



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.



Service Overview

HANDD Business Solutions provides Progress MOVEit Cloud Managed File Transfer as a Service, delivering a secure, compliant, and cloud-hosted file transfer platform for UK public sector organisations. The service enables the safe exchange of sensitive data between internal systems, external partners, suppliers, and citizens, while meeting government security and data protection requirements.

MOVEit Cloud is designed for organisations that require strong security controls, auditability, and ease of use without the overhead of managing infrastructure. HANDD delivers the service as a fully managed offering, covering onboarding, configuration, monitoring, and ongoing operational support.

The service supports a wide range of use cases, including automated system-to-system transfers, secure ad-hoc file sharing, partner data exchange, and compliance-driven data movement.

Solution Overview

Progress MOVEit Cloud is a Software-as-a-Service (SaaS) managed file transfer solution designed to provide secure, reliable, and auditable file transfers in a cloud-hosted environment. It is widely used across regulated industries and the public sector for transferring sensitive and personal data.

MOVEit Cloud supports industry-standard secure file transfer protocols, including SFTP, FTPS, and HTTPS, alongside browser-based secure file sharing. The platform provides centralised control, visibility, and reporting for all file transfer activity.

As a delivery partner, HANDD enhances MOVEit Cloud with implementation expertise and managed services, ensuring the platform is configured and operated in line with customer and regulatory requirements.

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:

- Scheduled and automated file transfers
- Managed operational processes
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Security Services:

- Data protection and encryption
- Secure system integration

Features

- Cloud-hosted Managed File Transfer service
- Secure file transfers using SFTP, FTPS, and HTTPS
- Secure browser-based file sharing
- End-to-end encryption for data in transit and at rest
- Centralised web-based administration console
- Role-based access control and user management
- Detailed audit logging and reporting
- Automated notifications and alerts
- Secure external partner access
- Compliance-oriented configuration and controls

Benefits

- Strong Security: Protect sensitive and personal data using proven encryption and access controls
- Regulatory Compliance: Detailed audit trails support GDPR and public sector assurance requirements
- Reduced Operational Overhead: No infrastructure to deploy or maintain
- Improved Reliability: Cloud-hosted service with high availability
- Faster Deployment: Rapid onboarding without complex setup
- Ease of Use: Intuitive web interface for administrators and users
- Cost Predictability: Subscription-based service model
- Improved Visibility: Centralised reporting and monitoring

User Support

HANDD Business Solutions provides UK-based support for MOVEit Cloud including:

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

Support hours and service levels are defined contractually and can be tailored to customer operational needs, including enhanced support options.

How Users Work with the Platform

Service Interface

Users access MOVEit Cloud through a secure, browser-based interface. Administrators manage users, folders, permissions, and policies, while end users can securely upload, download, and share files according to assigned permissions.

APIs and Integration

MOVEit Cloud provides APIs and automation capabilities to integrate secure file transfers into business processes and external systems. These capabilities support scheduled and event-driven transfers.

Customisation

Customers can configure folders, workflows, retention policies, and notifications to align with organisational requirements. HANDD supports configuration changes as part of the managed service.

Analytics and Reporting

MOVEit Cloud provides reporting and visibility features including:

- Audit logs of all file transfer and user activity
- Transfer history and status reporting
- Searchable records for investigation and compliance
- Alerts for failed transfers or policy breaches

Reports can be used to support audits, governance, and regulatory compliance.

Scaling

MOVEit Cloud is delivered as a scalable SaaS platform. Capacity and performance scale to meet demand without customer intervention. HANDD manages service configuration to ensure continued performance as usage grows.

Data-in-Transit Protection

Protection Between Networks

All access to MOVEit Cloud is secured using HTTPS with industry-standard TLS encryption. File transfers over SFTP and FTPS provide secure, encrypted communication channels.

Protection Within the Network

Data stored within MOVEit Cloud is encrypted at rest using strong encryption standards. Access to stored data is restricted using role-based access controls.

Availability and Resilience

Guaranteed Availability

MOVEit Cloud is designed to provide high availability as a cloud-hosted service. Availability targets are agreed as part of the service contract.

Approach to Resilience

The service uses redundant cloud infrastructure, regular backups, and automated recovery processes to minimise service disruption.

Outage Reporting

Service incidents and outages are communicated to customers in line with agreed incident management and notification procedures.

Governance

MOVEit Cloud supports compliance with GDPR and UK public sector security requirements. The platform provides controls for access management, auditing, and data retention to support governance and assurance activities.

HANDD Business Solutions maintains clear governance over service delivery through documented policies, processes, and service management practices.

Operational Security

HANDD applies best-practice operational security controls, including:

- Secure configuration of the MOVEit Cloud service
- Controlled administrative access
- Regular review of user permissions
- Change management and service governance

Protective Monitoring Approach

The service includes monitoring of transfer activity, platform health, and security events. Alerts are generated for failures, anomalies, or potential security issues and are investigated by the support team.

Incident Management Approach

HANDD operates a defined incident management process. Security and 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 details of remediation actions.

OUR GLOBAL OFFICES



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