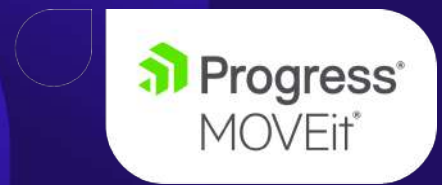


case study -

Stabilizing and scaling mission-critical MOVEit environments for a large U.S. healthcare enterprise



Overview

A large U.S.-based healthcare organization (name withheld due to NDA) supporting hospitals and care providers nationwide, with platforms used by more than half of U.S. hospitals for administrative, financial, and compliance-sensitive workflows, engaged Resolute for MOVEit professional services in September 2023.

The client relies on **MOVEit Automation** as a core backend platform that orchestrates high-volume, recurring file transfers across multiple environments. These automated workflows support downstream healthcare and financial processes and operate continuously, often on sub-five-minute execution cycles. Because MOVEit functions as an invisible but critical backbone, reliability, security, and operational continuity are non-negotiable.

Over more than 2 years of continuous engagement, Resolute has helped the client modernize aging MOVEit environments, stabilize day-to-day operations, introduce proactive monitoring and performance insights, and support longer-term initiatives in cloud adoption and disaster recovery.

01 From vendor referral to trusted operational partner

This initial engagement focused on **user-based file transfer migration**, solving the challenge of migrating users, files, and transfer configuration from WS_FTP to MOVEit Transfer in a controlled, compliant manner. The work was delivered primarily as an assessment and guidance effort, reflecting the client's strict security and access constraints, and was designed to enable internal teams to execute the migration confidently.

As part of this phase, Resolute delivered a **thorough technical assessment** that included a detailed review of the client's file transfer environments and operational dependencies. The assessment produced executable documentation, scripts, and procedural guidance going beyond high-level recommendations to provide concrete, implementation-ready steps.

The work was led by a senior MOVEit consultant with **more than 15 years of experience in enterprise file transfer and production support**, with oversight from Resolute's Deputy CTO during critical assessment and planning stages. This ensured that the client received **not only hands-on expertise but also architectural and strategic guidance** typically unavailable through standard support channels.



02 When legacy MOVEit environments become an operational risk

Following the assessment phase, the focus shifted to the client's existing MOVEit Automation environments, where several compounding challenges had emerged.

First, some environments were **seven to eight years behind** supported MOVEit versions. Due to major version gaps, there was no direct upgrade path. Each step forward required validation across intermediate versions, accounting for changes in the server's supported operating systems, .NET framework dependencies, service behavior, and database upgrade mechanics.

Second, the environments operated at a significant scale. Hundreds of MOVEit Automation tasks were running on frequent schedules, with approximately **200 tasks executing every five minutes**, collectively transferring terabytes of data across environments. These workloads placed sustained pressure on services, databases, and infrastructure, leaving little room for error during upgrades or configuration changes.

Third, strict healthcare security controls restricted access. Resolute, as a service vendor, **had no direct access** to production systems, databases, or files. Sensitive data could not be inspected, and all work had to be performed through documented guidance and collaborative execution sessions, using an over-the-shoulder engagement model, with the client running every command internally.

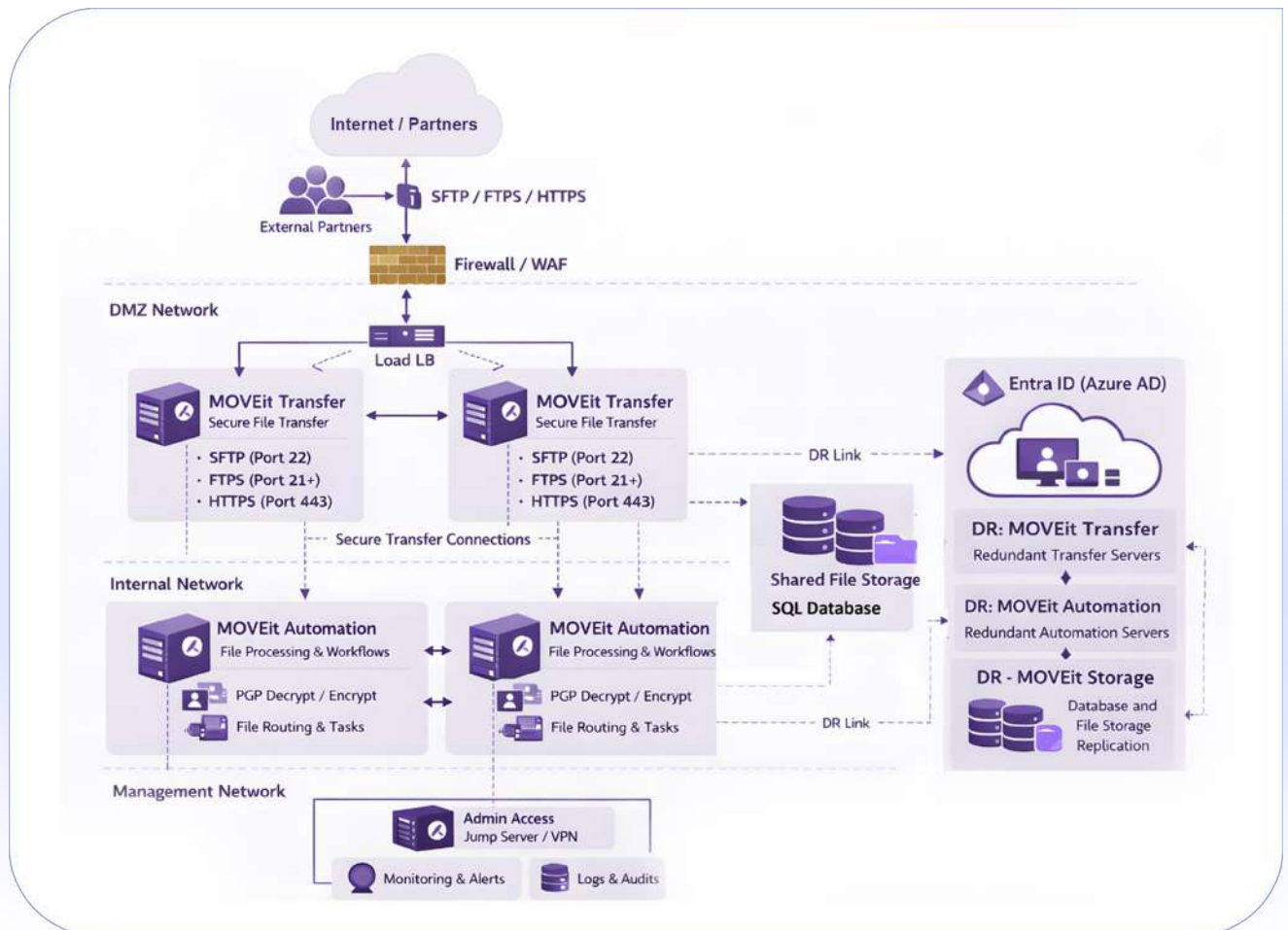
Finally, execution required coordination among multiple internal teams, including application, database, and system administrators. Activities such as database backups, permission changes, and service configuration had to follow formal internal processes and approvals, increasing the importance of precise planning and clear documentation.

03

Engineering a safe upgrade path for MOVEit Automation

Resolute approached the upgrade effort as a structured engineering initiative rather than a routine update.

Because the client's environments and databases could not be cloned or accessed directly, the team recreated comparable MOVEit Automation setups internally. Multiple MOVEit versions were installed sequentially to validate upgrade paths and identify predictable failure patterns, including installer prerequisites, .NET framework dependencies, Windows service behavior, and configuration file compatibility across versions.



Given the size of the client's databases, the standard MOVEit upgrade tooling, so-called "wizard," was not designed to complete within typical execution limits, so adjustments to the upgrade approach were required to ensure successful completion.

This preparatory work significantly reduced risk by eliminating known issues before production execution. While some environment-specific challenges could only surface during real upgrades, the approach minimized surprises and shortened resolution time.

Upgrades were executed using detailed runbooks that defined prerequisites, sequencing, and verification steps. The client performed all actions internally, often with Resolute **guiding the process in real time via screen sharing.**

This delivery model respected security boundaries while ensuring accuracy and confidence during execution. As part of this phase, Resolute also supported the introduction of **failover capabilities** within the MOVEit Automation environments.

The upgraded setup enabled continuity across multiple servers, allowing automation services and tasks to continue operating if a primary instance became unavailable, a capability that had not been present in the client's legacy setup.



04 Embedding MOVEit expertise into day-to-day operations

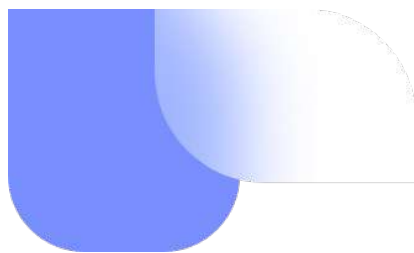
After completing the upgrade and migration work, the client transitioned to **MOVEit Enterprise 360°**, Resolute's managed service for MOVEit environments.

From February 2024 onward, Resolute has supported **4 production MOVEit Automation environments**, along with associated non-production environments used to validate changes before release. The service combines proactive operational care with on-demand expert support, delivered at an **advanced escalation level** rather than through traditional tier-one or tier-two support models.

Support is delivered through an **over-the-shoulder** model aligned with the client's security and compliance requirements, an approach that is **essential for highly regulated industries such as healthcare**.

The client is guided through **clearly documented steps and live working sessions** to implement changes safely within their own environment.

Requests are consistently **acknowledged within 24 hours**, providing the client with predictable access to senior MOVEit expertise regardless of issue complexity. Each issue is first assessed to determine whether it is caused by the MOVEit product itself or by environmental factors such as configuration, infrastructure, or operating system behavior. When issues are product-related, Resolute helps the client prepare precise escalation cases for technical support, including clear descriptions and relevant artifacts, reducing friction and accelerating resolution.



05

Proactive monitoring, performance insight, and scale management

MOVEit Enterprise 360° extends well beyond reactive support.

Resolute performs recurring monitoring and health checks, reviewing logs and system behavior to identify early warning signs before they become incidents. This preventative approach is particularly important in environments with sustained task execution and large databases.

When the client raised performance-related questions, Resolute developed **custom database queries and operational reports** to analyze task execution patterns, peak workload windows, and long-term trends. These insights helped the client better understand how their MOVEit Automation estate behaved under load capabilities typically outside the scope of standard vendor support.

As configuration changes began to affect hundreds of tasks, Resolute also guided the client on how to apply updates at scale, avoiding manual, error-prone changes and reducing operational risk.

In parallel, Resolute provided advisory support as the client **explored AWS-related initiatives**, including guidance on monitoring the environment through AWS and supporting task reconfiguration tied to AWS storage, including **bucket-based workflows**, with approaches that allowed changes to be applied across large numbers of tasks **without manual task-by-task updates**.

Planning also began for **disaster recovery** in at least one environment, focusing on replicating MOVEit services and data to maintain continuity in the event of a primary-site failure.

Results



**Operational
stability**



**Reduced
risk**



**Long-term
confidence**

Taken together, the engagement delivered more than a successful upgrade; it fundamentally changed how the client operates and maintains MOVEit Automation.

By combining structured upgrade engineering with ongoing senior-level operational support, Resolute helped the client shift from a reactive posture to a controlled, forward-looking approach to managing mission-critical file transfer automation.

Key outcomes include:

- ✓ Modernized 4 MOVEit Automation environments through a staged, low-risk upgrade strategy
- ✓ Stable operation of high-volume, time-sensitive automation workloads
- ✓ Faster issue resolution driven by senior-level analysis rather than trial-and-error troubleshooting
- ✓ Reduced operational risk through proactive monitoring and preventative maintenance
- ✓ A durable partnership spanning assessment, modernization, and managed operations

Why MOVEit Enterprise 360°

This engagement demonstrates the value of MOVEit Enterprise 360° for organizations operating MOVEit environments at scale. The service goes beyond standard technical support by enabling hands-on configuration, scripting, and operational assistance that are not available through traditional support channels.

- Scripts are written to support automation, reporting, or operational requirements, and configurations are adjusted directly when supported by the product. Where possible, solutions can extend beyond standard use cases if the platform allows it.
- MOVEit Enterprise 360° also includes planned upgrades delivered once per year. These upgrades are executed as part of the service, rather than left to the client or standard vendor support.
- Operational insight is supported through custom reporting, created by writing database queries to extract information that is not otherwise available. This includes visibility into how many tasks are running, when they run most frequently, and how the environment behaves under load.
- In addition, monthly performance monitoring is conducted to assess the health of the MOVEit environments. During this monitoring, logs are reviewed to identify warning messages that may indicate future problems. When such warnings are detected, steps are defined to remove them at an early stage, before they develop into errors or server instability.
- For this healthcare enterprise, MOVEit Enterprise 360° provides ongoing support, configuration, monitoring, and preventive operational care, helping ensure that large volumes of automated file transfers continue to run reliably over time.

Let's talk about your technology requirements.

Get in touch

USA

MA 01701, Framingham,
945 Concord St,

+1-617 386-9697

sales@resolutesoftware.com

Clutch ★★★★★

People First
Company Award
2019 — 2023



Empowering
Leadership Award
2024



Deloitte. Company to
watch | Tech Fast
50

ISO 9001:2015
Quality Management
2025

ISO

ISO/IEC 27001:2022
Information Security
Management
2025

ISO
IEC

ISO/IEC 20000-1:2018
IT · Service Management
2025

ISO
IEC

EcoVadis Commitment
2025

