allowed and continues.
- 5 If the content *cannot* be sanitized, the transmission is blocked.



# How MFT Helps with File Sharing

▶ Collaborative tools for end users



▶ Threat Protection and DLP Awareness



## Secure Folders

Manage user Access & permissions on central server folders



## GoDrive

User-to-user file synchronization and file sharing



## Secure Forms

Gather encrypted data from users for automatic processing



## Secure Mail

Send encrypted messages and files without size limitations



## Cloud Connectors

Securely interface with your current Cloud storage services



# Securely Accessing Corporate Resources Review & DEMO

Secure Folders, GoDrive & Secure Forms

# Access to on-prem corporate Files

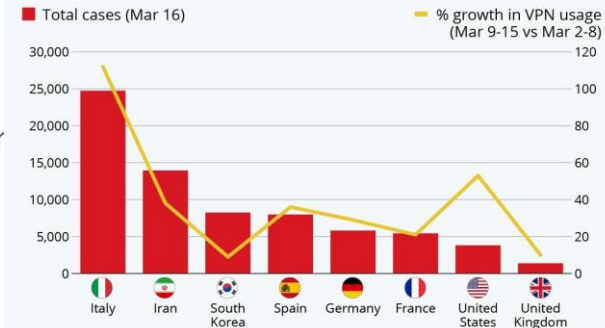
- ▶ Main disadvantages
  - ▶ Not sized for so much load
  - ▶ Time to detect source of network slowness
  - ▶ Additional licenses
- ▶ Limit their use to the essential:
  - ▶ Printers are usually not needed for distance
  - ▶ File shares have other options
  - ▶ Sensitive servers are more vulnerable when accessed from person
- ▶ VPNs can mean increased risk, degraded user experience and loss of productivity

## Common solution

VPN Access

## VPN Usage Surges During COVID-19 Crisis

Growth in VPN usage in countries with large COVID-19 outbreaks\*



\* Data derived from 50,000 Atlas VPN users.  
Source: Atlas VPN





# Secure Folders

The screenshot displays the GoAnywhere Web Client interface. On the left, a navigation sidebar includes sections for Files, GoDrive, Mail, and Forms. The main area shows a file browser view of the Home directory, listing a file named 'eStatement - JANE LEWDWYN.JPG' with a date modified of 10/6/20 3:32:19 PM and a size of 92.42 KB. An 'Edit Web User' dialog box is overlaid on the left, showing fields for User Name (kharris), Enabled (checked), First Name (Kathy), Last Name (Harris), Description, Organization (Medical Labs), Email Address (kharris@example.com), and Phone (4029444242). On the right, a 'Secure Folders' window is open, showing a list of folders and files with columns for Name, Date Modified, and Size. The list includes 'Inbound', 'Outbound', 'Payroll\_01292014.csv', 'QTR\_1\_Results.csv', 'QTR\_2\_Results.csv', and 'QTR\_3\_Results.csv'.

- ▶ Supports AES 256 Encryption (Encrypted Folders)
- ▶ Files can be accessed by backend applications
- ▶ Triggers can be used to automatically process files
- ▶ File sharing
- ▶ Email integration
- ▶ Supports workflow Automation
- ▶ File storage can be on-prem or in cloud

# Free is best, right?

Maybe not when it comes to EFSS tools...



## YES, THEY'RE FREE... BUT THERE'S STILL A COST

Are the features robust and secure enough for your organization's needs?



## DO THEY MEET YOUR BUSINESS REQUIREMENTS?

Can you send large file attachments? Does the tool help you comply with requirements like PCI DSS, HIPAA, and the GDPR?

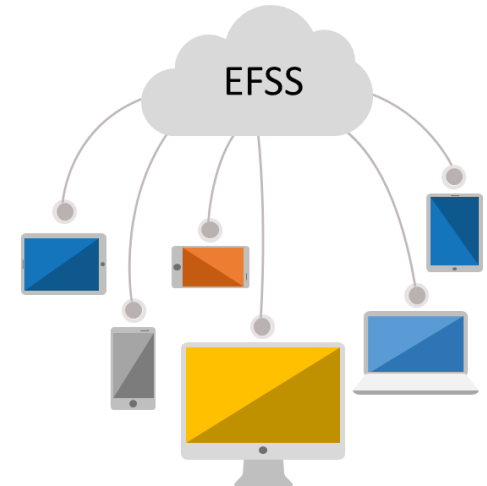


## DO THEY OFFER AMPLE SECURITY?

Most free tools lack encryption and access controls, presenting risks for your organization's data security.

Common tool

Cloud Services





GoDrive is your best alternative to cloud-based file sharing services:

- File storage on site on-premises/private cloud
- AES-256 end-to-end encryption
- Sync with Windows and Mac desktops and laptops
- Detailed audit logs
- Mobile App (iOS, Android) Device management - The administrator can approve or reject the devices, erase them remotely

# Customize Secure Forms

- Customize using Form Designer
- Prepopulate data from another database
- Use SOAP and RESTful Web Service APIs to submit forms from other applications
- Automatically process the Secure Form input data using Projects and optionally provide files (Summary of Benefits) for users to download
- Customize messages presented to users when Secure Forms are submitted (Web Response, Email, etc.)
- Transmit files (Integrate with another platform if required)
- Authenticate users or make forms publicly available
- Complete employee surveys
- Can be secured via HTTPS
- Multi-step process available routing users to additional forms once they submit their 1<sup>st</sup>

**Benefits Enrollment**

Please fill out field on this enrollment form in its entirety.  
You will receive an email confirmation summarizing any next steps.

Employee ID

First Name \*  1000 Characters Remaining

Last Name \*  1000 Characters Remaining

Email Address \*

Will you enroll in our Health Benefits Package \*

**Benefits Enrollment**

Please fill out each field on this enrollment form in its entirety.  
You will receive an email confirmation summarizing your election choices.

Employee ID \*

First Name \*  996 Characters Remaining

Last Name \*  997 Characters Remaining

Email Address \*

Number of Dependents

Coverage Plan \*

Dental \*

Vision \*

Life Insurance \*

Short Term Disability \*

Long Term Disability \*

Click here if you will contribute to our 401k plan  401k

401k contribution amount (% of your paycheck)

Notes

**Benefits Selection Details**

Human Resources <humanresources@examplecompany.org>  
Today, 10:56 AM  
John doe.

Dear John doe,

Below and attached is a summary of your new benefits package for your records:

First Name: John  
Last Name: Doe  
Email Address: john.doe@examplecompany.org  
EmployeeID: 624986  
Number Of Dependents: 3  
Coverage Plan: PPO Choice Plus  
Dental: Yes  
Vision: Yes  
Life Insurance: No  
Short Term Disability: Yes  
Long Term Disability: No  
401k Opt-In: Yes  
401k Contribution Amount: 6%

Notes:

If you feel that there are any errors, please contact Human Resources.

Thank You

**Thank You for taking the time to complete our benefits enrollment form. You will receive an email confirmation shortly summarizing your choices.**



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## Scan Content to Online Platforms such as OneDrive and GoogleDrive Review & DEMO

Cloud Connectors

# Main challenges

## ▶ Threat Protection

- ▶ File uploads from partners or the public are allowed. How do you protect malicious content from being uploaded into your portal?

## ▶ PII Data

- ▶ Can you detect customer employee or patient records? Can you detect customer data using multi-field matching patterns?

## ▶ Media Type Protection

- ▶ Customer needs to accept specific file types. How do prevent people from uploading other media types such s executables and binaries or other unwanted media types?



# Send secure emails with large attachments Review & DEMO

Secure Email

# Everything going into an email?

## Common tool

Mail, WeTransfer, Dropbox

Encryption



- Protect emails containing sensitive
- Send & request encrypted body and attachments

Unlimited size



- Avoiding the use of "Shadow IT" tools
- Unload the mail server of unnecessary load

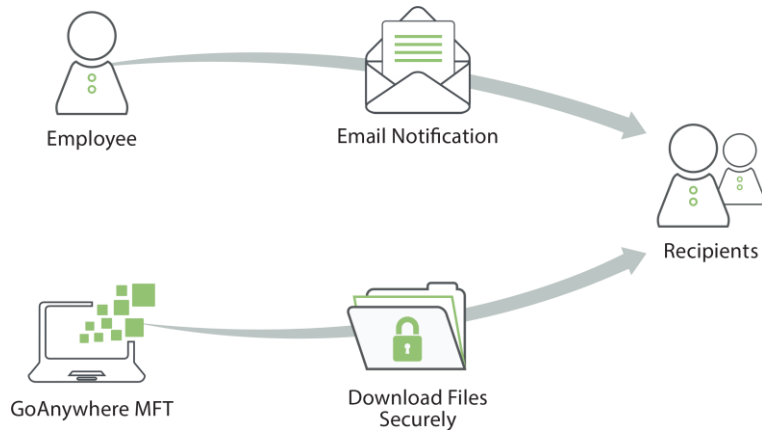
Auditing



- Full control over user activity



# Secure Mail



- ▶ Files and messages are transferred over a secure HTTPS connection
- ▶ Your system keeps possession of the files (in encrypted form) until the recipient retrieves them (not hosted)
- ▶ Recipients don't have to deal with keys or certificates (just click on the URL)
- ▶ No file size limits
- ▶ SMIME support for encrypted emails
- ▶ Multiple attachments allowed

A short horizontal line composed of three segments: a blue segment on the left, a light blue segment in the middle, and a black segment on the right.

ANY  
QUESTIONS?

A decorative horizontal bar consisting of three segments: a blue segment on the left, a light blue segment in the middle, and a black segment on the right.

## Thank you for joining us

- ▶ Questions? We're happy to help.
  - ▶ [eduard.seseras@helpsystems.com](mailto:eduard.seseras@helpsystems.com)
  - ▶ [scott.messick@helpsystems.com](mailto:scott.messick@helpsystems.com)
- ▶ Email if you'd like a custom demo.
- ▶ Learn more on our websites:
  - ▶ [www.helpsystems.com](http://www.helpsystems.com)