FORTRA

Managed File Transfer (MFT) Software Impact Guide

Success metrics from more than 3,000 GoAnywhere customers

Table of Contents

Introduction

The Purpose of This Guide

We know that deciding upon the right managed file transfer (MFT) solution for your organization can be a complex process. Therefore, we thought it might be helpful to learn why more than 3,000 organizations chose GoAnywhere and the outcomes they experienced after implementation.

Through the medium of reports and surveys, reallife customers shared their personal stories of how GoAnywhere has helped them to find success, streamline the transfer of their files, and keep their data secure.

This guide strives to help you make your final decision by providing real examples of how your peers, in a variety of industries, have made the most out of GoAnywhere and enhanced their file transfer capabilities.

We hope this guide helps you in your consideration of GoAnywhere MFT as your chosen secure file transfer solution.
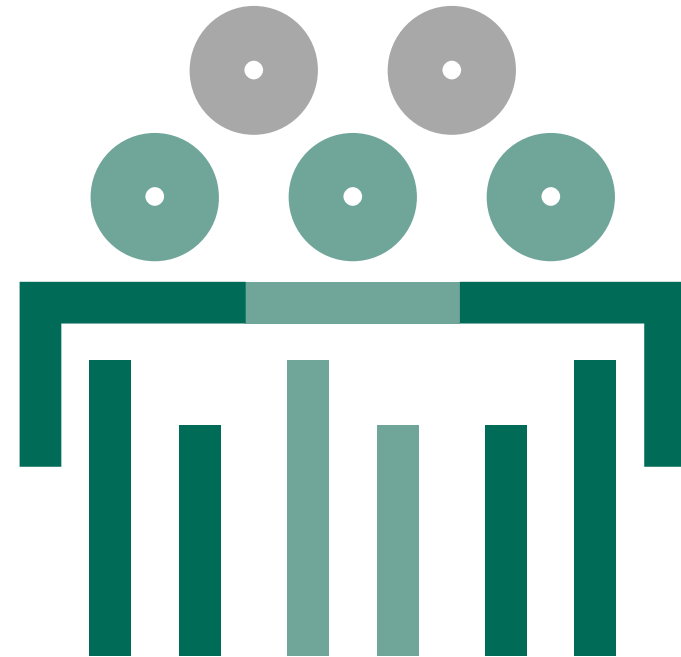
Introduction

The Success Metrics

GoAnywhere MFT has been successfully implemented and used within a wide range of industries.

The feedback from the 3,000 customers cited throughout this guide are from an assortment of key industries, including:

- Banking & Finance

- Logistics

- Healthcare

- Manufacturing

- IT & Telecom

- Higher Education

- Public Sector

- Insurance
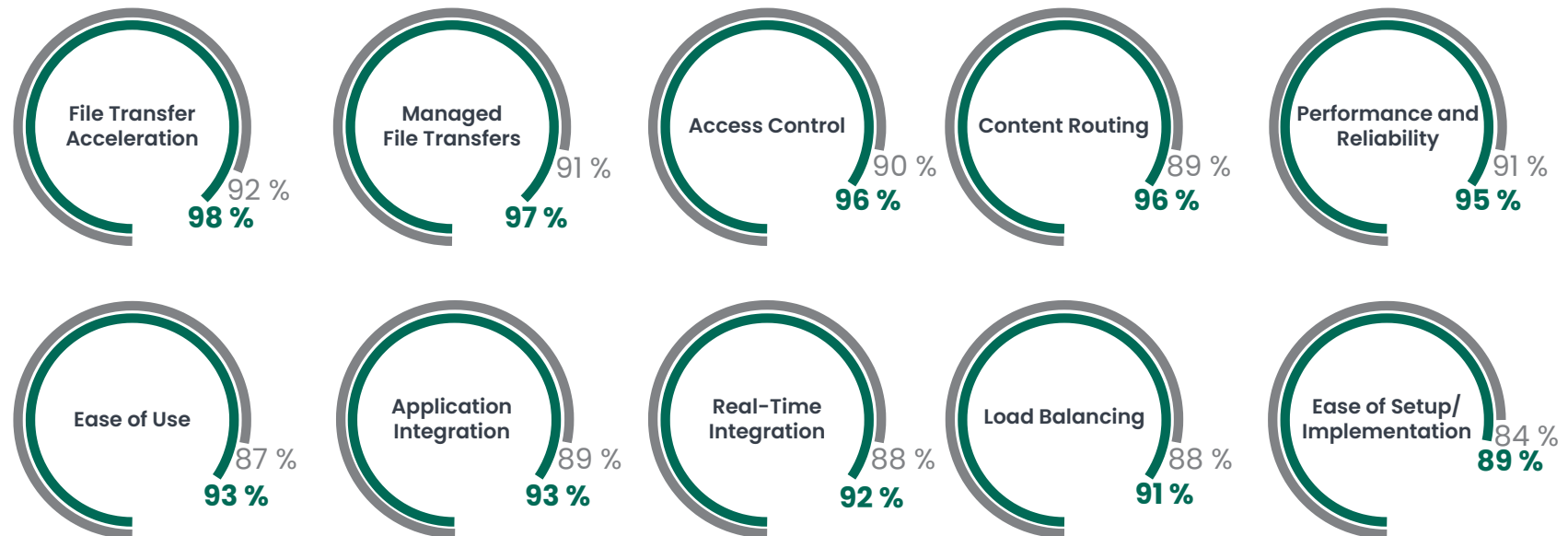
- Media & Entertainment

- Retail

Key Findings

Time Savings & Level of Efficiency

The customers referenced for this guide reported a high satisfaction rating in a variety of beneficial areas, including the amount of time GoAnywhere has saved them and their heightened level of efficiency. However, let's take a more in-depth look.

Since implementing GoAnywhere, customers have reported a rating of the following in these key categories:

▲ GoAnywhere   ▲ MFT vendor average, (G2 Crowd)

Likelihood to Recommend
86 %
96 %

File Transfer Acceleration
92 %
98 %

Managed File Transfers
91 %
97 %

Access Control
90 %
96 %

Content Routing
89 %
96 %

Performance and Reliability
91 %
95 %

Ease of Use
87 %
93 %

Application Integration
89 %
93 %

Real-Time Integration
88 %
92 %

Load Balancing
88 %
91 %

Ease of Setup/ Implementation
84 %
89 %

Use Case Spotlight Library
Use Case Highlights

Time Savings & Level of Efficiency

Although GoAnywhere is a secure file transfer solution, it's purchased for a vast number of reasons. We take immense pride in customer satisfaction and have been pleased to find that our customers appreciate and are satisfied with the abundance of things it can do for their organization(s).

Here are some examples of customers sharing their stories of how GoAnywhere has streamlined their processes by increasing the amount of time they have saved and escalating their level of efficiency.

Use Case Spotlight Library
Use Case Highlights

Highlight: Saving Time

"GoAnywhere has significantly reduced the man-hours needed to manage day-to-day operations by automating report generation, file moves, automated notifications."
Application Support Specialist – Insurance Industry

"Our clients require daily submission of EDI update records on all inventory and actions taken for the prior day. We have found tools within GoAnywhere MFT that allow us to initiate the creation of the EDI file from our System of Record (SOR), make needed alterations to file name and content, and post to the client's SFTP site. This saves tons of man-hours over the course of a year, and allows us to be lights-out on delivery timelines, including holidays and weekends."
IT Specialist – Legal Industry

"We have a number of partners who we send and receive claims from. GoAnywhere allows us to streamline the process of moving those claims through our processing tools and sending them to their final destinations. It has saved multiple employees several hours a week and reduces the likelihood of error, while at the same time providing us with valuable logging information to use for tracking if needed."
EDI/System Integration Developer II – Healthcare Industry

"GoAnywhere has solved multiple problems by replacing an archaic file transfer management application and several manual FTP processes while providing a consistent and reliable platform that has been flexible enough to allow us to expand our day-to-day automation."
Open Systems Developer – Education/Government Industry

Use Case Spotlight Library
Use Case Highlights

Highlight: Added Efficiency

"Besides the usual FTP, SFTP, etc., we have a couple of interfaces where the 3rd party only makes the data available via email attached files. Using GoAnywhere, we can open the email, extract the attachment, and process the data without manual intervention."
Sr. Programmer/Analyst – Distribution Industry

"We use GoAnywhere to automate the interchange of files, both internally and externally. It has significantly increased the speed and efficiency in which we are able to interact with vendors and has allowed us the opportunity customize solutions to a broader audience."
EDI/System Integration Developer II – Healthcare Industry

"A few years ago, we had more than 100 scripts for file transfers. Now we have everything in one central tool, with good logging in place."
IT Consultant – Transportation Industry

"GoAnywhere MFT standardized our file transfer process. It has also reduced our need to involve Development when we need to transfer files. MFT gives us the flexibility to re-run/ reschedule jobs as needed."
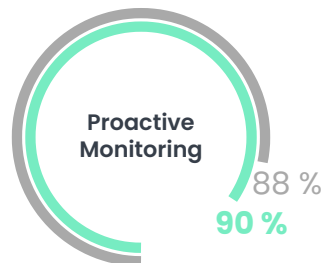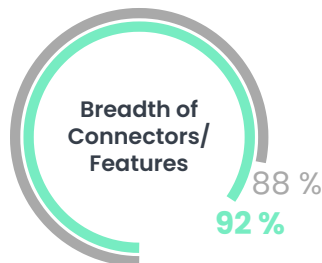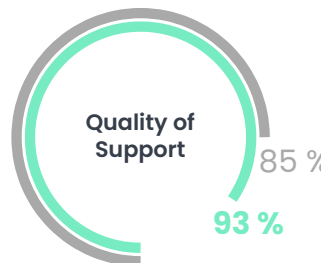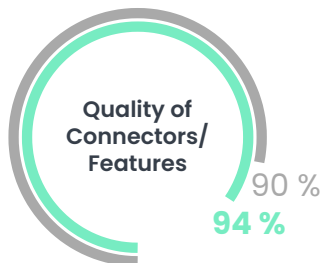Security Administrator/ Analyst – Construction Industry

Key Findings

Quality of Features & File Transfer Capabilities

The customers referenced for this guide reported a high satisfaction rating in a variety of beneficial areas, including the quality of GoAnywhere's features and file transfer capabilities. However, let's take a more in-depth look.

Since implementing GoAnywhere, customers have reported a rating of the following in these key categories:

▲ GoAnywhere   ▲ MFT vendor average, ([G2 Crowd](#))

Meets Requirements

90 %
95 %

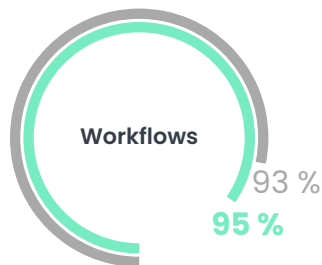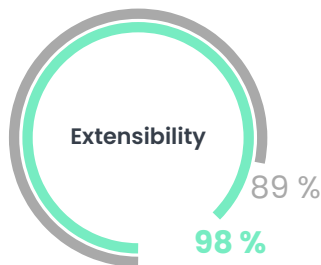| Encryption/Decryption	Extensibility	Workflows	Compliance	Customization
88 %	89 %	93 %	90 %	88 %
98 %	**98 %**	**95 %**	**94 %**	**94 %**

Quality of Connectors/Features	Quality of Support	Breadth of Connectors/Features	Proactive Monitoring	Reporting and Analytics
90 %	85 %	88 %	88 %	81 %
94 %	**93 %**	**92 %**	**90 %**	**87 %**
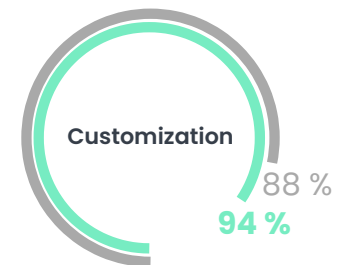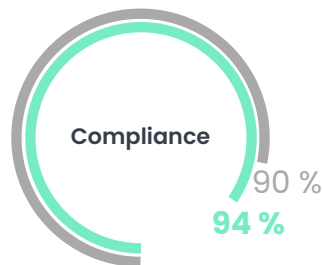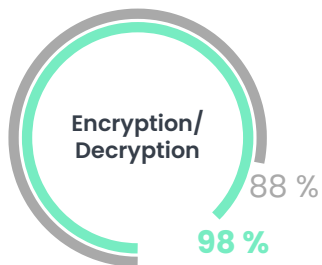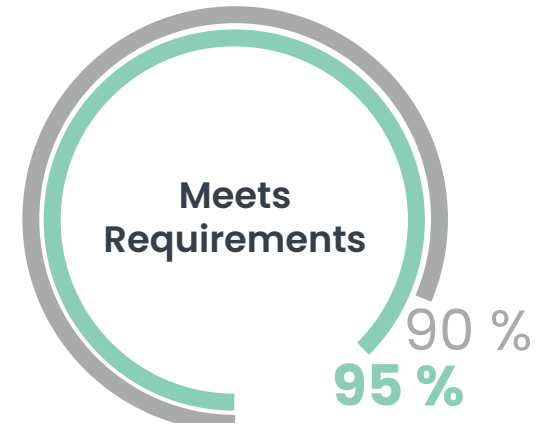
Use Case Spotlight Library
Use Case Highlights

Quality of Features & File Transfer Capabilities

As an award-winning solution, GoAnywhere has a rich quality of features and strong file transfer capabilities that work together seamlessly to help our customers' file transfers perform to the best of their abilities.

As we mentioned before, we take immense pride in customer satisfaction and have been pleased to find that our customers appreciate and are satisfied with GoAnywhere's comprehensive all-in-one approach, flexibility, and commitment to security.

Here are some real-life examples of customers sharing their stories of how GoAnywhere has simplified, secured, and enhanced their file transfers with the right features and capabilities.

Use Case Spotlight Library

Use Case Highlights

Highlight: Centralized Management

"One major problem that we recently resolved using GoAnywhere was meeting new requirements for bank file transfers by including specific encrypting ciphers."
Sr. Programmer/Analyst – Transportation Industry

"Among other things, we use GoAnywhere to automate the delivery of invoices, by combining the SecureMail and Advanced Workflow features."
Middleware Specialist – Transportation Industry

"We use GoAnywhere MFT to keep up with customer needs as they arise and change. It helps us offer data delivery with a much wider breadth of services and features. We use the Secure Mail aspect to provide confidential data to customers without the security risks or plain text, and without having to use another 3rd party program. We also use the GoAnywhere Gateway to further secure our environment."
Network Engineer – Document Management Industry

"The scheduler allows us to run programs and securely email or FTP contents to users. We are able to manipulate output to be in the format that users request (ie. pipe or comma delimited). Using the monitor feature allows us to pick up files as soon as they become available."
Informatics Analyst – Healthcare Industry

"We use GoAnywhere MFT as our primary external trading partner and internal mainframe applications file transfer hub and for a large portion of internal audit file maintenance. Most if not all of this is accomplished with either scheduled jobs or triggers that invoke projects that automate routine tasks and provide almost complete 24/7 hands off file exchange processing."
Open Systems Developer – Education/Government Industry

"GoAnywhere solved a number of issues. Having one location to track the status of all jobs is very useful. The use of monitors has solved the issue of polling source locations for files. We set up a project template to make the migrated scripts more consistent. The use of resources for the SFTP sites has made sure the files are going to the correct location every time."
Data Architect – Banking & Finance Industry

Use Case Spotlight Library
Use Case Highlights

Highlight: Advanced Capabilities

"We have a LOT of disparate customers wanting file transmissions in unique formats, even within the same vendor or customer company. MFT has allowed us to consolidate and create unique file management for all of them."
iSeries Administrator – Distribution Industry

"It has solved many problems. Our nurse scheduling application needed a census file hourly from our electronic medical records (EMR). GoAnywhere picks up the file from our EMR server using SFTP, manipulates the record format and creates a few new fields with data like the shift value based on the time, and then uploads the file to the nurse scheduling application using SFTP."
Systems Engineer – Healthcare Industry

"Our Healthcare Enterprise requires many file transfers to keep everything running smoothly. Before GoAnywhere, it was a variety of manual methods and custom coded independent solutions. GoAnywhere allows us to centralize our file transfers, eliminate manual processes, and meet security, privacy, and auditing requirements."
Systems Analyst – Healthcare Industry

"GoAnywhere has allowed us to bring all of our external file transfers, data encryption needs, and shared application data flows into an up-todate platform that provides reliable automation along with necessary audit trails."
Sr. Programmer/ Analyst – Education/ Government Industry

"GoAnywhere has allowed us to have greater control over the FTP process with other groups within our corporation. It also allows us to have a standard method for FTP and reporting success/failure with greater detail. We use projects with folder variables to give us a way to control data extract and report processes using generic code. We don't have to configure environments, company numbers, type of report, etc., when implementing. This greatly reduces mistakes. We have also used two secure forms in a trial to allow users to perform simple data maintenance without having access to the enterprise resource planning (ERP) system. Finally, we use the database query and data translation functions to extract data and email reports from the ERP system.
Senior Programmer/Analyst - Manufacturing Industry

"We use GoAnywhere MFT to interface with external clients to send/receive data through SFTP, AS2, HTTPS, and FTPS. Additionally, it acts as our primary interface to transfer files into and out of AWS S3 for processing."
Senior DWevOps/Linux Engineer – Insurance Industry

Use Case Spotlight Library
Use Case Highlights

"GoAnywhere has helped us with our PCI compliance and offered us additional flexibility in our data workflows."
IS Operations Manager – Retail Industry

"We are SOC & HIPAA certified, so we comply with all regulations associated with such certifications. We also comply with specific items from SP 800-171 Rev. 2 on an as-needed basis. GoAnywhere MFT has been helpful in achieving compliance for the regulations."
Network Engineer – Document Management Industry

"We use GoAnywhere MFT to comply with HIPAA requirements."
EDI/System Integration Developer II – Healthcare Industry

The Next Step
ROI Calculator

For customers of GoAnywhere MFT, the estimated ROI is 13 months.

For a more in-depth evaluation, our ROI tool will calculate just how much your organization stands to save by using GoAnywhere for your file transfers.

We hope this tool will help you to feel confident when making your final decision and give you the assurance that GoAnywhere is the best secure file transfer solution for your organization.

GET AN INSTANT SNAPSHOT

Want to see more?

See how GoAnywhere helps organizations secure, automate, and centralize their file transfers.

REQUEST A DEMO

Want to read more?

Check out what else our customers have to say about us by exploring their candid reviews.

TrustRadius

Capterra

G2

Gartner peerinsights™

FORTRA

About Fortra

Fortra is a cybersecurity company like no other. We're creating a simpler, stronger future for our customers. Our trusted experts and portfolio of integrated, scalable solutions bring balance and control to organizations around the world. We're the positive changemakers and your relentless ally to provide peace of mind through every step of your cybersecurity journey. Learn more at fortra.com.