



GoAnywhere Customer Success Story



Industry: Healthcare

Location: Anderson, SC

Improved Stability and Significant Cost Savings for AnMed Health

As legacy FTP processes start to degrade, they slowly consume more and more IT resources. Most companies don't recognize the true enormity of the problem until it comes to a head.

AnMed Health recognized the inefficiency and risk of their file transfer operations and set out to find a replacement.

The Challenge: Reduce Staffing Resources Needed to Maintain Transfers

AnMed Health was trying to get by with an FTP server that had a history of being unreliable. To make matters worse, only one network staffer knew how to set up the DOS batch transfers which made the entire process extremely vulnerable.

"Our old file transfer system did not offer automatic auditing," said Lisa Nanney, senior programmer analyst at AnMed Health. "Because we were not proactive, it often took a call from the vendor to discover there was a problem."

Nanney added, "when problems did arise, we had to wait for a network engineer to become available." This typically resulted in downtimes of hours or days.

A Sustainable Solution

Nanney's primary goal was to find a file transfer replacement that her entire team could learn and maintain. Because GoAnywhere supports IBM i, her existing programmers could easily handle the requirements for both.



Likewise job auditing and simple troubleshooting played important roles in choosing GoAnywhere. In fact, according to Nanney the debugger is their favorite feature. It allows the execution of tasks on a step-by-step basis to diagnose problems in a project.

Last, but not least, was the need for system

notifications. With GoAnywhere, Nanney's team is immediately alerted to file transfer problems when they occur. Best of all, when issues do arise her operations staff can then resolve the problem immediately.

"The Network Engineer who handled the FTP server spent at least 24 hours a month troubleshooting transfers," said Nanney. "He doesn't even touch transfers now unless we need connection assistance."

Dramatic Cost Cutting

Nanney had been tasked with eliminating the need for 3rd shift Data Center staffing. GoAnywhere not only made that possible but has saved programming, operations and network staff over 500 hours a month.

"We do transfers with vendors now that would not have been possible without GoAnywhere."

Lisa Nanney
Senior Programmer Analyst
AnMed Health



The benefits didn't stop there. Nanney went on to automate many of their insurance claims and payment processing. Since being implemented, over 50 hours of Data Center time has been recovered in addition to accelerating the recoup of payments.

She even used GoAnywhere to replace their green-bar reporting with a process that sends reports to a network drive mapped to the IFS. This resulted in cutting green bar paper costs entirely along with

yearly maintenance for "one dinosaur of a printer".

Nanney added, "We use GoAnywhere so extensively, it's hard to find a window of time for system maintenance."

Security Upgrade

Operational efficiency was not the only objective in AnMed Health's search for a new FTP solution. Nanney was looking to

upgrade her operations to support SFTP and PGP encryption as well.

"Our old FTP server did not have SFTP, so everything had to be encrypted," said Nanney. This was a problem since most of her vendors have migrated to SFTP.

"We do transfers with vendors now that would not have been possible without GoAnywhere," said Nanney. 📍



About AnMed Health

AnMed Health is a dynamic, comprehensive health system anchored by AnMed Health Medical Center in Anderson, S.C. For more than 100 years, it has provided health care for residents of eight counties in upstate South Carolina and northeast Georgia.

AnMed Health's medical staff includes more than 400 physicians and over 3,700 employees, making it Anderson County's largest employer.

Since its opening, Anderson County Hospital has grown into South Carolina's largest, independent, not-for-profit health system.

<http://www.AnMedhealth.org>



About Linoma Software

Linoma Software provides innovative technologies for protecting sensitive data and automating data movement. With a diverse install base of over 3,000 customers around the world, Linoma Software provides enterprise-class managed file transfer and data encryption solutions to corporations, nonprofit organizations and government entities. With its dedication to research, development and superior customer service, Linoma Software is a recognized leader in software development.



About the GoAnywhere Managed File Transfer Suite

GoAnywhere™ streamlines and manages data movement for the enterprise through an innovative centralized approach that allows organizations to simplify, automate, and encrypt file transfers. With support for multiple platforms, all popular communication protocols (SFTP, FTPS, HTTPS, AS2, etc.), and standard encryption methods, GoAnywhere helps address compliance requirements including HIPAA, PCI DSS, SOX, and state privacy laws.

To download a free trial, visit GoAnywhere.com.

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