



GoAnywhere Customer Success Story



GO ANYWHERE
Director

Industry: Government

Company: City of Modesto,
California

City of Modesto, California, Finds Multiple Uses for GoAnywhere Director

Sometimes our clients are looking for managed file transfer (MFT) solutions because they've decided it's time to invest in a better, more secure way of handling sensitive data.

Other clients, like the city of Modesto, California, find themselves facing requirements from trading partners that leave little option but to upgrade their processes.

Challenge: XML Reporting

The challenge that initiated Modesto's search for a MFT solution is one many state agencies face. In California, all government agencies and organizations are required to submit employee payroll data to the California Public Employee Retirement Systems (CalPERS) using a complex XML format.

Michael Bumanlag, the Modesto IT administrator and software analyst in charge of this project, had only limited knowledge of XML, so he began looking for tools that could help expedite the reporting process. Modesto initially looked at a customized solution but the consultative costs were outside of their budget parameters.

While testing a trial of GoAnywhere Director, Bumanlag discovered that one of its many features would allow him to create the files CalPERS required, and with the help of a Linoma engineer, he soon had the project designed and running smoothly.

"Some other vendors' consultants believed that this would be too difficult to do in



"I appreciate how much easier it is to connect with partners using FTP and SFTP because so much of the work is already done by GoAnywhere Director behind the scenes."

Michael Bumanlag,
IT Administrator,
City of Modesto

house," Bumanlag admitted, "but thanks to Director, we were successful and the process was easier than I initially expected."

Using GoAnywhere Director, the CalPERS project generates multiple queries against the Modesto payroll database to create the required XML file, and then integrates those queries into the final report. "Director encrypts the XML file with OpenPGP, sends it to the SFTP server at CalPERS, and then confirms that the file was received and accepted."

Bumanlag was impressed. "Other agencies in California are still struggling to build a system from scratch and are spending so much time and money to do that, and GoAnywhere Director solved the whole problem for us quickly and affordably!"

One of the greatest advantages Bumanlag sees with GoAnywhere Director is its versatility.

Versatility Is Big Advantage

"We bought GoAnywhere to help with our CalPERS project, but it can do so much more. We're always finding new projects that GoAnywhere Director can tackle," Bumanlag said.

For example, when the city upgraded to the new ERP system, the IT staff needed a way to get the archived information moved to the new system in an easy, reliable and automated way – and as quickly as possible.

"With our old financial system, we had a part-time night operator manually transfer



this information,” Bumanlag explained. “However, our utility billing data files are generated during the late evening after the night operator leaves, so GoAnywhere Director gave us a way to automate this and other file transfer processes destined for our new ERP system.”

Benefit of Email Integration

Bumanlag cites a number of features that have made a difference in his department’s workflow. First, he says Director’s email feature keeps everyone in the loop.

“GoAnywhere Director can actually read an email, call a project, send an email confirmation, and coordinate with other benefit providers, too,” he said.

Furthermore, because projects can be initiated via email rather than having to log in to the GoAnywhere Director interface, more users can take advantage of it without needing direct access to the product.

Multi-System Communication

The City of Modesto manages projects and processes on many different servers, all running at different times, which made it hard to track the status of projects.

“The nice thing about Director is that it can talk to all of the systems and manage it all from one place,” Bumanlag said.

For example, one important project Bumanlag manages is handling the city’s residential utility bills. Bumanlag’s staff must first send the bills to an outside vendor via a scheduled FTP task. That vendor processes them and converts them to PDFs. When each batch is complete, the vendor emails Bumanlag so he can retrieve the converted files.

“Now that we’re using Director to manage this project, we’ve got another level of

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reassurance because of the auto-retry FTP feature and Director’s error notification,” Bumanlag said.

“Our old FTP project manager created logs, but it was not easy to get to the logs plus you really didn’t know if the FTP task was ever actually completed. How would you know to look at the logs if you didn’t know the FTP task failed? Fortunately, that’s not the case with GoAnywhere Director.”

GoAnywhere Director has also improved workflows between the Utility Billing Division (UBD) within Modesto’s customer service department and the IT staff. When the outside print vendor was ready to print the utility bills, they would send an email to the UBD staff to get approval to print.

“Following up took a lot of time,” he said. “Now, Director looks for the email and notifies me immediately, which prevents any delay with our bill printing process.”

Not only did Director automate the entire process, it also compared the list of files the vendor said should be there with what the program actually found, and notified Bumanlag of any disparities. Then, it kept looking for additional files that straggled in.

Easy Connection with Databases

Another example that Modesto’s IT staff found especially valuable is GoAnywhere Director’s ability to communicate with almost any database.

Most of the data Bumanlag manages comes from Oracle and DB2 databases, but the city was also using a Progress OpenEdge database. The staff had almost given up being able to integrate the data from the OpenEdge database because none of the tools they had could communicate with it. Once they implemented GoAnywhere Director, that problem was solved, and now the OpenEdge database is again a part of the data workflow.

Help for More City Offices

Other Modesto city offices have also begun implementing GoAnywhere Director.

Trey Lackey manages workflows in the city building permits department, and one of his tasks is to search the database for permits that are newly approved so he can send a survey out to the parties involved.

Now he’s using Director to automatically search for those permits and send the surveys without any manual intervention.

Bumanlag lists numerous benefits he’s found with GoAnywhere Director.

- It can deal with a variety of file types, and communicate with disparate servers and platforms.
- Its job logs show exactly what’s happening.
- The functionality is dependable: “Once it works, it works.”
- Email communication, especially for initiating projects and verifying their completion, saves significant time and hassle.

Bumanlag sums up his experience with GoAnywhere Director this way: “Given how affordable GoAnywhere is and how many ways we use it, it just seems too easy.”



About City of Modesto Information Technology Dept.

The Information Technology Department provides technology-related services to Modesto citizens as well as the internal City organization. Among these services are administration of computer technology, telephone services, geographical information systems (GIS) and the City's Web site. The department also provides long-range technology planning, project management, support for applications, web development, programming, database administration, computer operations, network integration, desktop computers and office automation systems.

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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 GoAnywhere Director

GoAnywhere Director™ streamlines and manages data movement through an innovative centralized approach. It allows your organization to connect to almost any system (internal or external) and securely exchange data using standard protocols including SFTP (SSH), SCP, FTP/S (SSL/TLS), HTTP/S, SMTP, POP3, IMAP and AS2. GoAnywhere Director also supports Open PGP and ZIP with AES encryption for securing sensitive documents.

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