



HANDD Business Solutions is a global managed services provider helping organisations reduce risk by improving visibility, control, and operational governance across critical data workflows. We implement and manage security and automation platforms day-to-day across Managed File Transfer (MFT), data integration, DLP, and AI security, helping teams identify gaps, enforce policy, and maintain audit-ready compliance. Trusted by over 1,000 clients across 27 countries, HANDD delivers vendor-agnostic expertise backed by 24/7 global operations centres. Learn more at www.handd.co.uk.



Globalscape Managed File Transfer

Service Overview

HANDD Business Solutions provides Globalscape Arcus Managed File Transfer as a Service (MFTaaS), delivering a secure, cloud-native file transfer and integration platform designed for UK public sector organisations. The service enables the safe, reliable, and auditable exchange of data between internal systems, external partners, suppliers, and citizens.

Arcus MFTaaS combines the flexibility of a modern cloud service with enterprise-grade security and governance. Delivered and managed by HANDD, the service removes the burden of infrastructure management while ensuring compliance with UK government security, data protection, and operational standards.

The service supports a wide range of file transfer and integration use cases, including system-to-system transfers, secure partner onboarding, ad-hoc file sharing, and automated business workflows. Arcus MFTaaS is designed to scale easily as organisational needs evolve.

Solution Overview - Globalscape Arcus

Globalscape Arcus is a cloud-native managed file transfer and integration platform built to support secure data movement across hybrid and multi-cloud environments. Unlike traditional MFT solutions, Arcus is designed specifically for cloud deployment, offering elastic scalability, high availability, and simplified operations.

Arcus supports industry-standard secure file transfer protocols including SFTP, FTPS, HTTPS, and AS2, alongside modern REST API-based integrations. The platform includes workflow orchestration, event-driven automation, and strong identity and access management controls.

HANDD delivers Arcus as a fully managed service, including platform configuration, security management, monitoring, and ongoing operational support.

Service Categories

Information and Communications Technology (ICT):

- File sending and file sharing
- Secure data transfer services
- Integration and middleware services
- License management
- Other information and communications technology services (ICT)

Collaborative Working:

- Secure file sharing
- External collaboration with partners and suppliers

Operations Management:

- Workflow automation
- Event-driven and scheduled processing

Security Services:

- Secure system integration
- Data protection and encryption services

Features

- Cloud-native Managed File Transfer platform
- Secure protocols including SFTP, FTPS, HTTPS, and AS2
- REST API-based integrations for modern applications
- End-to-end encryption for data in transit and at rest
- Centralised management and monitoring via web interface
- Event-driven and scheduled workflow automation
- Role-based access control and identity management
- Secure partner onboarding and external access
- Comprehensive audit logging and reporting
- Alerts and notifications for transfer status and exceptions

Benefits

- Enhanced Security: Strong encryption and access controls protect sensitive data
- Cloud Scalability: Elastic scaling to meet changing demand without infrastructure changes
- Reduced Operational Overhead: Fully managed service delivered by HANDD
- Improved Governance: Full audit trails and reporting for compliance and assurance
- Faster Partner Onboarding: Simplified configuration and management of external connections
- Increased Reliability: Cloud-native architecture designed for resilience
- Cost Efficiency: Pay-for-use model reduces capital expenditure
- Improved Visibility: Centralised dashboards for monitoring and reporting

User Support

HANDD Business Solutions provides UK-based support for Globalscape Arcus MFTaaS, including:

- Service onboarding and initial configuration
- Ongoing platform management and monitoring
- Incident and problem management
- Change and configuration management
- User and access administration

Support hours and service levels are defined contractually and can be aligned to customer operational requirements, including enhanced or out-of-hours support options.

How Users Work with the Platform

Service Interface

Users interact with Arcus MFTaaS through a secure, browser-based management portal. The interface enables configuration of file transfers, workflows, integrations, users, and partners. Access is controlled using role-based permissions.

APIs and Integration

Arcus provides RESTful APIs to support integration with internal systems, cloud platforms, and third-party services. APIs can be used to trigger transfers, exchange data, and integrate file movement into broader digital services and business processes.

Customisation

Customers can configure workflows, triggers, routing rules, and notifications using built-in tools. The platform supports flexible integration patterns without the need for custom infrastructure or bespoke development.

Analytics and Reporting

Arcus MFTaaS provides monitoring and reporting capabilities, including:

- Real-time visibility of file transfer activity
- Historical audit logs for compliance and investigation
- Searchable transfer and event records
- Alerts for failures, delays, or security-related events

Reporting outputs support internal governance, assurance, and regulatory compliance activities.

Scaling

The service is built on scalable cloud infrastructure that automatically adjusts to demand. HANDD manages capacity and performance as part of the service, ensuring consistent operation as usage grows.

Data-in-Transit Protection

Protection Between Networks

All access to Arcus MFTaaS is secured using HTTPS and industry-standard TLS encryption. File transfers are conducted using secure protocols, ensuring protection against interception or unauthorised access.

Protection Within the Network

Data stored within the platform is encrypted at rest using strong encryption standards. Access to data and management functions is restricted to authorised users and services.

Availability and Resilience

Guaranteed Availability

Arcus MFTaaS is designed to deliver high availability through its cloud-native architecture. Availability targets and service levels are agreed contractually.

Approach to Resilience

The platform uses redundant components, automated recovery mechanisms, and regular backups to minimise the impact of service disruptions.

Outage Reporting

Customers are informed of service incidents and outages in line with agreed communication and incident management processes.

Governance

Arcus MFTaaS supports compliance with GDPR and UK public sector security requirements. The platform provides controls for access management, auditing, and data protection to support organisational governance and assurance needs.

HANDD Business Solutions maintains documented policies and procedures covering service management, security, and compliance.

Operational Security

HANDD applies industry best practices for secure service operation, including:

- Secure configuration and hardening of cloud resources
- Regular updates and patching
- Controlled administrative access
- Formal change management processes

Protective Monitoring Approach

The service includes continuous monitoring of security events, platform health, and operational performance. Alerts are generated for anomalous behaviour or failures and are investigated by the support team.

Incident Management Approach

HANDD operates a defined incident management process. Security or service incidents are assessed, managed, and resolved in accordance with agreed procedures. Customers are notified of incidents that may affect service availability or data security, including remediation actions.

OUR GLOBAL OFFICES



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