



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.



GoAnywhere[®]

Managed File Transfer

Service Overview

HANDD Business Solutions provides GoAnywhere Managed File Transfer as a Service (MFTaaS), delivering a secure, resilient, and fully managed file transfer platform hosted in the cloud. The service is designed to help public sector organisations securely exchange data with internal systems, partners, suppliers, and citizens, while meeting UK government security, compliance, and governance requirements.

As a trusted delivery partner, HANDD combines the proven GoAnywhere MFT platform with expert implementation, configuration, and ongoing managed services. Our approach reduces operational overhead, improves security posture, and accelerates time-to-value for organisations that rely on reliable and auditable data movement.

GoAnywhere MFTaaS supports a wide range of use cases, including system-to-system integrations, bulk data transfers, ad-hoc secure file sharing, and automated business workflows. The service is suitable for organisations of all sizes and can scale to meet increasing volumes and complexity.

Solution Overview - GoAnywhere MFT

GoAnywhere MFT is an enterprise-grade Managed File Transfer platform that centralises, secures, and automates file transfers across on-premise, cloud, and hybrid environments. It replaces ad-hoc scripts, unsecured FTP servers, and manual processes with a single, governed solution.

The platform supports industry-standard protocols such as SFTP, FTPS, HTTPS, AS2, and AS4, alongside strong encryption, granular access controls, and full auditing. GoAnywhere also includes workflow automation capabilities, enabling organisations to orchestrate complex file-based business processes without custom code. HANDD's MFTaaS offering delivers GoAnywhere as a fully managed cloud service, removing the need for customers to maintain infrastructure or manage upgrades, security patches, and availability.

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:

- File sending and file sharing
- Secure external collaboration

Operations Management:

- Workflow automation
- Scheduled and event-driven processing

Security Services:

- Data protection and encryption
- Secure system integration

Features

- Secure Managed File Transfer using SFTP, FTPS, HTTPS, AS2, and AS4
- End-to-end encryption for data in transit and at rest
- Centralised management and monitoring of all file transfers
- Automated workflows for file movement, validation, transformation, and delivery
- Role-based access control and granular user permissions
- Detailed audit logs and reporting for compliance and governance
- High availability cloud-hosted architecture
- Integration with cloud, on-premise, and SaaS platforms
- Secure web-based file sharing for internal and external users
- Alerts and notifications for transfer success, failure, or exceptions

Benefits

- Improved Security: Eliminate unsecured file transfer methods and enforce strong encryption and access controls
- Reduced Risk: Full audit trails and monitoring support regulatory compliance and internal governance
- Operational Efficiency: Automate repetitive file transfer tasks and workflows
- Scalability: Handle increasing data volumes without infrastructure changes
- Reliability: High availability service designed to minimise downtime and disruption
- Cost Efficiency: Reduce infrastructure, maintenance, and operational overhead
- Faster Delivery: Rapid onboarding of partners and systems
- Improved Visibility: Centralised dashboards and reporting for all file transfer activity

User Support

HANDD Business Solutions provides UK-based support for GoAnywhere MFTaaS. Support services include:

- Service onboarding and configuration
- Ongoing platform administration and monitoring
- Incident management and fault resolution
- Change requests and service enhancements
- User access management

Support hours and service levels are agreed as part of the service contract and can be tailored to customer requirements, including out-of-hours support where required.

How Users Work with the Platform

Service Interface

Users access GoAnywhere MFTaaS through a secure, browser-based web interface. The interface provides tools for managing file transfers, workflows, users, partners, and security settings. Role-based access ensures users only see functionality relevant to their responsibilities.

APIs and Integration

GoAnywhere provides REST APIs and integration capabilities to enable automation and integration with external systems. These APIs allow customers to trigger transfers, retrieve status information, and integrate file transfer processes into wider business workflows.

Customisation

Customers can configure workflows, schedules, triggers, and notifications using GoAnywhere's built-in tools. Advanced users can apply data validation, encryption rules, and transformation steps to meet specific business and technical requirements.

Analytics and Reporting

GoAnywhere MFTaaS includes comprehensive reporting and monitoring capabilities, including:

- Real-time dashboards showing transfer status and activity
- Historical reporting for audit and compliance purposes
- Searchable logs for troubleshooting and investigation
- Alerts and notifications based on predefined conditions

Reports can be exported to support internal governance, audits, and compliance reporting.

Scaling

The service is hosted on scalable cloud infrastructure designed to accommodate growth in data volumes, users, and partners. Scaling is handled by HANDD as part of the managed service, ensuring performance and availability without customer intervention.

Data-in-Transit Protection

Protection Between Networks

All access to GoAnywhere MFTaaS is secured using HTTPS with industry-standard TLS encryption. File transfers use secure protocols such as SFTP, FTPS, HTTPS, AS2, and AS4, ensuring data is protected from interception or tampering.

Protection Within the Network

Data stored within the platform is encrypted at rest using strong encryption standards. Encryption keys are securely managed, and access is restricted to authorised components and users only.

Availability and Resilience

Guaranteed Availability

GoAnywhere MFTaaS is designed for high availability and resilience. Service availability targets are agreed contractually and supported by robust cloud infrastructure.

Approach to Resilience

The platform uses redundant components, automated monitoring, and regular backups to minimise the impact of failures. Disaster recovery processes are in place to ensure service continuity.

Outage Reporting

In the event of a service disruption, customers are informed in line with agreed incident management and communication processes.

Governance

GoAnywhere MFTaaS supports compliance with UK public sector security and data protection requirements, including GDPR. The platform provides controls and audit capabilities to support internal governance, risk management, and compliance activities.

HANDD Business Solutions maintains clear ownership of security and service management responsibilities, supported by documented policies and procedures.

Operational Security

HANDD follows industry best practices for secure service delivery, including:

- Secure configuration and hardening of platform components
- Regular patching and updates
- Controlled access to management functions
- Change management and release controls

Protective Monitoring Approach

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

Incident Management Approach

HANDD operates a defined incident management process. Security or service incidents are assessed, contained, and resolved in line with agreed procedures. Customers are notified of incidents that may impact service availability or data security, along with details of remediation actions.

OUR GLOBAL OFFICES



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