

# GLOBALSCAPE EFT SERVER

Professional services and consultancy

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Pro2col | 2019

**GLOBALSCAPE**

**pro2col**  
the file transfer experts

# GLOBALSCAPE EFT SERVER

## Professional services and consultancy

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Pro2col deliver personalised professional services and consultancy tailored to your organisation's Globalscape requirements. We have been specialising in the EFT product suite since 2010 and are Globalscape UK Master Partners. During that time we have delivered and supported hundreds of EFT solutions, making sure customers get the maximum value from their investment.

From proof of concept to installation, training and health checks, this booklet summarises the key services we deliver. If it does not cover what you are looking for, please get in touch. Our technical consultants have the expertise and product knowledge to support you at any stage of your project.

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Pro2col are experts when it comes to protecting data. They know and fully understand the secure file transfer landscape and are an excellent source for advice, consulting, product implementation and support for Globalscape customers. Globalscape is happy to have Pro2col as a Master Partner, our highest level of solution provider.

*Chris Thacker, International Sales Manager, Globalscape*

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**pro2col**  
the file transfer experts

GLOBALSCAPE  
UK & EUROPEAN  
**MASTER  
PARTNER**

GLOBALSCAPE  
PROFESSIONAL  
**SERVICES  
PROVIDER**

GLOBALSCAPE  
UK & EUROPEAN  
**TRAINING  
PROVIDER**

## Licences and installation

This is one of the most important stages of your project and essential to its success. Our EFT technical consultants will get things set up correctly for your unique infrastructure, making sure you get the most value from your solution.

### **Proof of concept**

To really understand how the product works in your organisation, your evaluation licence needs to be installed and configured correctly. We can install on-site or remotely, either on your infrastructure or Pro2col supplied cloud-based servers. This service includes evaluation licence, configuration and basic administrator training.

### **Licence**

Once you are confident the software works for you, we can arrange your licence. We will deal directly with the vendor, saving you time.

### **Installation**

Get your installation right and you will quickly see a return on investment. Get it wrong and you risk running into difficulties. Our on-site or remote installation service will get the software up and running quickly and configured correctly for your infrastructure. This service also includes basic administrator training.

## Migration

Do you need to migrate the software from one server to another? This is necessary when upgrading the operating system or hardware, moving data centres, or moving to a highly available solution with multiple servers. This service is often used for upgrading old EFT versions on outdated and unsupported operating systems – such as Windows 2008 – to the latest version of EFT on current operating systems.

Our experts will install EFT on a new server and migrate the configuration and data from the source to the target system seamlessly.

- Maintain data and configuration
- Address any system issues, such as housekeeping, configuration, licensing or other factors.
- Reduce downtime for end users from hours to a few minutes
- Carry out system testing
- Enable roll back to a previous configuration, if required, to comply with your change management process

# Configuration

There are many ways to configure your Globalscape EFT solution to meet security and compliance requirements, and deliver business efficiencies. Save yourself time and let our technical consultants do it for you.

## Workflows

We can build event rules or Advanced Workflow Engine (AWE) events based on your specifications, then test the events and capture results.

## Active Directory

Let us configure Globalscape's EFT Server to use Active Directory for you, either directly or by LDAP lookup.

## Compliance

We will configure EFT to meet your compliance requirements, such as GDPR or PCI-DSS criteria. We can create and schedule reports for administrators and security officers, which evidence that you are compliant and provide visibility of your data transfers.

## Custom reporting

Whatever your reporting requirements, we can design custom reports using the EFT report builder. Once it is set up, you do not have to worry about it. The reports you need can be delivered straight to your inbox.

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We have a support contract with Pro2col. We use their expertise to help us design solutions for Globalscape environments and explain to us the best processes to make use of the solution.

*Manzoor Rehman, Williams Lea*

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# Optimisation

There are always ways you can get more value out of your Globalscape product. Perhaps you have inherited the system from a previous administrator and are not using all the functionality. Or maybe you fell behind upgrading to new versions as they were released. These services will make sure your EFT software is working securely and efficiently.

## Consolidating systems

We will review the modules you are using against the modules you have licensed and look for opportunities to move workload from other systems. We take planned evolution of the EFT environment into account.

## Upgrade

We can carry out an in-place upgrade to the newly released version of your software. For more complicated upgrades you may require a trial licence, then duplicate the settings, upgrade and either failover or duplicate the process. We can arrange that all for you and carry out the upgrade process.

## Health check

In this service we review the performance of your software, checking your configuration against Globalscape best practice. We will produce and present a report advising on risks we have identified and remedial actions. You can opt for us to put those actions in place if you do not want to do it yourself.

## Process mapping

Mapping out your data flows can highlight opportunities to consolidate or integrate systems. This can improve efficiency and reduce manual processing. It is a time intensive process though, so let our technical consultants do it for you. They will look at the organisation as a whole, map out your processes with a fresh perspective, and identify opportunities to improve.

## Other consultancy

Our technical experts can carry out any other form of consultancy you require, whether that is ad hoc, or project based. Please get in touch to discuss your requirements.

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We have been working with Pro2col to upgrade our solution. They have been amazing. On-hand to help us whenever we need them to be. We can't speak highly enough of them.

*David Vines, Moorepay*

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# Training

We deliver a series of one-day, two-day or half-day training courses for administration, workflows, security, and specific modules or features. Alternatively, we can customise training to your Globalscape needs. Training can be delivered on-site, off-site or remotely. We can deliver remote training as a series of shorter sessions at a duration and frequency designed to suit you.



## EFT Essentials Course

This course provides high-level information for everyday administrative guidelines, user account control, and End-User web and non-web clients for file exchanges.

- Basic administration, configuration, and monitoring of EFT
- User account administration
- EFT admin console
- Permissions and Virtual File System (VFS)
- Understanding Authentication and Protocols configuration
- Creating Virtual Directories and when to use them
- EFT clients
- Monitoring the EFT system

**ONE DAY**



## EFT Web-based Admin Essentials Course

This course looks in-depth at the EFT Web Admin Interface, from installation and configuration, to day-to-day usage and deep concepts for operations.

The course includes:

- How to install and configure EFT Web Admin
- Features
- Different use cases and typical deployments

**FOUR HOURS**

Please note, you need to have already completed the EFT Administrator Course or EFT Essentials Course.



## EFT Administrator Course

This course covers everyday administrative guidelines, user account control, management, reporting and module configuration and troubleshooting.

- Installing, upgrading, and activating EFT
- Administration, configuration and monitoring EFT
- Creating and managing user accounts
- Troubleshooting connection issues
- The Event Rule system
- Custom commands
- Ways to log and track issues
- Limitations of using the administration interface
- Copying and creating backups of configuration files
- Navigating the VFS system
- Identifying permissions on the VFS tab using GS Auth/LDAP/ODBC
- AD authentication permissions and how they work
- Creating virtual directories and why they are used
- Troubleshooting login issues for user and/or administrator accounts
- EFT clients

**TWO DAYS**

# Training



## EFT Automation Course

Learn how to leverage EFT Automation features to automate secure file transfer tasks, leverage all features that EFT offers and build and test automation rules for your organisation.

- Understand Event Rules Triggers
- Understand Event Rule logic and actions
- Write your own rules to exchange files
- Retrigger/Restart file transfers
- Review best practices for event rule creations
- Manage and Monitor flow control of your rules
- Debug and test event rules

### ONE DAY

Please note, you need to have already completed the EFT Administrator Course.



## EFT Security Course

This course is for individuals in security roles and those who want to understand the security options in EFT. It covers the basic security concepts, as well as advanced security configuration that allows organisations to achieve compliance and governance of their file transfers.

- Security concepts for file transfer technologies
- Identify potential security configurations to be in compliance with industry standards
- Review overall architecture and application security aspects
- Understand encryption features
- Review and audit configuration and activity
- EFT security best practice

### ONE DAY



## EFT Server Migration Tools Course

This course looks in-depth at the EFT Utils (Sync) tool, and includes typical use cases for migrations or synchronisation.

- All feature options and configuration parameters of the migration tool
- Different use cases where sync tools can be used for your organisation
- Exports, imports and synchronisations

### FOUR HOURS

Please note, you need to have already completed the EFT Administrator Course and EFT Automation Course.



## EFT AWE Essentials Course

Understand the basic Advanced Workflow Engine (AWE) concepts, IDE and some of the most useful actions that will help your organisation automate processes.

- AWE IDE and its basic UI elements
- How EFT and AWE work together
- Learn basic concepts like Logic and Flow, tasks, variables and loops
- Learn basic common tasks for File Operations and transfers

### ONE DAY

Please note, you need to have already completed the EFT Automation course.



# Training



## EFT AWE Advanced Course

This course is for users wanting to learn all the features and capabilities of the AWE module.

- AWE IDE and its basic UI elements
- How EFT and AWE work together
- Logic and Flow, tasks, variables and loops
- Common tasks for file operations and transfers
- String manipulation, search, and dates
- Integrating with web servers and other systems
- Implementing simple text file transformations
- Debugging and error handling
- Logging and monitoring advanced workflows
- Best practices for coding workflows

### TWO DAYS

Please note, you need to have already completed the EFT Automation course.



## EFT Business Activity Monitor (BAM) Essentials Course

This course looks in-depth at the EFT BAM module. It covers everything from installation to configuration for day-to-day use.

- Installing and configuring EFT BAM
- BAM administration and configuration
- Partners/Applications and Solutions
- SLAs dashboards and Transactions
- Subscriptions and Notifications
- Use Reports

### FOUR HOURS

Please note, you need to have already completed the EFT Administrator Course or EFT Essentials Course.



## EFT Insight

This course is an in-depth look the EFT Insight module. It covers everything from installation to configuration for day-to-day use. This course includes:

- Installing and configuring EFT Insight
- Administration and configuration
- Monitoring critical data flows
- Automated expectations of business critical processes
- Segregating data access
- Consolidating data from cluster deployments

### HALF DAY

Please note, you need to have already completed the EFT Administrator Course or EFT Essentials Course.



## EFT Integration Course

This course explains how to interact with EFT directly from your own custom applications using a COM-enabled programming language and integrated development environment (IDE).

- How EFT can be integrated with other systems
- Different APIs and methods of integration
- Enterprise Architecture Implementations such as service-oriented architecture (SOA), Publisher/ Subscribers, Bus, etc
- Client side APIs

### FOUR HOURS

Please note, you need to have already completed the EFT Administrator Course, EFT Automation Course and EFT AWE Advanced Course.



## Certified File Transfer Professional



Pro2col are providers and developers of the only vendor-independent certified file transfer programme, the Certified File Transfer Professional (CFTP). It is an affordable online training course aimed at IT professional managing file transfer processes and systems in their organisation. Find out more at [www.cftpcert.com](http://www.cftpcert.com)



## LinkedIn Globalscape User Group

The Globalscape User Group provides a forum for businesses to share best practice, access resources, training and e-learning and engage with other users. Search 'Globalscape User Group' or visit <https://www.linkedin.com/groups/8475824/>



## Technical top tips for EFT Server

Our EFT experts write articles to help you get the most out of your software. Sign up for this free resource now at [www.globalscapesoftware.co.uk/eft-community/](http://www.globalscapesoftware.co.uk/eft-community/)

## Contact us

Please contact us for a quote and to agree a bespoke statement of work for your requirements. This can be delivered via your traditional reseller if required.



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[www.globalscapesoftware.co.uk](http://www.globalscapesoftware.co.uk)

# pro2col

the file transfer experts

Pro2col are independent experts in file transfer and integration, specialising in this technology since 2004. Our technical consultants have delivered over 750 solutions across the globe, for a wide range of industry sectors and use-cases. Clients include KPMG, John Lewis, the NHS, RSA Insurance Group (Royal Sun Alliance), Prudential and TalkTalk. Pro2col technical consultants advise organisations through the different stages of their file transfer and integration project to make sure it is a success. This includes scoping requirements, product demos and proof of concept / software evaluations, negotiating the best deal with vendors or installations and training.

Pro2col are providers and developers of the only vendor-independent certified file transfer programme, the Certified File Transfer Professional. Find out more at [www.pro2col.com](http://www.pro2col.com) or speak to an expert on **+44 (0) 20 7118 9640**.



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