# Professional Services – Health Check

## GLOBALSCAPE® INSPECTION, HEALTH CHECK, AND UPGRADE SERVICES

Your requirements change, and so do the demands on your system. Or maybe you're new to the job and unsure of the solution's capabilities. Our Globalscape specialists can review your system's operation, investigate any support issues, and make updates/upgrades as needed. You'll have the confidence that the system is running at its peak and fully aligned with your business goals.

Globalscape's Professional Services team can check for ongoing adherence to best practices, tune your configuration, investigate any support issues, and recommend updates and upgrades. Offerings range from half-day remote inspections to two-day on-site evaluations and maintenance.

**Evaluations can be performed either via remote desktop in one morning or afternoon of a normal business day or during a 2-day, on-site evaluation and maintenance visit.**

### Inspection service

A Globalscape Certified Professional will evaluate your installation via remote desktop in one morning or afternoon of a normal business day. We will:

- Evaluate your existing installation remotely for adherence to managed file transfer best practices

- Examine audit and log information for indications of poor performance or abuse

- Document findings with recommendations for remediation.

### Heath check service

This in-depth review and refresh of system performance is recommended annually or whenever the demands on your system change significantly. It's also ideal when new IT administrators or managers come on board and want to be sure that their EFT system is running at its best.

Working onsite or remotely, a Globalscape Certified Professional will:

- Evaluate your current MFT operations
- Apply software updates as needed
- Modify configurations if appropriate
- Investigate any issues affecting proper operation
- Make recommendations for future needs.

## UPGRADE SERVICE

A Globalscape Certified Professional will perform a one-day remote or on-site review of your EFT solution to determine if an upgrade to a newer version is necessary or to help plan the upgrade of related systems such as the database or hardware.

The service includes:

- Backing up the existing configuration before the upgrade
- Monitoring the system after the upgrade for any issues, and remediate as needed
- Training you on the newly installed version/ features

Another service option, particularly for less-complex solutions, is remote monitoring while you perform the upgrade yourself. A Globalscape Certified Professional will track your progress in real time every step of the way, ready to step in immediately if anything goes wrong.

## ABOUT GLOBALSCAPE

Globalscape is an innovative software company that secures mission-critical exchanges of data across multiple platforms - including remote and mobility solutions - for businesses worldwide. Through superior software, standards compliance and experienced, reliable support, Globalscape secures information exchange for individuals, global enterprises, governments, and small and medium enterprises across a wide range of industries.

globalscape™
securely connected