February 2019

CATEGORY REPORT

Managed File Transfer

Accellion Kiteworks Adobe Send & Track Citrix ShareFile FileCatalyst GoAnywhere Managed File Transfer IBM Managed File Transfer lpswitch MOVEit System LeapFile Oracle Managed File Transfer

SolarWinds Serv-U









Managed File Transfer Category Report

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How to Use the Report

Info-Tech's Category Reports provide a comprehensive evaluation of popular products in the Managed File Transfer market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

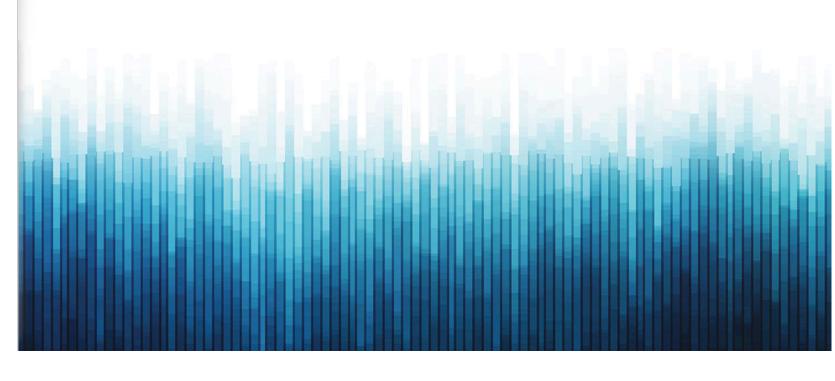


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Category Report

Software Directory

MANAGED FILE TRANSFER SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.



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Managed File Transfer Software

Accellion Kiteworks	Acronis Files Cloud
➢ AMPLIFY Managed File Transfer	ASCI Activ eBatch
🕅 Aspera Console	Attachmate Managed File Transfer
S Biscom Secur e File Transfer	S bTrade TD Xchange
CA NetMaster	S Citrix Shar eFile
Cornerst one Managed File Transfer	Coviant Diplomat Managed File Transfer
DataMotion Platform	B Direct FTP
🗙 Flux Managed File Transfer	Globalscape Enhanced File Transfer
IBM Managed File Transfer	Ipswitch MO VEit System
LF LeapFile	📅 Liaison Alloy
O Momentum Systems Secure AutoFTP	OpenText HighTail
Oracle Managed File Transfer	O Primeur Enterprise Managed File Transfer

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Vendor Capability Summary

Product Feature Summary



- Adobe Send & Track
- **ASG Outbound Enterprise**
- Ø Attunity Manged File Transfer
- **<u>a</u>** CA Automic Dollar Universe
- **© Cleo Integration Suite**
- CyberArk Inter-Business Vault
- **FileCatalyst**
- **GoAnywhere Managed File Transfer**
- **&** JSCAPE Managed File Transfer
- MayTech Global Data Transfer
- ot OpenText Secure Managed File Transfer
- Safe-T Software-Defined Access

Category Report

Software Directory

MANAGED FILE TRANSFER SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

Managed File Transfer Software

Seeburger Managed File Transfer	Signiant Manager+Agents
Stonebranch Universal Data Mover	Thru OptiP aaS
🛜 VanDyke SecureFX	✓ Wing FTP



Category Overview



SolarWinds Ser v-U

⊘ TIBCO Managed File Transfer

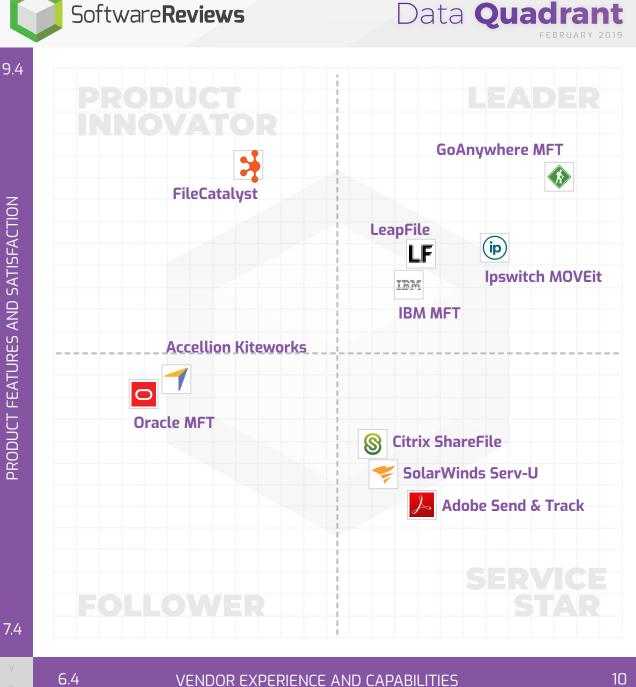


SOFTWARE REVIEWS Data Quadrant

INFO~TECH Software **Reviews**

Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leadings the pack and which are trailing.





MANAGED FILE TRANSFER

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

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Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).



Category Overview

This page provides a high level summary of product performance within the Managed File Transfer category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT		NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
God Black	GoAnywhere MFT	9.0/10	+92	;	1% NEGATIVE 93% POSITIVE	83%	84%	91 %	31
	ip Ipswitch MO VEit System	8.6/10	+87	œ	2% NEGATIVE 89% POSITIVE	80%	82%	89%	41
GO & BERNAT	LF LeapFile	8.4/10	+84	$\overline{\bigcirc}$	3% NEGATIVE 87% POSITIVE	81%	84%	86%	25
	IBM IBM MFT	8.3/10	+84	$\overline{\bigcirc}$	3% NEGATIVE 87% POSITIVE	79 %	81%	87%	93
5	Adobe Send & Track	8.0/10	+85	÷	2% NEGATIVE 87% POSITIVE	76%	75%	78%	14
6	* FileCatalyst	8.0/10	+82	$\overline{\bigcirc}$	4% NEGATIVE 86% POSITIVE	80%	82%	94%	10
7	ShareFile	7.9/10	+84	$\overline{\bigcirc}$	4% NEGATIVE 88% POSITIVE	75%	78%	79%	103
8	😻 SolarWinds Ser v-U	7.9/10	+84	Ċ	3% NEGATIVE 87% POSITIVE	76%	79 %	77%	21
9	Oracle MFT	7.4/10	+74	\bigcirc	7% NEGATIVE 81% POSITIVE	78 %	80%	81%	56
10	Accellion Kiteworks	7.4/10	+76	\bigcirc	8% NEGATIVE 84% POSITIVE	75%	81%	80%	24
AVE	AGE SCORES	8.1/10	+83	æ	4% NEGATIVE 87% POSITIVE	78%	81%	84%	42

Data Quadrant

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Vendor Capability Satisfaction

Product Feature Summary

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

VENDOR	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
GoAnywhere Managed File Transfer	83%	84%	82 %	82%	83%	83%	88%	87 %	83%	77%	76%	85%
LeapFile	81%	86%	78 %	78 %	79 %	84%	81%	80%	84%	81 %	82 %	77%
Ipswitch MOVEit System	80%	82%	83%	82%	76 %	82%	83%	83%	84%	74 %	68%	81%
FileCatalyst	80%	83%	75%	80%	75%	75%	80%	83%	85%	75%	83%	85%
IBM Managed File Transfer	79%	81%	79 %	80%	79 %	81%	76%	81%	79 %	79 %	77%	82%
Oracle Managed File Transfer	78%	80%	78%	79%	76%	77%	77 %	81%	78%	75%	79 %	79 %
SolarWinds Serv-U	76%	74 %	70%	77%	81 %	82 %	77%	82%	77%	70%	68%	77%
Adobe Send & Track	76%	77%	77%	80%	79 %	88%	66%	82%	79 %	64%	68%	77%
Citrix ShareFile	75%	74%	70%	80%	77%	74%	74%	77%	77%	75%	72 %	77%
Accellion Kiteworks	75%	78 %	71%	73%	75%	79 %	73 %	72 %	72 %	76%	74 %	80%
CATEGORY AVERAGE	78 %	80%	76%	79%	78 %	80%	78%	81%	80%	75%	76%	80%
VENDORS WITH INSUFFICIENT DATA												

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Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Managed File Transfer software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

This section provides detailed information on user satisfaction for each deeper into areas of particular interest or concern.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

Simple	APFILE and Secure file delivery! APFILE RODUCT	Delights Highly Satisfies Almost Satisfies Disappoir
2	GoAnywhere Managed File Transfer	
З	✤ FileCatalyst	
4	(ip) Ipswitch MO VEit System	
5	IBM IBM Managed File Transfer	
6	Oracle Managed File Transfer	
7	Accellion Kiteworks	
8	Adobe Send & Track	
9		
10	S Citrix Shar eFile	

Business V alue Created	The ability to bring value to the organization.
Breadth of Features	The ability to perform a wide variety of tasks.
Quality of Features	The ability to perform at or above industry standards.
Product Strategy and Rate of Improvement	The ability to adapt to market change.
Jsability and Intuitiv eness	The ability to reduce training due to intuitive design.
/endor Suppor t	The ability to receive timely and sufficient support.
Ease of Data Integration	The ability to seamlessly integrate data.
Ease of IT Administr ation	Ease of use of the backend user interface.
Ease of Cust omization	The ability to scale the solution to a business' unique needs.
Availability and Quality of Training	Quality training allows employees to take full advantage of the software.
Ease of Implementation	The ability to implement the solution without unnecessary disruption.

Category

Product Feature Summary

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig

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n	8%

<mark>ᡥ </mark>	84%
<mark>ᡥ ᡥ </mark>	83%
<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ Ť	82%
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<mark>ᡥ ᡥ </mark>	78%
<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	77%
<mark>ᡥ ᡥ </mark>	74%
<mark>ᡥ ᡥ </mark>	74%
CATEGORY AVERAGE	80%



Breadth of Features

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Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Quality of Features

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

iĸ	oswitch							Delights	* * *	·	41%		
	SWITCH MOVEIT	Highly Satisfies T T T T T T T T T T				_	Switch SWITCH MOVEIT	Highly Satisfies	* * *	p	44%	82%	
	STEM PRODUCT	Almost Satisfies	m	15%	Breadth of Features		STEM	Almost Satisfies	n		15%	Quality of Featur	ures
		Disappoint	S					Disappoint	5				
2	SoAnywhere Managed File Trans	fer		* * * * * * * * *	82%	2	GoAnywhere Managed File Tran	sfer		<mark>ᡥ ᡥ ᡥ ᡥ </mark>	* * *	m 8	82 '
3	IBM IBM Managed File Transfer			ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ î	79%	З	Adobe Send & Track			ᡥ ᡥ ᡥ ᡥ 	* * *	m 8	80
4	Oracle Managed File Transfer			<mark>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ </mark>	78%	4	IBM IBM Managed File Transfer			<mark>ᡥ </mark>	r † † †	m 8	80
5	LF LeapFile			<mark>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ </mark>	78%	5	✤ FileCatalyst			ᡥ ᡥ ᡥ ᡥ 1	Ů Ť Ť	m 8	BO
6	Adobe Send & Track			<mark>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ </mark>	77%	6	S Citrix Shar eFile			ᡥ ᡥ ᡥ ᡥ 1	Ů Ť Ť	m 8	30
7	✤ FileCatalyst			<mark>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ </mark>	75%	7	Oracle Managed File Transfer			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ť	ה ה ה	m 7	79
8	Accellion Kiteworks			* * * * * * * * * * *	71%	8	LF LeapFile			<mark>ᡥ ᡥ ᡥ </mark>	r ṁ ṁ ṁ	m 7	78
9	😴 SolarWinds Ser v-U			* * * * * * * * *	70%	9	💙 SolarWinds Ser v-U			ᡥ ᡥ ᡥ ᡥ i	* * *	m 7	77
10	S Citrix ShareFile			n n n n n n n n	70%	10	Accellion Kiteworks			ᡥ ᡥ ᡥ ᡥ ᡥ 1	r m m m	m 7	73'
				CATEGORY AVERA	GE 76%					CATEG	DRY AVER	AGE 7	79'

Vendor Capability
Satisfaction

Product Feature Summary Product Feature
Satisfaction

E Vendor Capability Summary



Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

Usability and Intuitiveness

deeper into areas of particular interest or concern.

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

	GO ANYWHERE®	Delights	* * * *	1	36%			2	Delights	n n n	r r	50%		
GO	A HelpSystems Solution	Highly Satisfies	ŤŤŤŤ	m m	61%	83%		Document Cloud	Highly Satisfies		ř ř	50%	8	8 %
FIL	E TRANSFER				4% Product Strategy and Rate of Improvement			PRODUCT	Almost Satisfies				Usabilit Intuitiv	
		Disappoints	5						Disappoints	5			_	
2				ᡥ ᡥ ᡥ	* * * * *	m 81%	2	LF LeapFile			<mark>ᡥ </mark>	† † † †	r n	8
3	LF LeapFile			ᡥ ᡥ ᡥ	* * * * *	* 79 %	З	SoAnywhere Managed File Trans	fer		<mark>ᡥ </mark>	† † † †	r n	8
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5	Adobe Send & Track			ᡥ ᡥ ᡥ	* * * * *	* 79%	5	(ip) Ipswitch MO VEit System			<mark>ᡥ</mark> ᢜ ᢜ ᢜ	† † † †	r m	8
5	S Citrix Shar eFile			ᡥ ᡥ ᡥ ᡥ	* * * * *	* 77 %	6	IBM IBM Managed File Transfer			ᡥ ᡥ ᡥ	ṁ ṁ ṁ i	r m	8
7	Oracle Managed File Transfer			ᡥ ᡥ ᡥ	* * * * *	* 76 %	7	Accellion Kiteworks			<mark>ᡥ</mark> ᢜ ᢜ ᢜ	ŵ ŵ ŵ i	r m	7
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Э	Accellion Kiteworks			* * * *	* * * * *	* 75%	9	≯ FileCatalyst			ᡥ 	ṁ ṁ ṁ i	r r	7
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CATEGORY REPORT

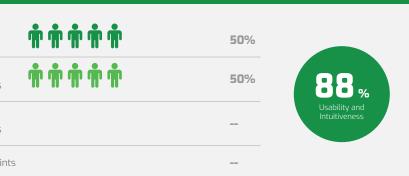
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Vendor Support

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The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.

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This section provides detailed information on user satisfaction for each deeper into areas of particular interest or concern.

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

GO ANYWHERE®						× k		Delights	ŵ ŵ ŵ î	m m	55%			
پر GC	A HelpSystems Solution	Highly Satisfies	ᡥ ᡥ ᡥ	33%	88%	A HelpSystems Solution		Highly Satisfies	ŤŤŤŤ	ח	38%	8	7 %	
FII	LE TRANSFER	Almost Satisfies	†		endor Support	FI	LE TRANSFER	Almost Satisfies	†		7%		e of Data egration	
		Disappoints	5					Disappoint	5					
2	ip Ipswitch MO VEit System			<mark>ᡥ ᡥ ᡥ ᡥ 해 해 해 </mark>	83%	2	(ip) Ipswitch MO VEit System			* * * * *	ՠ ՠ ՠ	r r	83%	
3	LF LeapFile			ᡥ ᡥ ᡥ ᡥ 	81%	3	✤ FileCatalyst			ᡥ 	ṁ ṁ ṁ ſ	r r	839	
4	≯ FileCatalyst			ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ	80%	4	😴 SolarWinds Ser v-U			* * * * *	ṁ ṁ ṁ ſ	r r	829	
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6	Oracle Managed File Transfer			<mark>ᡥ ᡥ </mark>	77%	6	Oracle Managed File Transfer			<mark>ᡥ ᡥ ᡥ </mark>	ṁ ṁ ṁ ſ	r r	819	
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8	S Citrix ShareFile			ᡥ ᡥ ᡥ ᡥ 	74%	8	LF LeapFile			ᡥ ᡥ ᡥ ᡥ	ṁ ṁ ṁ Ì	r r	809	
9	Accellion Kiteworks			* * * * * * * * * * *	73%	9	S Citrix Shar eFile			* * * *	ṁ ṁ ṁ ſ	r r	779	
10	Adobe Send & T rack			* * * * * * * * * * * *	66%	10	Accellion Kiteworks			* * * *	ṁ ṁ ṁ Ì	r r	72 9	
				CATEGORY AVERAGE	78%					CATE	GORY AVE	RAGE	819	

Vendor Capability Satisfaction Product Feature Summary Product Feature
Satisfaction



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig



Ease of IT Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.

deeper into areas of particular interest or concern.

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

	FileCatalyst® reinventing file transfer	Delights Highly Satisfies	*****	þ	50 % 40 %	85%	Simple	EAPFILE e and Secure file delivery!	Delights Highly Satisfies	ñ ñ ñ ñ ñ ñ ñ ñ		40%	8	%	
	ECATALYST RODUCT	Almost Satisfies	n	10%		Administration		LEAPFILE TOP PRODUCT		Almost Satisfies		16%		Ease of stomization	
		Disappoints						Ι	Disappoint	S					
2	(ip) Ipswitch MO VEit System			* * * *	ท ี่ ที่ ที่ ที่	84 %	2	IBM IBM Managed File Transfer			ᡥ ᡥ ᡥ ᢜ	† † †	ŤŤ	79 9	
3	LF LeapFile			* * * *	* * * *	84 %	З	GoAnywhere Managed File Transference	ľ		<mark>ᡥ ᢜ ᢜ ᢜ</mark>	† † †	††	779	
4	SoAnywhere Managed File Transfe	er		ᡥ ᡥ ᡥ ᡥ	ท ี่ ที่ ที่ ที่	*** 83%	4	Accellion Kiteworks			* * * * *	† † †	ŤŤ	769	
5	IBM IBM Managed File Transfer			* * * *	ท ท ท ท	* * 79 %	5	Oracle Managed File Transfer			ᡥ ᡥ ᡥ ᡥ	† † †	n n	759	
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9	S Citrix Shar eFile			† † † †	ਜ ਜ ਜ ਜ	*** 77 %	9				* * * *	* * *	n n	70%	
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				CATE	GORY AVE	RAGE 80%					CATE	GORY AV	ERAGE	75%	

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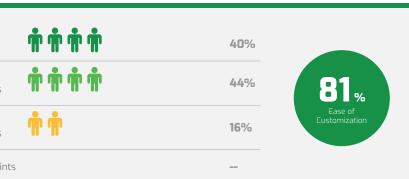
E Vendor Capability Summary

Category Overview

Product Feature Summary

INFO~TECH

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig





Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

deeper into areas of particular interest or concern.

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

1		Delights	n n n	r	40%			GO ANYWHERE®	Delights	ñ ñ ñ 1	r	45%		
~	FileCatalyst [®] reinventing file transfer	Highly Satisfies	ᡥ ᡥ ᡥ	î î	50%	83%	B A HelpSystems Solution GOANYWHERE MANAGED			n n n 1	r r	52%	8	5 %
		ALYSI Almost r		Availability and Quality of Training			FILE TRANSFER		Almost Satisfies			3%	F	ase of ementation
		Disappoint	S						Disappoints	5				
2	LF LeapFile			ᡥ ᡥ 		* 82%	2	≯ FileCatalyst			ᡥ ᡥ ᡥ	* * *	r r	859
3	Oracle Managed File Transfer			ᡥ ᡥ ᡥ		• 79%	З	IBM IBM Managed File Transfer			ᡥ ᡥ ᡥ	* * *	† †	829
4	IBM IBM Managed File Transfer			ᡥ ᡥ ᡥ	ir ir ir ir i	* 77 %	4	(ip) Ipswitch MO VEit System			ᡥ ᡥ ᡥ	* * * *	r t	819
5	GoAnywhere Managed File Transf	er		ᡥ ᡥ ᡥ	ñ ń ń ń	* 76 %	5	Accellion Kiteworks			n n n n	* * * *	r t	80
5	Accellion Kiteworks			ᡥ ᡥ 	n n n n n	* 74 %	6	Oracle Managed File Transfer			ᡥ ᡥ ᡥ	ñ ń ń ń	r t	79
7	Scitrix ShareFile			* * * *	ñ ń ń ń	* 72 %	7	💙 SolarWinds Ser v-U			ᡥ ᡥ ᡥ	* * *	r t	779
3	(ip) Ipswitch MO VEit System			m m m m	ñ ń ń ń	68%	8	Scitrix ShareFile			ᡥ ᡥ ᡥ	* * * *	r t	77
9	💙 SolarWinds Ser v-U			* * * *	n n n n	68%	9	LF LeapFile			* * *	ň ň ň ň	ř Ť	779
0	Adobe Send & Track			* * * *	ñ ń ń ń	68%	10	Adobe Send & T rack			* * *	ň ň ň ň	r r	779
				CAT	EGORY AVE	AGE 76%					CAT	EGORY AV	ERAGE	804

CATEGORY REPORT

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Category Overview

Product Feature Summary





Product Feature Summary

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

VENDOR	OVERALL FEATURE SATISFACTION	AUTHENTICATION	DATA FIDELITY	ENCRYPTION/ DECRYPTION	FILE TRANSFER	HIGH PERFORMANCE	LARGE FILE SUPPORT	LDAP SUPPORT	MULTI- PLATFORM SUPPORT	QUOTA & BANDWIDTH CONTROL	SESSION MONITORING	TRANSPORT SECURITY
GoAnywhere Managed File Transfer	84%	85%	84%	88%	91 %	84%	85%	84%	85%	80%	80%	82 %
LeapFile	84%	81%	83%	88%	88%	86%	83%	89%	81%	82 %	85%	82%
FileCatalyst	82%	81%	84%	88%	81%	78 %	81%	79 %	88%	81%	88%	75%
Ipswitch MOVEit System	82%	86%	82%	83%	90%	80%	79 %	84%	77%	76%	78 %	86%
IBM Managed File Transfer	81%	81%	79 %	83%	87 %	84%	78 %	81%	79 %	77%	81%	81%
Accellion Kiteworks	81%	83%	88%	81 %	81%	81%	85%	88%	78 %	75%	81%	71%
Oracle Managed File Transfer	80%	76 %	80%	81 %	82 %	81%	80%	78 %	75 %	80%	82%	80%
SolarWinds Serv-U	79%	75%	88%	85%	86%	74 %	80%	76 %	81%	79 %	71%	69%
Citrix ShareFile	78%	79 %	80%	81 %	79 %	78 %	78 %	80%	78 %	75%	74%	77%
Adobe Send & Track	75%	73%	75%	79%	82%	77%	71%	77%	77%	70%	73%	75%
CATEGORY AVERAGE	81%	80%	81%	83%	84%	81%	79 %	81%	79 %	77 %	79%	79%

Table of Contents

Category Overview

Product Features

This table lists and describes all the features that are evaluated in the Managed File Transfer software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Authentication

Verification of authenticity of identities between the two organizations

Authentication	Verification of authenticity of identities between the two organizations	in	cuitch	Delights	.	47%		
Data Fidelity	Consistent data integrity throughout the process	_	Switch	Highly Satisfies			8	6%
Encryption/decryption	The encryption (source) and decryption (destination) of data transmitted	SY	STEM PRODUCT	Almost Satisfies		3%		ntication
File Transfer	File transfer services			Disappoints				
High Performance	High bandwidth data transfer, encryption/decryption, authentication of the service	2	SoAnywhere Managed File	Transfer		<mark>ᡥ</mark> ᢜ ᢜ ᢜ Ť Ť	r t	85%
LDAP Support	Support for user ID authentication across both organizations using MS Active Directory credentials	З	Accellion Kiteworks			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	i i	83%
Large File Suppor t	Support for large (>2GB) file transfers	4	✤ FileCatalyst			ᡥ ᡥ ᡥ 	r r	81%
Multi-Platform Support	Support for multiple clients on either side of the data transfer process	5	IBM IBM Managed File Transfer			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ Ť	İ İ	81%
Quota & Bandwidth Control	Ability to control quota and rate of transfer	6	LF LeapFile			<mark>ᡥ</mark> ᢜ ᢜ ᢜ Ť Ť	r r	81%
Session Monit oring	Reporting and metrics of the data transferal session	7	S Citrix Shar eFile			ᡥ ᡥ 	İ İ	79 %
Transport Security	Security of the data transmission	8	Oracle Managed File Transf	fer		ᡥ 	ř Ť	76 %
		9	🗲 SolarWinds Ser v-U			<mark>ᡥ</mark> ᢜ ᢜ ᢜ Ť Ť	i i	75%
		10	Adobe Send & T rack				r r	73 %

Data Quadrant

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Category Overview

Product Feature Summary







(15)



<mark>ᡥ ᡥ ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ </mark>	85%
<mark>ᡥ</mark> ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	83%
<mark>ᡥ</mark> ᡥ ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ	81%
<mark>ᡥ</mark> ᡥ ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ	81%
<mark>ᡥ</mark> ᡥ ᡥ ᢜ ᢜ 	81%
<mark>n</mark> n n n n n n n n n n n	79 %
<mark>n</mark> n n n n n n n n n n n	76 %
<mark>n</mark> n n n n n n n n n n n	75%
n n n n n n n n n n n n	73%
	000/

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Data Fidelity

Consistent data integrity throughout the process

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CATEGORY REPORT

Data Quadrant

Category Overview

Vendor Capability Summary

Encryption/decryption

The encryption (source) and decryption (destination) of data transmitted

Accellion	Delights	ᡥ ᡥ ᡥ	r r	65%			GOANYWHERE® A HelpSystems Solution	Delights	* * * * *	52	%		
ACCELLION	Highly Satisfies	n n		24%	88%		DANYWHERE	Highly Satisfies	ᡥ 	48	%	88%	
KITEWORKS TOP PRODUCT	Almost Satisfies	Ŵ		12%			ANAGED FILE	Almost Satisfies		-		Encryption/ decryption	
	Disappoints					тор	PRODUCT	Disappoints					
2 🤝 SolarWinds Ser v-L	J		m m m 1		*** 88%	2	≯ FileCatalyst			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ	* * *	889	
3 7 FileCatalyst			m m m 1		********************	3	LF LeapFile			ᡥ ᡥ ᡥ ᢜ ᡥ	* * * *	88	
4 SoAnywhere Manag	ged File Transfer		m m m 1	.	*** 84%	4				ᡥ ᡥ ᡥ ᢜ ᡥ	* * * *	85	
5 LF LeapFile			m m m 1	ñ ṁ ṁ ṁ ṁ ṁ	* 83%	5	(ip) Ipswitch MO VEit System	1		ᡥ ᡥ ᡥ ᢜ	* * * *	83	
6 (ip) Ipswitch MO VEit Sy	/stem		m m m 1	.	* 82%	6	IBM IBM Managed File Trans	sfer		<mark>ᡥ ᡥ ᡥ ᡥ </mark>	* * *	83	
7 Oracle Managed Fi	le Transfer		m m m 1	.	* 80%	7	S Citrix Shar eFile			ᡥ ᡥ ᡥ ᡥ ᡥ	* * *	81	
8 S Citrix ShareFile			m m m 1	.	* 80%	8	Oracle Managed File Tra	ansfer		<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ	* * * *	81	
9 IBM IBM Managed File	Transfer		m m m 1	.	* 79 %	9	Accellion Kiteworks			ᡥ ᡥ ᢜ ᢜ	* * * *	81	
IO 🔑 Adobe Send & T rac	k		m n n 1	ñ	* 75%	10	Adobe Send & Track			<mark>ᡥ ᡥ </mark>	* * * *	79	
			C	ATEGORY AVE	RAGE 81%					CATEGOR	Y AVERAG	E 83'	

Vendor Capability Satisfaction

Product Feature Summary

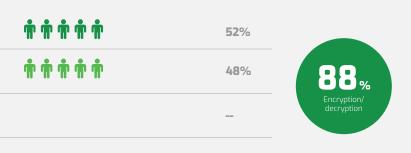
Product Feature
Satisfaction





16

* * * *	79
TEGORY AVERAGE	83



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

File Transfer

File transfer services

High Performance

High bandwidth data transfer, encryption/decryption, authentication of the service

	GOANYWHERE [®] A HelpSystems Solution	Delights	* * *	ݰ ݰ ݰ ݰ 69%					Delights
	DANYWHERE	Highly Satisfies	* *		28%	91%	Simple	APFILE® and Secure file delivery!	Highly Satisfies
TR	ANAGED FILE ANSFER	Almost		3%		File Transfer		APFILE	Almost Satisfies
ТОР	PRODUCT	Disappoints							Disappoints
2	ip Ipswitch MO VEit System			ᡥ ᡥ ᢜ	n 	90%	2	IBM IBM Managed File	Transfer
3	LF LeapFile			m m m	n n n n n	88%	З	🚸 GoAnywhere Mana	aged File Transfer
4	IBM IBM Managed File Transf	er		ײ װ װ װ	ñ ṁ ṁ ṁ ṁ ṁ	87 %	4	Oracle Managed F	ile Transfer
5	😴 SolarWinds Ser v-U			m m m m	n n n n n	86%	5	Accellion Kiteworl	(S
6	Oracle Managed File Tran	sfer		* * * *	ñ ñ ñ ñ ñ	82%	6	(ip) Ipswitch MO VEit S	System
7	Adobe Send & Track			ײ װ װ װ	n n n n n	82%	7	S Citrix ShareFile	
8	🗧 FileCatalyst			ᡥ ᡥ ᡥ ᡥ	r 	81%	8	🗧 FileCatalyst	
9	Accellion Kiteworks			* * *	r 	81%	9	Adobe Send & T ra	ck
10	S Citrix Shar eFile			* * * *	* * * * *	79%	10	🗲 SolarWinds Ser v	U
				CAT	EGORY AVERAGE	84%			

CATEGORY REPORT

Category Overview

Product Feature Summary

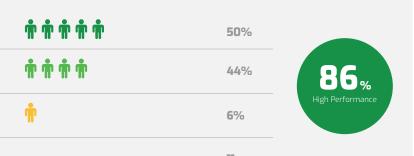




	Emotional
(A)	Footprint

(17)

<mark>ᡥ ᡥ ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ </mark>	84%
n n n n n n n n n n n	84%
n n n n n n n n n n	81%
<mark>ᡥ ᡥ</mark> ᡥ ᡥ ᢜ ᢜ ᢜ	81%
<mark>ᡥ ᡥ </mark>	80%
<mark>ᡥ ᡥ </mark>	78 %
<mark>ᡥ ᡥ ᡥ ᡥ ᢜ 해 ᢜ 해 </mark>	78 %
<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	77%
<mark>ᡥ ᡥ </mark>	74%
CATEGORY AVERAGE	81%





This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

LDAP Support

Support for user ID authentication across both organizations using MS Active Directory credentials

Large File Support

Support for large (>2GB) file transfers

Simple a	APFILE nd Secure file delivery! APFILE PRODUCT	Delights Highly Satisfies Almost Satisfies Disappoints	ሱ ሱ ሱ ሱ ሱ ሰ ሱ ሱ 	44%	9% P Support	A	CCELLION TEWORKS	Delights Highly Satisfies Almost Satisfies Disappoints	ᡥ 	50 39 119 	%	85% File Support
2	Accellion Kiteworks			<mark>ᡥ ᡥ ᡥ ᡥ ᡥ 해 해 해 </mark>	88%	2	GoAnywhere Managed Fil	e Transfer		ᡥ ᡥ ᡥ ᢜ ᡥ	ħ ħ ħ ħ	85%
з	SoAnywhere Managed File Ti	ransfer		<mark>ᡥ</mark> ᡥ ᡥ 	84%	З	LF LeapFile			ᡥ ᡥ ᡥ ᢜ ᢜ	n n n n	83%
4	(ip) Ipswitch MO VEit System			<mark>ᡥ</mark> ᡥ ᡥ ᡥ 	84%	4	✤ FileCatalyst			ᡥ ᡥ ᢜ	n n n n	81%
5	IBM Managed File Transfer			<mark>ᡥ</mark> ᡥ ᡥ ᡥ ᡥ ᡥ 	81%	5	🗲 SolarWinds Ser v-U			ᡥ ᡥ ᢜ ᢜ	ħ ħ ħ ħ	80%
6	S Citrix Shar eFile			<mark>n n n n n n n n n n n n n n n n n n n </mark>	80%	6	Oracle Managed File Tran	nsfer		ᡥ ᡥ ᢜ ᢜ	ŧ ŧ t	80%
7	✤ FileCatalyst			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ Ť	79 %	7	(ip) Ipswitch MO VEit System			ᡥ ᡥ ᢜ ᢜ	ŧ ŧ t	79 %
8	Oracle Managed File Transfe	r		<mark>ᡥ ᡥ ᡥ 해 해 해 해 해 해 해 </mark>	78 %	8	IBM IBM Managed File Transf	er		ᡥ ᡥ ᢜ ᢜ	n n n n	78%
9	Adobe Send & Track			ᡥ * * * * * * * * *	77%	9	S Citrix ShareFile			ᡥ ᡥ ᢜ ᢜ	n n n	78%
10	💙 SolarWinds Ser v-U			<mark>ᡥ ᡥ </mark>	76%	10	Adobe Send & Track			ᡥ ᡥ 	n n n	71%
				CATEGORY AVERAGE	81%					CATEGOF	Y AVERAGE	79%
CATEGORY REPOR	Table of Contents	Data Quadrant	Category Overview	E Vendor Capability Summary	Vendor Capa Satisfaction	bility	Product Feature Summary	Product Feature Satisfaction	Em Sur	iotional Footprint mmary	Emotional Footprint	





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ᡥ ᢜ ᢜ Ť Ť Ť Ť Ť	81%
<mark>ᡥ ᡥ </mark>	80%
<mark>ᡥ ᡥ </mark>	80%
<mark>ᡥ ᡥ </mark>	79 %
<mark>ᡥ ᡥ </mark>	78 %
<mark>ᡥ ᡥ </mark>	78 %
<mark>ᡥ</mark>	71%
CATEGORY AVERAGE	79%

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Multi-Platform Support

Support for multiple clients on either side of the data transfer process

Quota & Bandwidth Control

Ability to control quota and rate of transfer

.1		Delights	* * * *	[•] [•] [•] [•] [•] [•] [•] [•] [•] [•] [•]						
FileCatalyst [®] reinventing file transfer		Highly Satisfies			25% 88%			LEAPFILE® Simple and Secure file delivery!		
		Almost n Satisfies			13%		ТОР	Almost Satisfies		
		Disappoints							Disappoints	
2	GoAnywhere Managed F	ile Transfer		י ה ה ה ה	n n n n n	85%	2	🗧 FileCatalyst		
3				* * *	* * * * * *	81%	3	Oracle Managed File	Transfer	
4	LF LeapFile			ײ װ װ װ	* * * * *	81%	4	GoAnywhere Manage	d File Transfer	
5	IBM IBM Managed File Trans	sfer		* * * * *	* * * * * *	79 %	5			
6	Scitrix Shar eFile			ᡥ ᡥ ᡥ	n n n n n	78%	6	IBM IBM Managed File Tr	ansfer	
7	Accellion Kiteworks			ᡥ ᡥ ᡥ	* * * * * *	78 %	7	ip Ipswitch MO VEit Sys	tem	
8	Adobe Send & T rack			װ װ װ װ	ᢜ ᢜ ᢜ ᢜ ᢜ	77%	8	Accellion Kiteworks		
9	(ip) Ipswitch MO VEit System	n		* * *	ħ ħ ħ ħ ħ	77%	9	S Citrix ShareFile		
10	Oracle Managed File Tra	ansfer		* * * *	ħ ħ ħ ħ ħ	75%	10	Adobe Send & T rack		
				CAT	EGORY AVERAGE	E 79%				

CATEGORY REPORT

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E Vendor Capability Summary

Category Overview

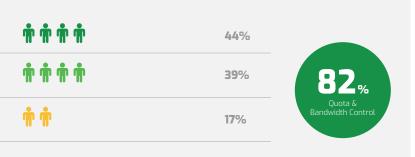
Product Feature Summary





AVG	MAGE	

<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	81%
<mark>ᡥ ᢜ</mark> Ť Ť Ť Ť Ť Ť	80%
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<mark>ᡥ ᢜ</mark> Ť Ť Ť Ť Ť Ť	79%
<mark>ᡥ ᢜ</mark> Ť Ť Ť Ť Ť Ť	77%
<mark>ᡥ ᡥ</mark> ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ	76 %
<mark>ᡥ ᡥ</mark> ᡥ ᡥ ᢜ ň 	75%
<mark>ᡥ ᡥ </mark>	75%
ᡥ ᡥ ᢜ ᢜ ᢜ Ť Ť Ť Ť	70%
CATEGORY AVERAGE	77%



(19)

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Session Monitoring

Reporting and metrics of the data transferal session

Transport Security

Security of the data transmission

FI	FileCatalyst [®] reinventing file transfer LECATALYST PRODUCT	Delights Highly Satisfies Almost Satisfies Disappoints	ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	• • • 63% 25% 13% 	88% Session Monitoring	IP: SY	SWITCH MOVEIT STEM PRODUCT	Delights Highly Satisfies Almost Satisfies Disappoints	ሱ ሱ ሱ ሱ ሱ ሱ ሱ 	50% 45% 5% 	86% Transport Security
2	LF LeapFile			<mark>ᡥ</mark> ᡥ ᡥ 	n n 85%	2	GoAnywhere Managed File	Transfer		<mark>ᡥ</mark> ᡥ ᡥ 	82%
3	Oracle Managed File Transfe	er		<mark>ᡥ</mark> ᢜ ᢜ ᢜ Ť Ť	82%	З	LF LeapFile			<mark>ᡥ</mark> ᡥ ᡥ 	82%
4	Accellion Kiteworks			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ Ť	n n 81%	4	IBM IBM Managed File Transfer	r		<mark>ᡥ</mark> ᡥ ᡥ 	81%
5	IBM IBM Managed File Transfer			<mark>ᡥ</mark> ᢜ ᢜ ᢜ Ť Ť	81%	5	Oracle Managed File Trans	fer		<mark>ᡥ</mark> ᡥ ᡥ 	80%
6	GoAnywhere Managed File T	ransfer		ݰ ݰ ݰ ݰ ݰ ݰ	n n 80%	6	Scitrix ShareFile			<mark>ᡥ ᡥ </mark>	77%
7	(ip) Ipswitch MO VEit System			<mark>ᡥ ᡥ </mark>	78%	7	≯ FileCatalyst			* * * * * * * * * * *	75%
8	S Citrix Shar eFile			<mark>ᡥ ᡥ </mark>	74 %	8	Adobe Send & T rack			ᡥ ᡥ ᡥ 	75%
9	Adobe Send & Track			ᡥ ᡥ ᡥ ᡥ 	73%	9	Accellion Kiteworks			* * * * * * * * * * * *	71%
10	💙 SolarWinds Ser v-U			ᡥ ᡥ ᡥ 	ř ř 7 1%	10	💙 SolarWinds Ser v-U			* * * * * * * * * * *	69%
				CATEGORY AV	ERAGE 79%					CATEGORY AVERA	GE 7 9%

CATEGORY REPORT

Category Overview

Vendor Capability Summary

Product Feature Summary





<u>ݰݰݰ</u> ݰݰ ݰ ݰ	75%
<mark>ᡥ </mark>	75%
* * * * * * * *	71%
ᡥ ᡥ ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ	69%
CATEGORY AVERAGE	79%



20