PROFESSIONAL SERVICES
OUR SUPPORT AND SERVICES PHILOSOPHY

At Globalscape, we believe that being a leader in secure information exchange is about much more than the latest technology. It’s also about unbeatable customer support and service, and going the extra mile whenever you need it. We also believe in providing you with the services necessary to help ensure your EFT platform is performing at its best.

MAXIMIZE YOUR INVESTMENT AND REDUCE RISK

With professional services from Globalscape and our certified consultants, you can reduce your IT risk quickly and achieve rapid time to value. We offer a variety of services, including quick deployment options, business automation development, and professional training for our on-premises, EFT Arcus (SaaS cloud) and Self-Managed cloud, products.

Our goal is to help you realize the full potential of your investment in our products. We go beyond basic installation services to partner with you, ensuring your success before, during, and after deployment.

Our selection of services are explained in further detail below.

- Assessement Services
- Deployment Services
- Business Automation Development Services
- Professional Training
ASSESSMENT SERVICES

- **EFT Health Check** – EFT Health Check is a recommended part of regular platform maintenance. This service provides an assessment to evaluate your existing EFT configuration for optimal performance. Our certified professionals analyze EFT usage and metrics, review current system requirements, document initial findings, make recommendations, and present best practices. They will also perform minor EFT server maintenance as directed by the customer. EFT Health Check can be conducted onsite or remotely and can be completed within 2 consecutive day sessions.

- **EFT Platform Assessment** – The EFT Platform Assessment goes beyond the Health Check, providing a comprehensive, structured assessment of your MFT platform that dives deeper into your requirements and use cases. Our certified experts will thoroughly examine your system, documenting your configuration and setup details and consulting on your MFT use cases and requirements. They will assist in the scope of your migration project plan or strategic plan and provide you with essential best practices. The Platform Assessment can be conducted onsite or remotely and consists of 5 consecutive day sessions. This is a fixed-price option to help you maximize the value of your EFT platform while maintaining control of the costs.

- **EFT Automation Assessment** – This EFT Automation Assessment provides a comprehensive, structured analysis of your MFT business automation processes. Our certified experts will assess your automation processes based on complexity, resilience, performance, and sustainability. They will examine your automation logic and business requirements and review your processes for improvement opportunities. The Automation Assessment can be conducted onsite or remotely and consists of 5 consecutive day sessions. This is a fixed-price option to help you maximize the value of your EFT platform while maintaining control of the costs.

DEPLOYMENT SERVICES

Globalscape deployment services are designed to get our customers up and running quickly using a proven methodology that ensures success. Our certified consultants use experience from countless implementations to help you execute a successful, smooth deployment of our powerful, out-of-the-box solutions.

SERVICES

- **EFT Quick Start** – This service gets customers up and running on EFT in record time. A Globalscape certified professional will install and configure the solution, test it thoroughly, train your staff on basic operation and architecture, and document the settings.

- **EFT Migration Services** – Migrating any server can be a complex project. The Professional Services team at Globalscape has the expertise needed to guide you through an EFT migration or upgrade process. Migration services include migrations from standalone implementations of EFT to a High Availability active-active cluster, migrations from on-premises to a cloud deployment, consolidating EFT servers, and migrating EFT to a different OS.

- **EFT In-Place Upgrade Service** – In-place EFT systems will need to be updated to a new version from time to time. This service assists our customers with EFT upgrades to help ensure a successful transition including system monitoring, backups, and training.

- **EFT Cutover Service** – The EFT Cutover service is designed to assist customers during a critical go-live or cutover event. Our team will coordinating with stakeholders to build an action plan for the cutover along with a rollback plan. After the EFT migration goes live, we will monitor your system to ensure operations are working as expected.

- **Product Branding** – We will customize the EFT platform to match a customer’s corporate look and feel. This can include logos, fonts, colors, hyperlinks, and notification email formats.
BUSINESS AUTOMATION DEVELOPMENT SERVICES

Business Automation Development services are designed to help you increase efficiency and maximize your investment through automation within our EFT platform. We have a variety of services that meet the needs of most automation customers. Our team will partner with you to analyze, design, develop, test, and release automations of your key business process.

Using our Automation Development services allows you to:

- Minimize risk and delays when migrating or refactoring existing automation
- Maintain budget control in a automation project
- Adopt technology and gaining business value in record time
- Empower, coach/mentor, and grow in-house talent
- Fix and troubleshoot business logic faster
- Maximize business value in a cost-effective manner

SERVICES

- **EFT Automation JumpStart** – EFT Automation JumpStart is a flexible, cost-effective service that can help get your team up and running on EFT Automation event rules quickly. Our consultants combine their deep understanding of our EFT with a wealth of experience to help you prevent project delays and maximize the benefits of automation for EFT. EFT JumpStart provides consultation on business requirements, as well as training and development.

- **EFT Automation Development** – EFT Automation Development is a full project base and turnkey solution with a fixed price and scope. It is designed to deliver automation development for customers who have pre-determined, specific business requirements. Our experienced consultants help your business extend current EFT core functionality using out-of-the-box event rules and our automation engine.

CUSTOM DEVELOPMENT

- **EFT Custom Report Services** – Develop of custom reports for admin configuration and custom auditing data
- **API and System Integration Development** – API development and System integration using APIs such as REST API, SOAP Web Services, and COM API
- **Scripting Development** – Develop custom logic for admin management, custom scripting automation, tooling for maintenance, monitoring and management of EFT using PowerShell, VBScript, and JavaScript
- **Web Development** – Develop custom forms, portals, customizations to existing web Interfaces
- **EFT Web-based Admin Customer Solution** – Extend EFT’s core admin functionality, including granular visibility and access control
PROFESSIONAL TRAINING

Globalscape offers EFT training classes tailored to your needs. We can deliver training at your facility, via WebEx, or at our San Antonio location.

The 2018 Globalscape Training Overview provides a comprehensive view of our training courses, including course overviews, objectives, and agendas. Explore our many training options which can help you and your team optimize your user experience.

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Administration

• EFT Administrator Course - This 2-day course provides instruction on everyday administrative guidelines, user account control, account permissions, HA deployments, Web client interfaces, file sharing, and troubleshooting.

• EFT Essentials Course - This 1-day course provides high-level information for everyday administrative guidelines, user account control, and end-user web and non-web clients for file exchanges.

Automation and AWE

• EFT Automation Course - This 1-day course provides an understanding of how automation rules work in EFT and how to build them.

• EFT Advanced Workflow Engine (AWE) Advanced Course - This 2-day course will help you understand advanced concepts of the AWE module, from how to use AWE with current business processes to advanced concepts like integration with existing systems.

• EFT Advanced Workflow Engine (AWE) Essentials Course - This 1-day course will help you understand AWE and its interface, how they work together, and more.

Certification

• EFT Certification Exams - Successful completion of this exam will certify you as an EFT Administrator. If you are an experienced EFT administrator, you might choose to skip the courses and just take the exams to receive certification. The EFT Administrator Certification Exam and the EFT Professional Certification Exam are self-serve, web-based exams.

Integration

• EFT Integration Course - During this half-day course you will learn how to integrate EFT with other systems by leveraging EFT integration points, EFT APIs, architecture, client side API, COM API to create your own custom applications using a COM-enabled programming language.

Monitoring

• EFT BAM Essentials Course - Learn how to leverage business activity monitoring (BAM) to its fullest potential in this 4-hour course. After completing this course, you will understand BAM administration, how to use reports, and more.

• EFT Insight Course - This 4-hour course provides a new deep dive into the EFT Insight module. Learn how to install and configure EFT Insight and gain an understanding of its administration and monitoring capabilities.

Migration

• EFT Migration Tool Course - This 4-hour course provides a detailed training for users on how to use the EFT migration tool and some of its typical use cases for migrations or synchronization.

Security

• EFT Security Course - This 1-day course covers the basics of security concepts in EFT to advance security configuration that allows organizations to achieve compliance and governance of their file transfers.
PROFESSIONAL TRAINING PACKAGES

EFT Professional Training packages offer a selection of training services designed to accelerate your ability to get the most out for your EFT platform. Our certified professionals provide expert guidance and training on administration, automation, security and more.

THE EFT PROFESSIONAL CERTIFICATION PACKAGE INCLUDES:

- EFT Administrator Course
- EFT Automation Course
- EFT Security Course
- EFT AWE Essentials Course

* Course descriptions on page 5

EFT ADMINISTRATIVE CERTIFICATION PACKAGE INCLUDES:

- EFT Administrator Course
- EFT Automation Course

More details about each of these courses can be found here: 2018 Globalscape Training Overview
MAKE BUSINESS FLOW BRILLIANTLY

Globalscape, Inc. (NYSE MKT: GSB) is a pioneer in securing and automating the movement and integration of data seamlessly in, around and outside your business, between applications, people and places, in and out of the cloud. Whether you are a line-of-business stakeholder struggling to connect multiple cloud applications or an IT professional tasked with integrating partner data into homegrown or legacy systems, Globalscape provides cloud services that automate your work, secure your data and integrate your applications – while giving visibility to those who need it. Globalscape makes business flow brilliantly. For more information, visit www.globalscape.com or follow the blog and Twitter updates.