Top Considerations When Buying MFT Software

helpsystems

Let us help you Build a Better IT™

Introductions

Heath Kath
Senior Solutions Consultant
HelpSystems

Richard Foresyth
Solutions Engineer
HelpSystems

Agenda

1. About HelpSystems

2. What is Managed File Transfer?

3. Understand the Benefits

4. Pre-Search Considerations

5. In-Depth Evaluation

6. Q&A

Cybersecurity Jokes to Make Any Security Geek Chuckle (or Groan)

Why did the football team fumble the handoff?

They didn't use a secure transfer method.

helpsystems

What is Managed File Transfer?

1. Solution for managing inbound and outbound file transfers

2. Replaces old technology like regular FTP, standard email, legacy scripts, portable zip drives

3. "Managed" file transfer refers: Automation to centralization Or "Managed" file transfer adds automation and centralization

4. Able to transfer all file sizes and volume of file transfer needs

5. Secure files at rest and in motion

helpsystems
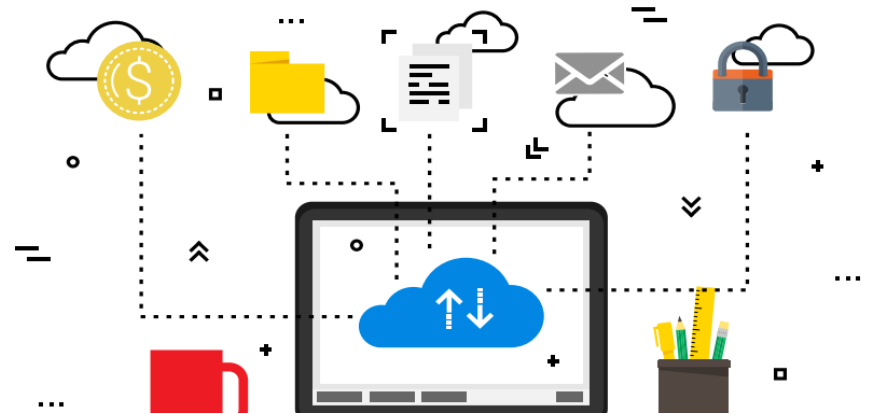
Understanding the Benefits

MFT solution benefits:

Maintain Strong Cybersecurity Practices

❑ Security Settings
❑ Audit trails
❑ Security Zones
❑ Meet policies

Follow Encryption Protocols

❑ Encrypt in transit and at rest
❑ Compress
❑ OpenPGP, AES, SSL, and SSH

helpsystems

Understanding the Benefits

Additional MFT solution benefits:

Meet Compliance Requirements

❑ Secure your data
❑ PCI DSS, FISMA, HIPAA/HITECH, GBLA, SOX, and the GDPR.

Reduce Your Costs

❑ Eliminate custom scripts and programs
❑ Eliminate single-function tools
❑ Eliminate manual processes

helpsystems

Understanding the Benefits

Additional MFT solution benefits:

Improve Your Transfers

- ❑ Simplify and automate
- ❑ Easy to use manage
- ❑ Easy to use interface
- ❑ Flexibility and capability

Deploy on Multiple Platforms

- ❑ Deployment: on-premises, in the cloud, or hybrid environment
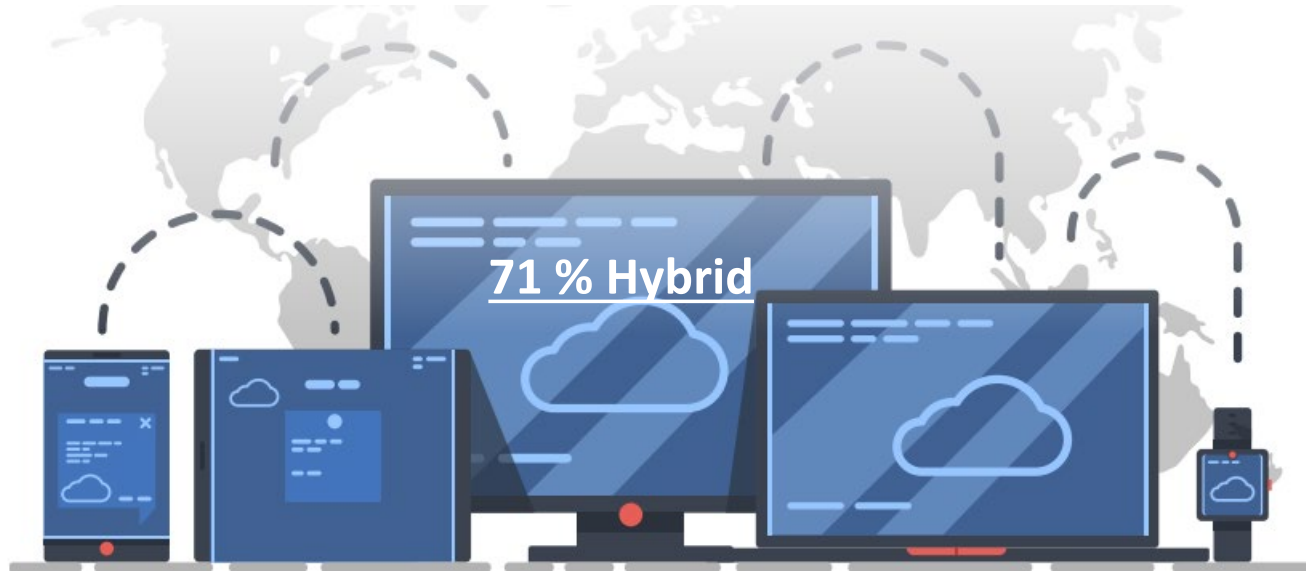- ❑ Hosted solution (Saas)
- ❑ Solution to grow and expand with you

helpsystems

Pre-Search Considerations

Pre-Search Considerations

Deployment Considerations

❖ On-Premises   ❖ Public/Private Cloud   ❖ MFTaaS

71 % Hybrid

Pre-Search Considerations – Industry Specific Requirements

Healthcare

Healthcare organizations need to secure their ePHI data and ensure their files are easily transferred and accessible to other locations and departments. The MFT solutions you evaluate should segment users, provide strong authentication methods, offer detailed auditing and reporting for worldwide data protection regulations (like HIPAA in the U.S., the EU's Directive of Data Protection, and Canada's PIPEDA), and coordinate patient data with outside physicians and remote offices.

Logistics

Distribution and warehouse organizations must be able to automate the exchange of orders and EDI documents with their trading partners. Managed file transfer can help ease this burden by securing data for SOX 404 and 409, maintaining records for 21 CFR Part 1.236-1.368, meeting FTC regulations for tax filings and inventory control, generating audit trails, and controlling access to sensitive documents.

helpsystems

Pre-Search Considerations

Higher Education

Post-secondary schools must protect confidential student information, both university-wide and in the exchange of data with authorized third parties. Managed file transfer can help schools achieve compliance with FERPA, PCI DSS, GLBA, FISMA, and HIPAA, as well as protect student data through encryption, detailed audit logs, centralized user administration, and enforced password policies.

Insurance

The insurance industry must meet onerous compliance burdens and find a way to simplify and automate the data they exchange with business partners. A good MFT solution will help insurance companies meet SOX, GLBA, HIPAA, and HITECH requirements; secure data in compliance with the Dodd-Frank Act; maintain the integrity of files in motion for OIG, Medicare, and Medicaid; transfer data in bulk for ETL and migrations; and more.

Banking and Finance

Banks and financial institutions understand the importance of protecting sensitive data. The right MFT solution will help you achieve PCI DSS and GLBA compliance; provide tracking, auditing, and delivery requirements for Basel III; secure private data for SOX 404 and 409; and secure data in transit and at rest for the Dodd-Frank Act.

helpsystems

Pre-Search Considerations
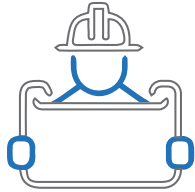
Manufacturing

Product manufacturing frequently requires the secure exchange of data files between departments, business partners, and (sometimes) government entities. Any MFT solution you consider should secure data for SOX 404 and 409, maintain records for 21 CFR Part 1.236-1.368, meet FTC regulations for tax filings and inventory control, generate audit trails, and control access to sensitive documents.

Public Sector

Government agencies face significant regulations and security policies. In addition to meeting compliance requirements for FIPS 140-2, SOX, GLBA, PCI DSS, and HIPAA, organizations in the public sector are also accountable for FISMA, a mandate that requires them to create, document, and implement a plan to ensure their information systems are secure. In addition, solutions must be secured from the Product Compliant List of the National Information Assurance Partnership's Common Criteria and Evaluation and Validation Scheme (NIAP-CCEVS). The right MFT solution can help with all of this—and more.

Retail

Escalating instances of data theft emphasizes the need for retail locations to safeguard customers' personal data and credit card information. Managed file transfer can help retail companies comply with PCI DSS, SOX, and FTC regulations, implement internal policies that conform to the Non-Bank Financial Services Rule, and control access to documents with enterprise-level security settings (like user and group roles).

Pre-Search Considerations

Cyber & Data Breach Defense

Questions to help you get you started: (Security)

• What types of encryption standards are supported?

• Does it use FIPS 140-2 validated encryption ciphers?

• Does this solution track all user events and file activity?

• Will the solution block brute-force and DoS attacks?

• Does this solution offer notifications (email and/or SMS) for login failures, rejected files, and other irregular activity?

• Does the solution meet the security standards required for Common Criteria certification?

Pre-Search Considerations

Cyber & Data Breach Defense

Questions to help you get you started: (Authentication / Permissions)

- Can I define various permissions for separation of duties?
- Can users access shared or multiple folders with same or different permissions
- Can I restrict users to specific directories and subfolders?
- Can users access with SFTP, HTTPS, FTPS, AS2?
- Can I authenticate users against LDAP or Active Directory?
- Can I perform multi-factor authentication?

helpsystems

Pre-Search Considerations

Key MFT Features

Auditing and Reporting

Cloud Support

Remote Agents

Automation

Data Loss Prevention

Pre-Search Considerations
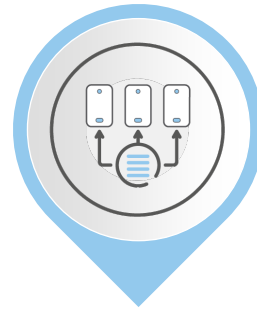
Key MFT Features

Extensive Security Controls

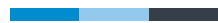**Secure Email / Forms Capabilities**

Flexible Web Client

Load Balancing & Clustering

EDI File Translation

help systems

In-Depth Evaluation

Create a Requirements Checklist

Once you've identified the features you want in an MFT solution and have an idea of what your organization needs in terms of deployment, industry, and cybersecurity, it's helpful to create a checklist of requirements that you can easily refer to when evaluating different MFT solutions.

Requirements Checklist Sample Questions

What Authentication methods are supported?

What levels of support are available from the vendor?

Does the system generate audit logs and activity reports?

Does the solution offer automation/workflows that meet my unique needs?

Does the vendor invest in their product and provide frequent updates, enhancements?

helpsystems

List Your Compliance Needs

See what resources the solution offers for compliance.

✓ **Do they have data sheets, checklists, or an FAQ that describes how their product helps organizations meet certain regulation requirements?**

✓ **Are they on the Product Compliant List for NIAP-CCEVS?**

helpsystems

Determine Your Budget

Questions to ask
the vendor's sale team include:

- **Can I license specific modules?**

- **Are clustered and load balancing licenses discounted?**

- **Do you discount non-production licenses?**

- **Can I lease the software?**

- **Do you offer user- or vendor-based licensing, or are users and vendors unlimited?**

helpsystems

Find the Solution's ROI

- Respond quickly to new security requirements without creating additional work.

- Save time by eliminating labor-intensive processes like scripting and programming.

- Grow with the needs of the organization as its data requirements become more complex.

- Avoid unplanned and unnecessary system downtime by keeping file transfers running.

- Scale with any nodes, systems, and networks added to an environment over time.

helpsystems

goanywhere by HelpSystems   **globalscape** by HelpSystems

Comprehensive, enterprise-level MFT designed to help you seamlessly and securely manage data transfers no matter where the data resides or where the instance is deployed.

Move files with extensive security controls to meet compliance requirements.

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

Easily manage all file transfers through a modern, web-based interface

Choose the best fit protocol for your transfer needs: SFTP, FTPS, AS2/3/4, HTTPS, and more.

helpsystems

HelpSystems MFT Use Cases

goanywhere by HelpSystems

globalscape by HelpSystems

AUTOMATION
Automate manual tasks like workflows and file transfers

INTEGRATION
Easily integrate with external cloud and web apps

DATA TRANSLATION
Translate data to/from popular formats (XML, JSON) without needing scripts

COLLABORATION
Allow end users to easily exchange files while retaining control of sensitive data.

EDI
Read, write, map, and move X12, EDIFACT, and XML files

CLOUD FILE TRANSERS
Move and monitor files in the cloud from a centralized hub
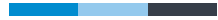
Thank you for joining us!

goanywhere by HelpSystems

globalscape by HelpSystems

▶ Questions about GoAnywhere or Globalscape features? We're happy to help.

  ▶ www.goanywhere.com

  ▶ www.globalscape.com

▶ Request a walkthrough of HelpSystems MFT www.goanywhere.com/demo or www.globalscape.com/demo

A survey will display after this webinar ends.
Please let us know how we did. Thanks for your feedback!

helpsystems

Q&A

helpsystems

Let us help you Build a Better IT™