

CATEGORY REPORT

Managed File Transfer

Acellion Kitemworks
Adobe Send & Track
Citrix ShareFile

FileCatalyst
GoAnywhere Managed File Transfer
IBM Managed File Transfer

Ipswitch MOVEit System
LeapFile
Oracle Managed File Transfer

SolarWinds Serv-U

498

Reviews

10

Vendors Evaluated

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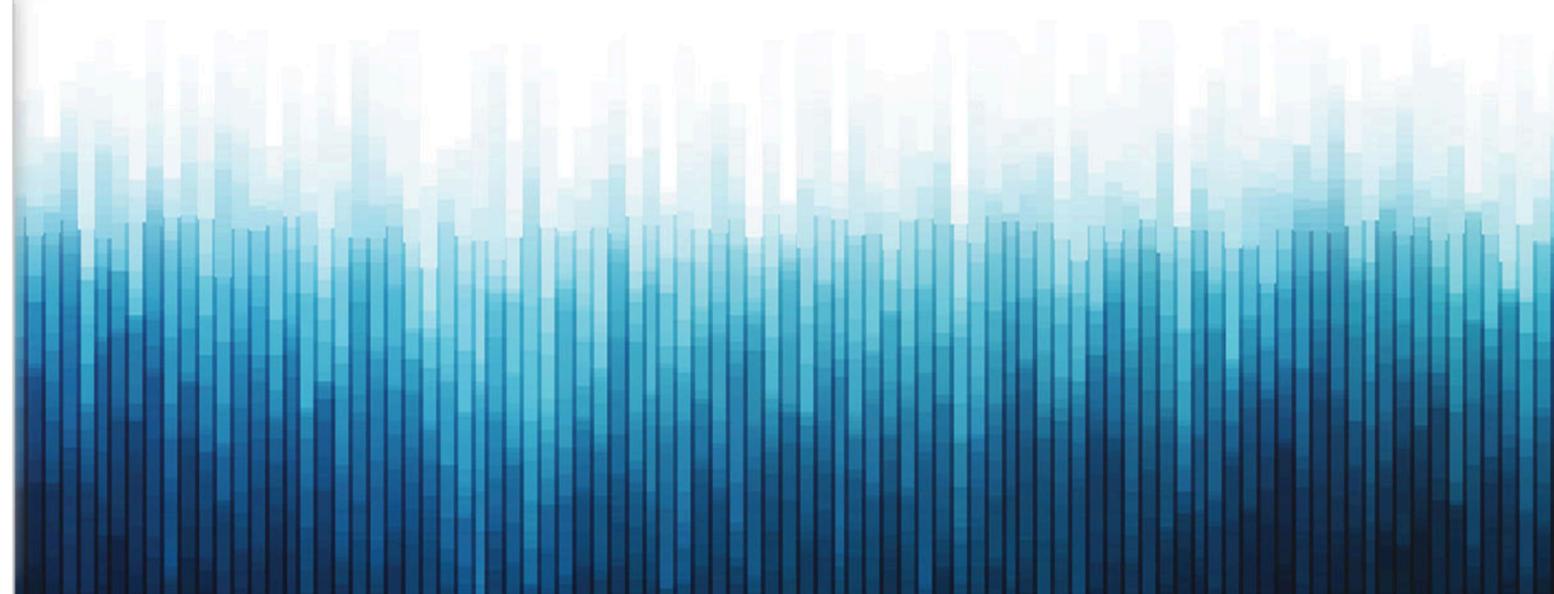
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How to Use the Report

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.



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

 **Accellion Kiteworks**

 **Acronis Files Cloud**

 **Adobe Send & Track**

 **AMPLIFY Managed File Transfer**

 **ASCI Activ eBatch**

 **ASG - Outbound Enterprise**

 **Aspera Console**

 **Attachmate Managed File Transfer**

 **Attunity Manged File Transfer**

 **Biscom Secur e File Transfer**

 **bTrade TD Xchange**

 **CA A utomic Dollar Universe**

 **CA NetMaster**

 **Citrix ShareFile**

 **Cleo Integr ation Suite**

 **Cornerstone Managed File Transfer**

 **Coviant Diplomat Managed File Transfer**

 **CyberArk Inter-Business Vault**

 **DataMotion Platform**

 **Direct FTP**

 **FileCatalyst**

 **Flux Managed File Transfer**

 **Globalscape Enhanced File Transfer**

 **GoAnywhere Managed File Transfer**

 **IBM Managed File Transfer**

 **Ipswitch MO VEit System**

 **JSCAPE Managed File Transfer**

 **LeapFile**

 **Liaison Alloy**

 **MayTech Global Data Transfer**

 **Momentum Systems Secure AutoFTP**

 **OpenText HighTail**

 **OpenText Secure Managed File Transfer**

 **Oracle Managed File Transfer**

 **Primeur Enterprise Managed File Transfer**

 **Safe-T Softwar e-Defined Access**

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

 SolarWinds Serv-U

 Stonebranch Universal Data Mover

 Thru OptiPaaS

 TIBCO Managed File Transfer

 VanDyke SecureFX

 Wing FTP



SOFTWARE REVIEWS Data Quadrant



INFO~TECH
RESEARCH GROUP
SoftwareReviews

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

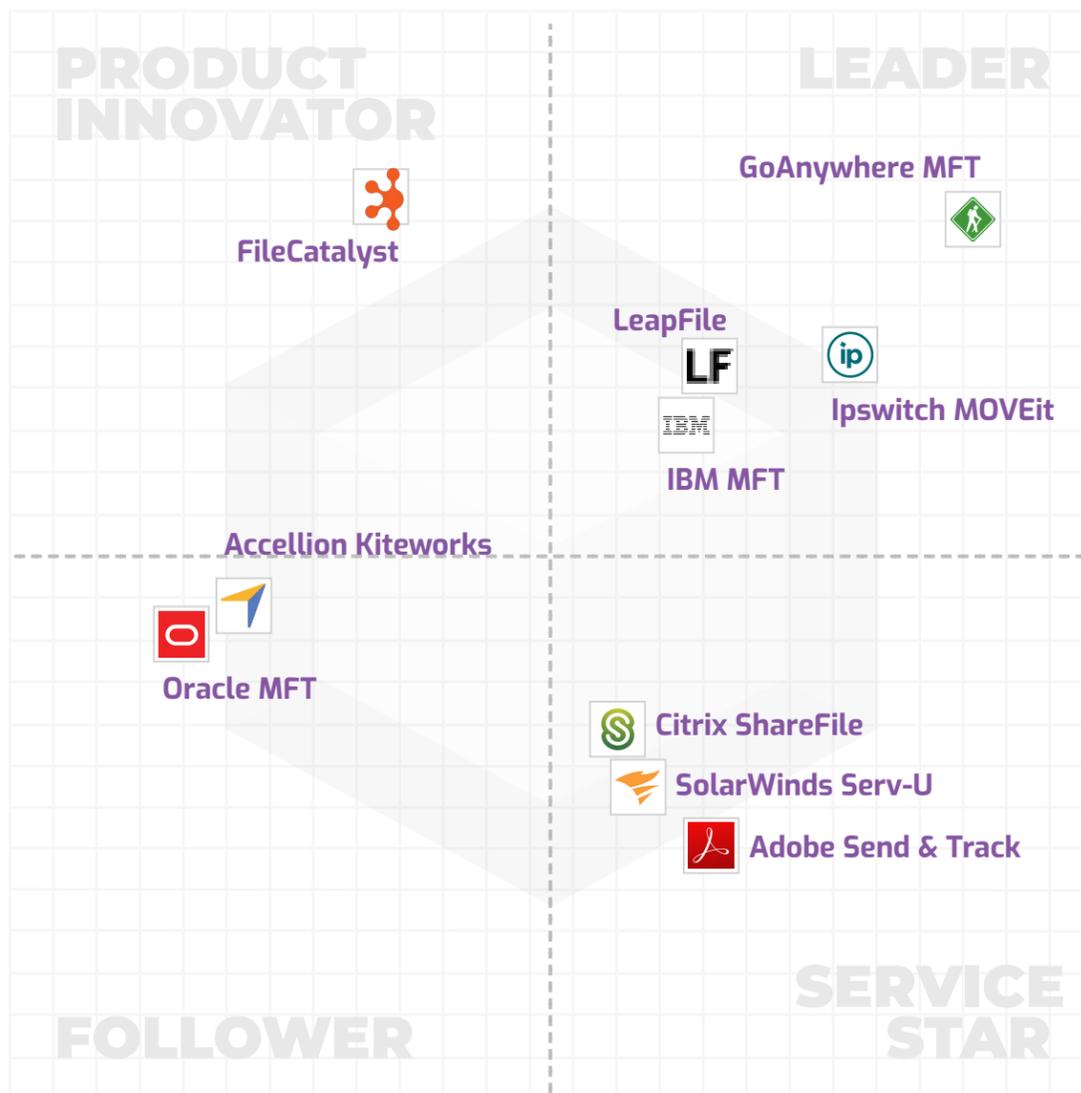


MANAGED FILE TRANSFER
Data Quadrant
FEBRUARY 2019

9.4

PRODUCT FEATURES AND SATISFACTION

7.4



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.

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).

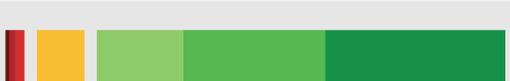
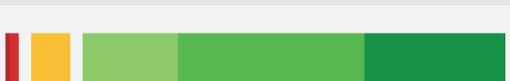
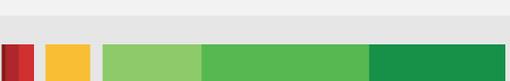
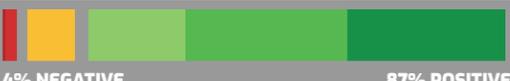
Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

6.4 10
VENDOR EXPERIENCE AND CAPABILITIES

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
	 GoAnywhere MFT	9.0/10	+92 	 1% NEGATIVE 93% POSITIVE	83%	84%	91%	31
	 Ipswitch MO VEit System	8.6/10	+87 	 2% NEGATIVE 89% POSITIVE	80%	82%	89%	41
	 LeapFile	8.4/10	+84 	 3% NEGATIVE 87% POSITIVE	81%	84%	86%	25
	 IBM MFT	8.3/10	+84 	 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 	 4% NEGATIVE 86% POSITIVE	80%	82%	94%	10
7	 ShareFile	7.9/10	+84 	 4% NEGATIVE 88% POSITIVE	75%	78%	79%	103
8	 SolarWinds Serv-U	7.9/10	+84 	 3% NEGATIVE 87% POSITIVE	76%	79%	77%	21
9	 Oracle MFT	7.4/10	+74 	 7% NEGATIVE 81% POSITIVE	78%	80%	81%	56
10	 Acellion Kiteworks	7.4/10	+76 	 8% NEGATIVE 84% POSITIVE	75%	81%	80%	24
AVERAGE SCORES		8.1/10	+83 	 4% NEGATIVE 87% POSITIVE	78%	81%	84%	42

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 Kitemworks	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

Vendor Capability Satisfaction

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.

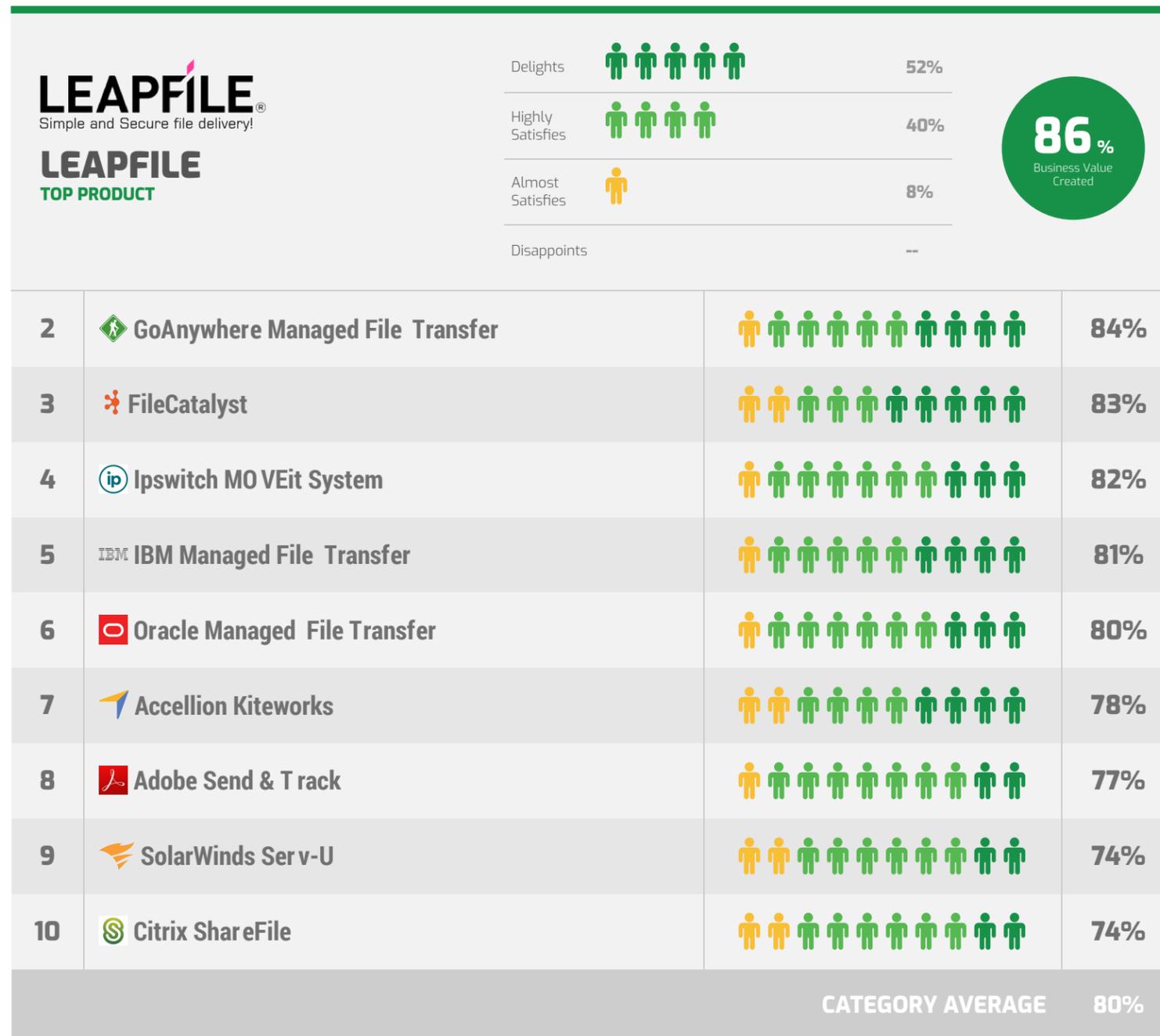
Vendor Capabilities

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.

Business Value 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.
Usability and Intuitiveness	The ability to reduce training due to intuitive design.
Vendor Support	The ability to receive timely and sufficient support.
Ease of Data Integration	The ability to seamlessly integrate data.
Ease of IT Administration	Ease of use of the backend user interface.
Ease of Customization	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.

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.



Vendor Capability Satisfaction

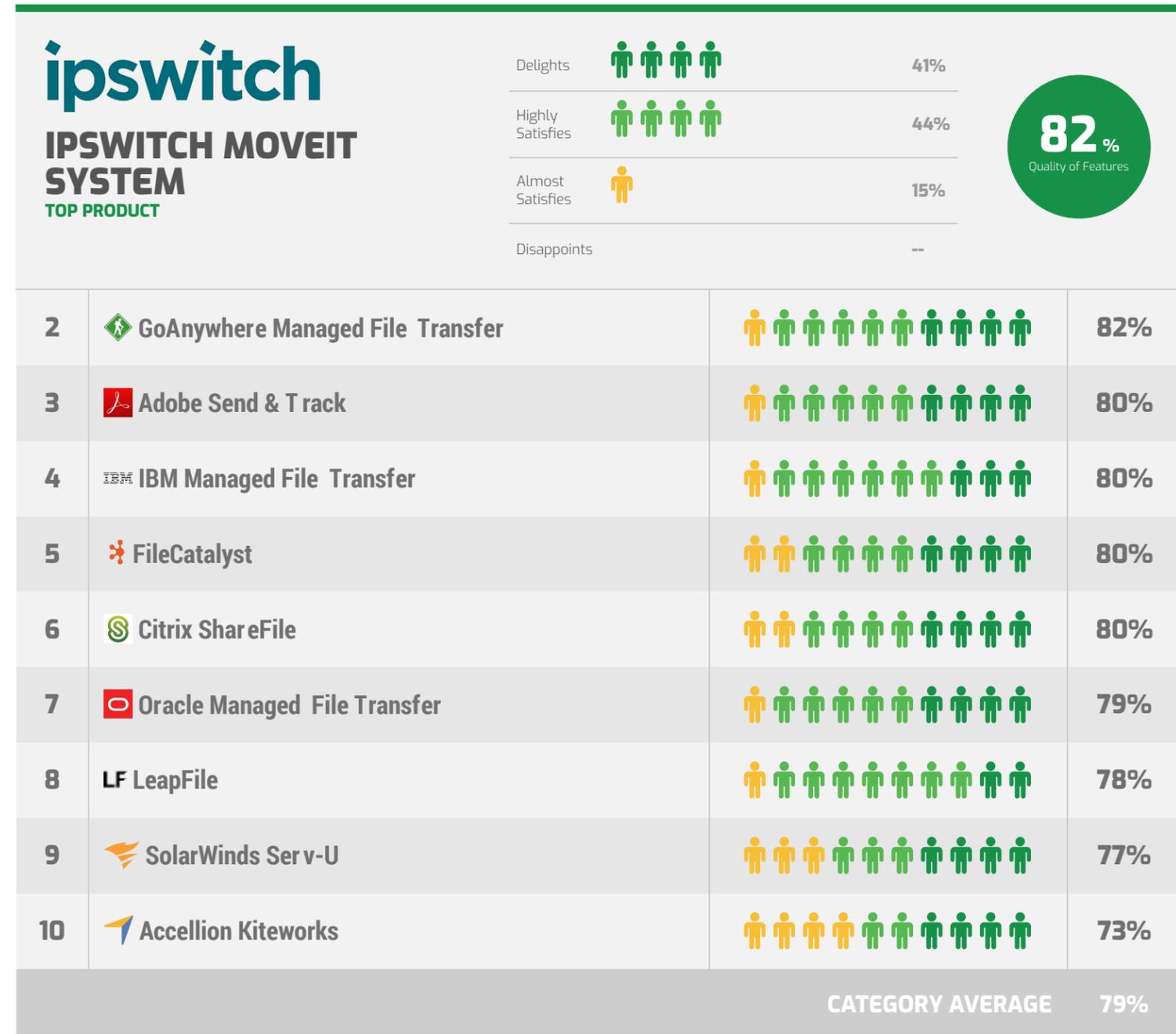
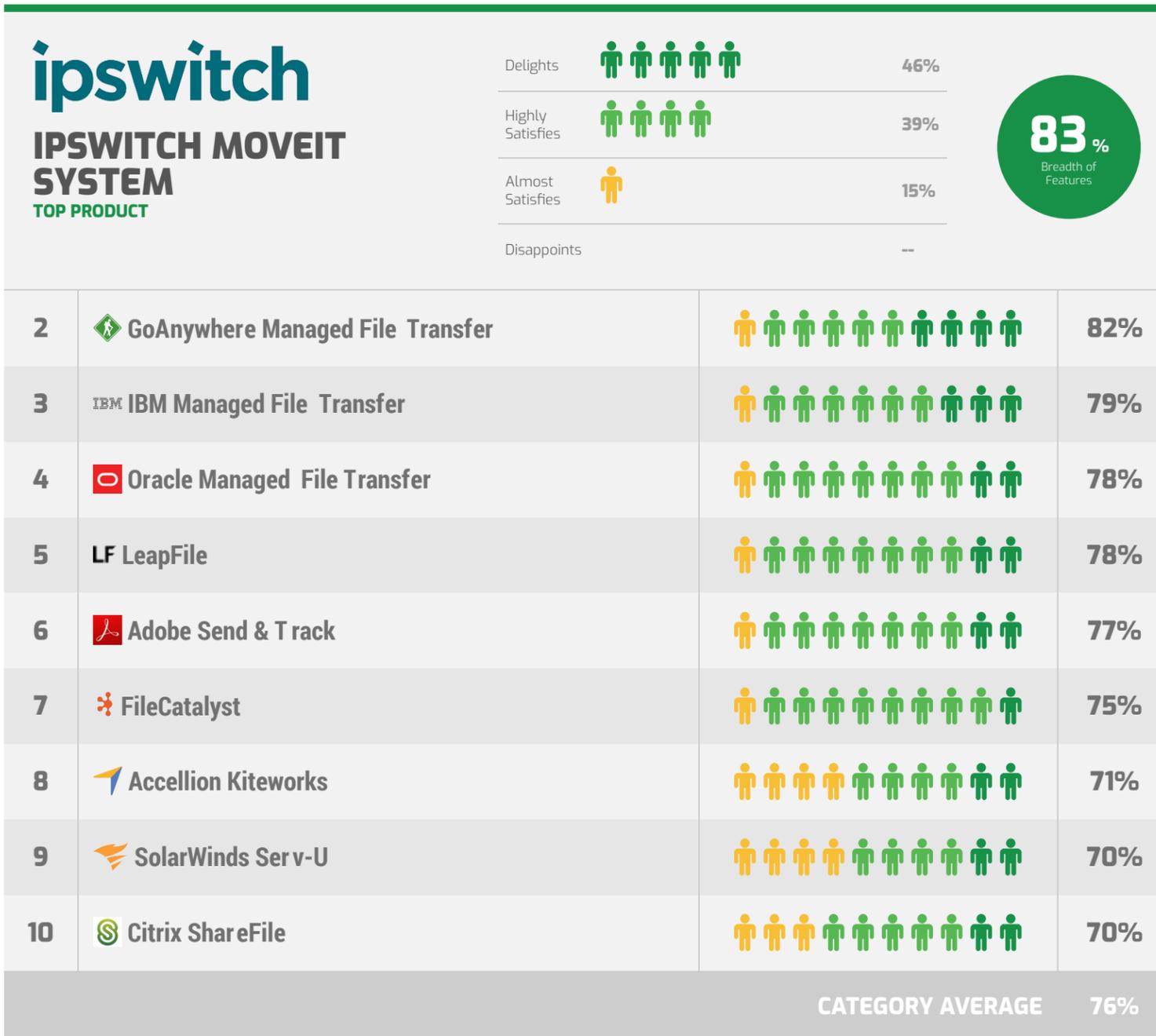
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Breadth of Features

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.

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.

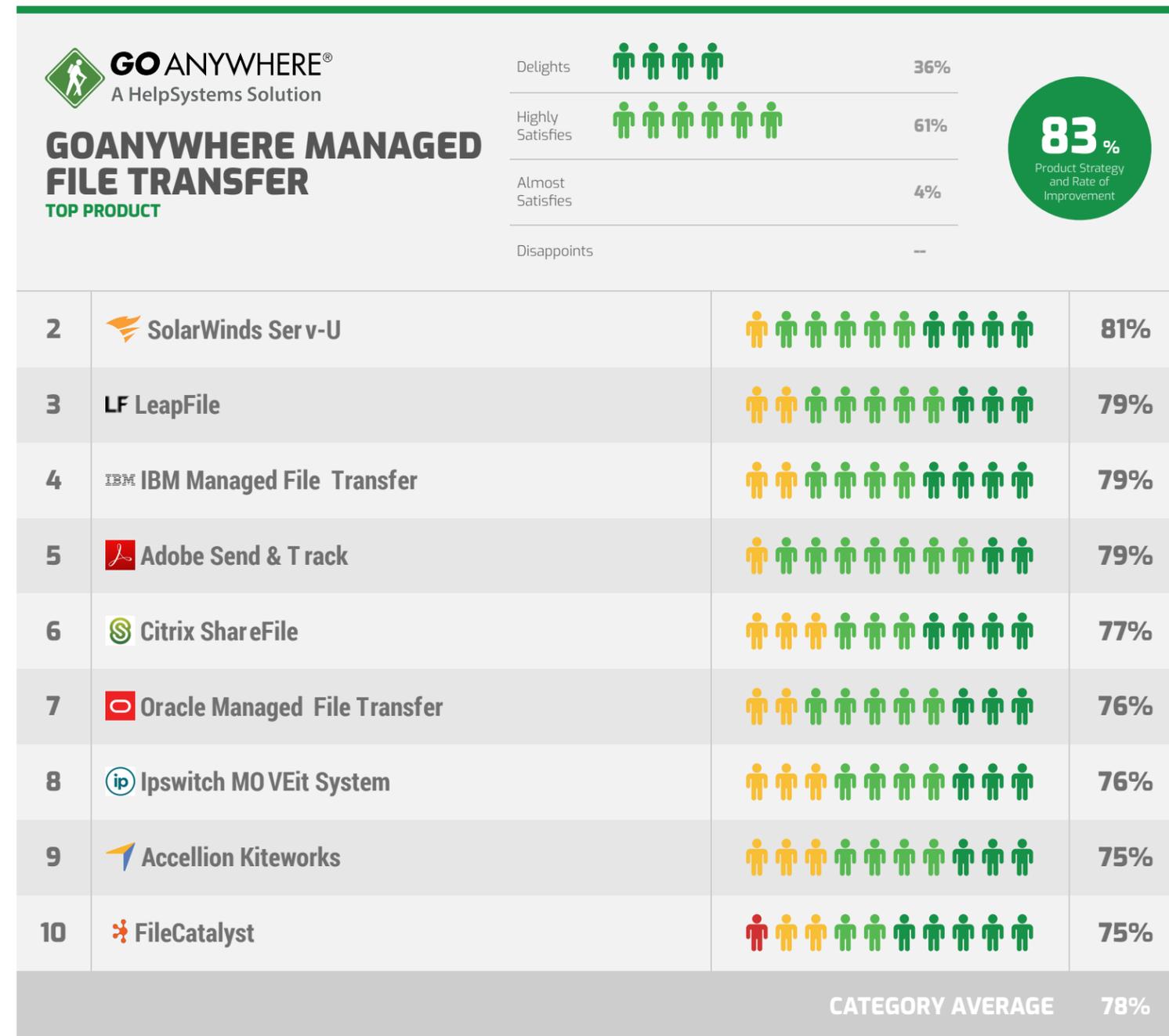


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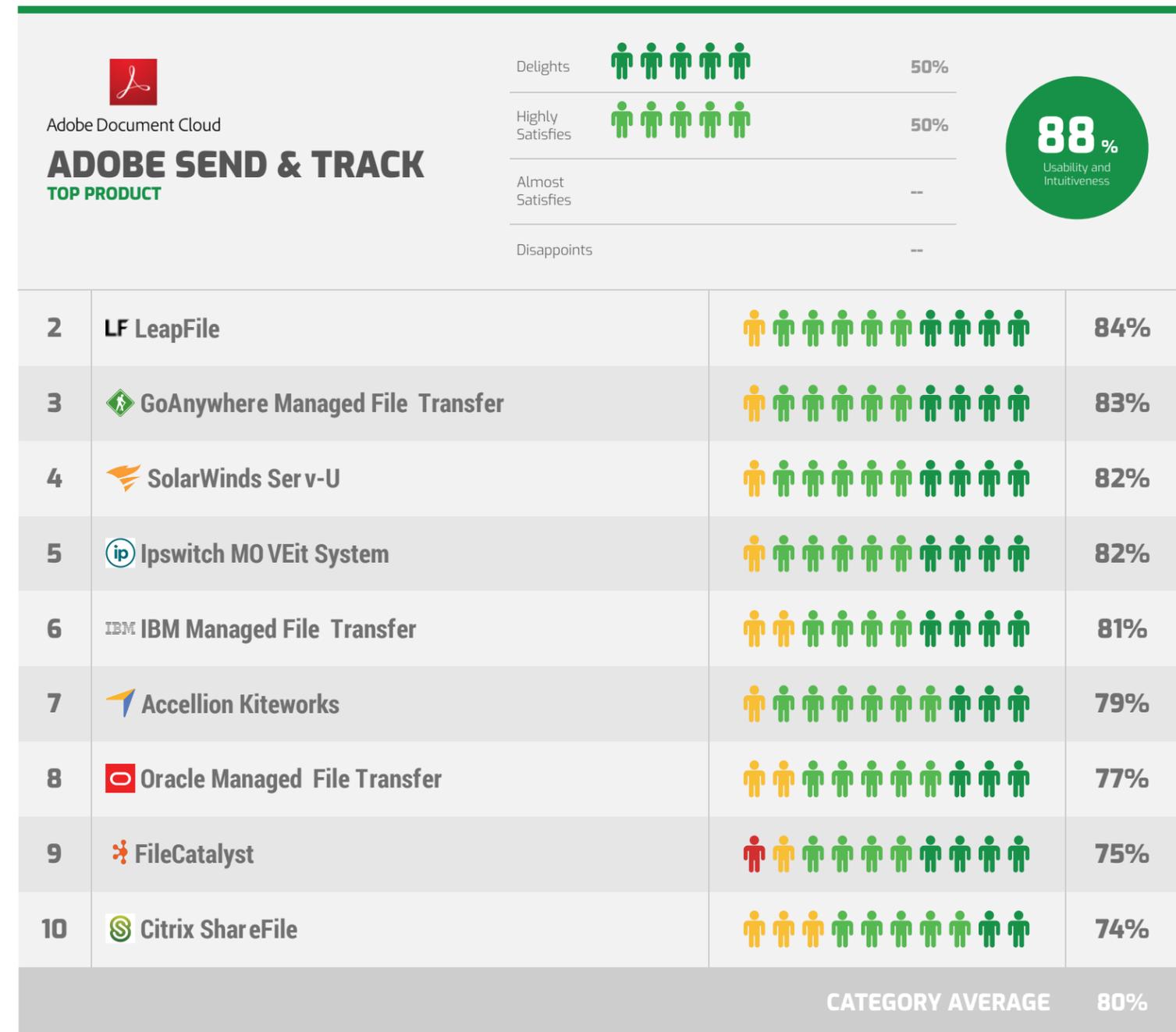
Product Strategy and Rate of Improvement

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

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.



Vendor Capability Satisfaction

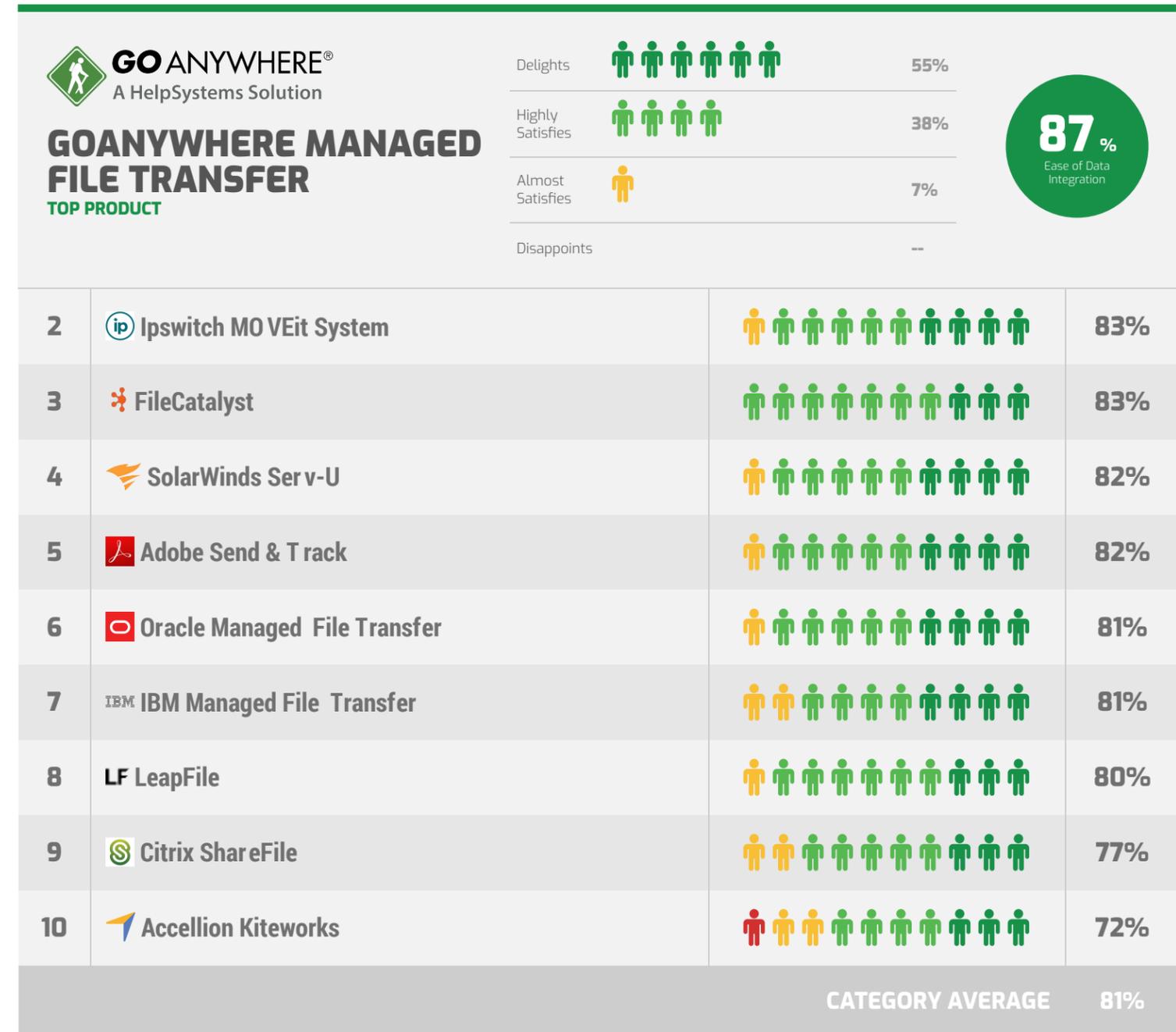
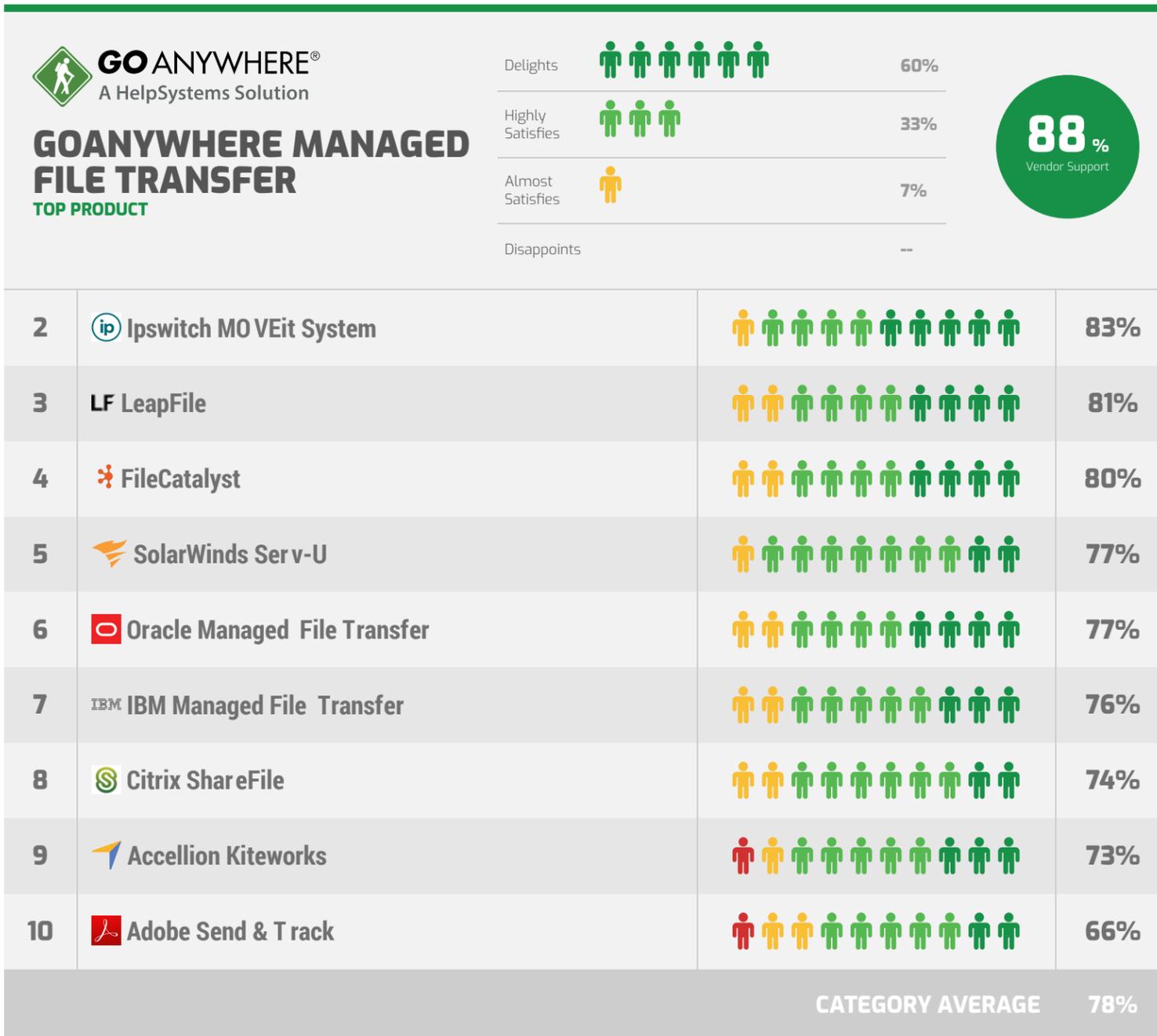
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Support

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-serve their product and which will offer quality support.

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.

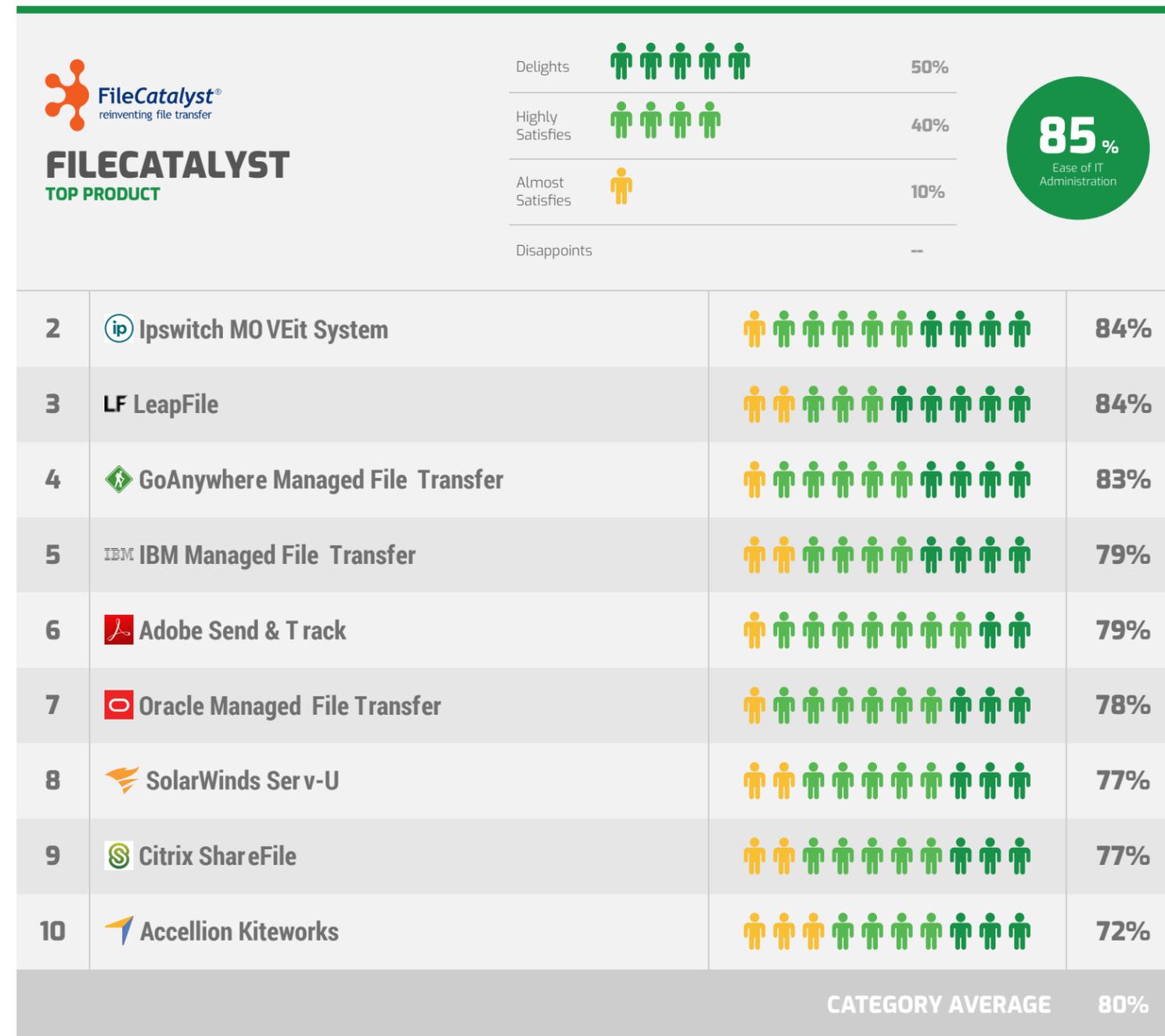


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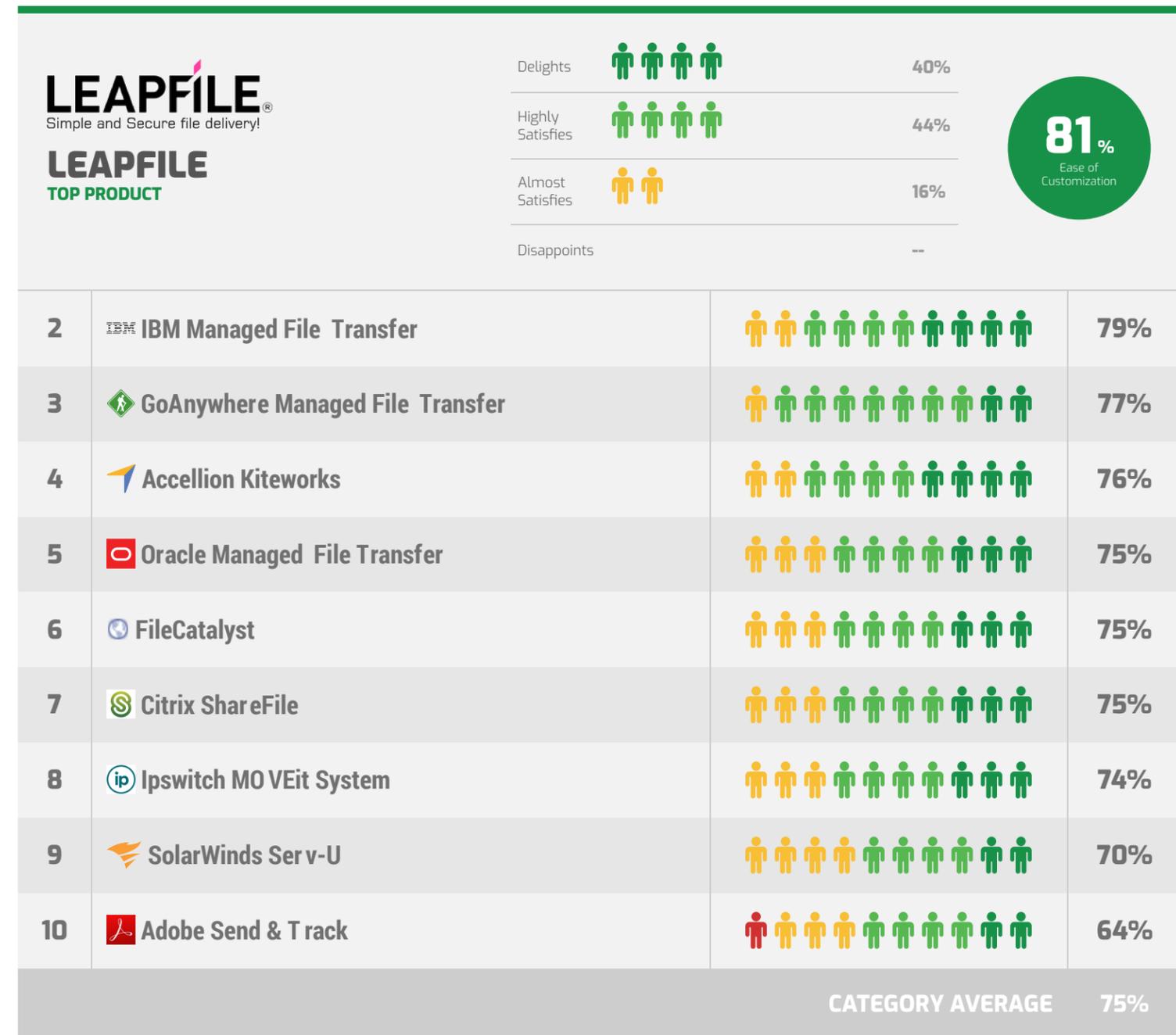
Ease of IT Administration

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.



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.



Vendor Capability Satisfaction

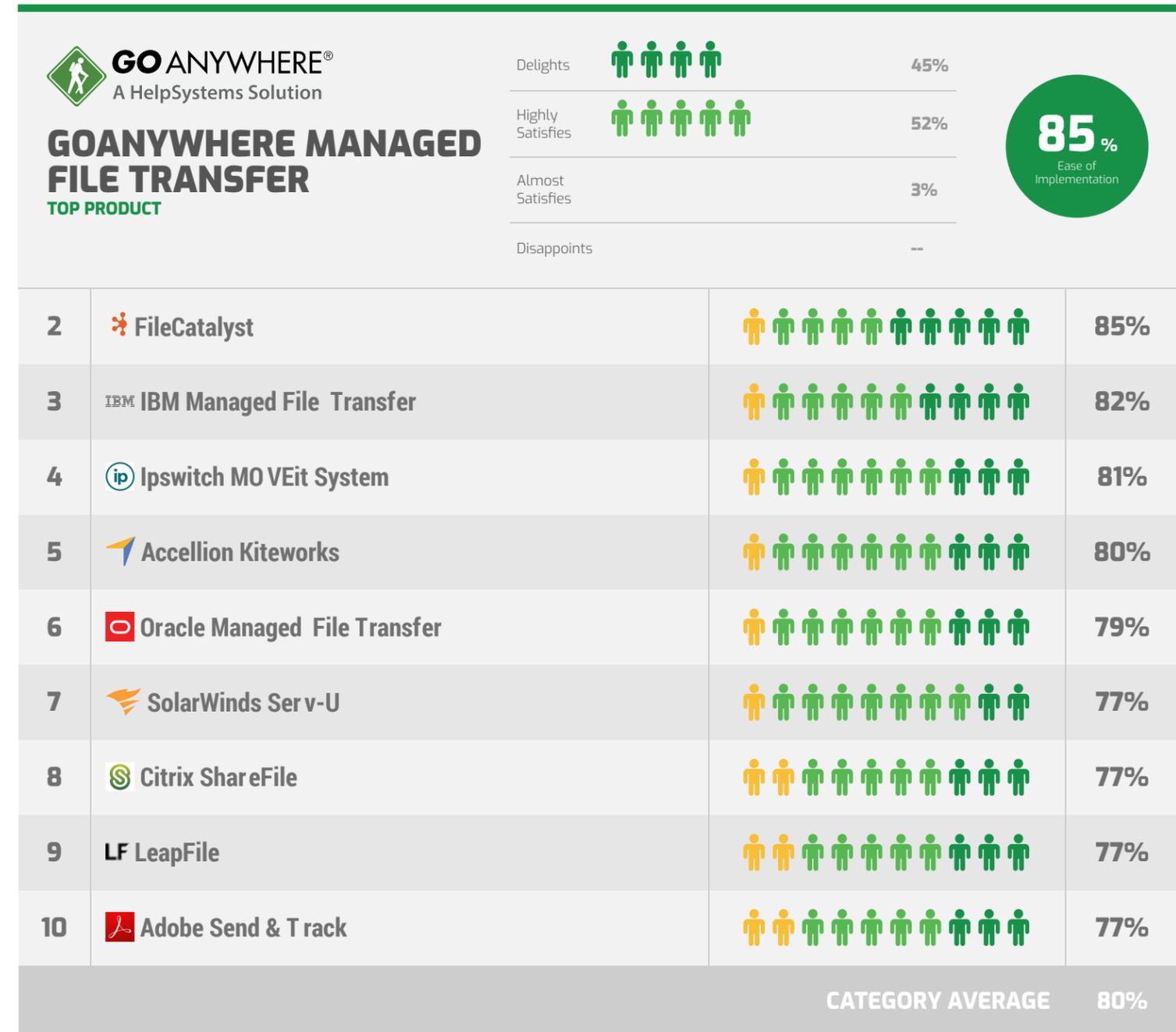
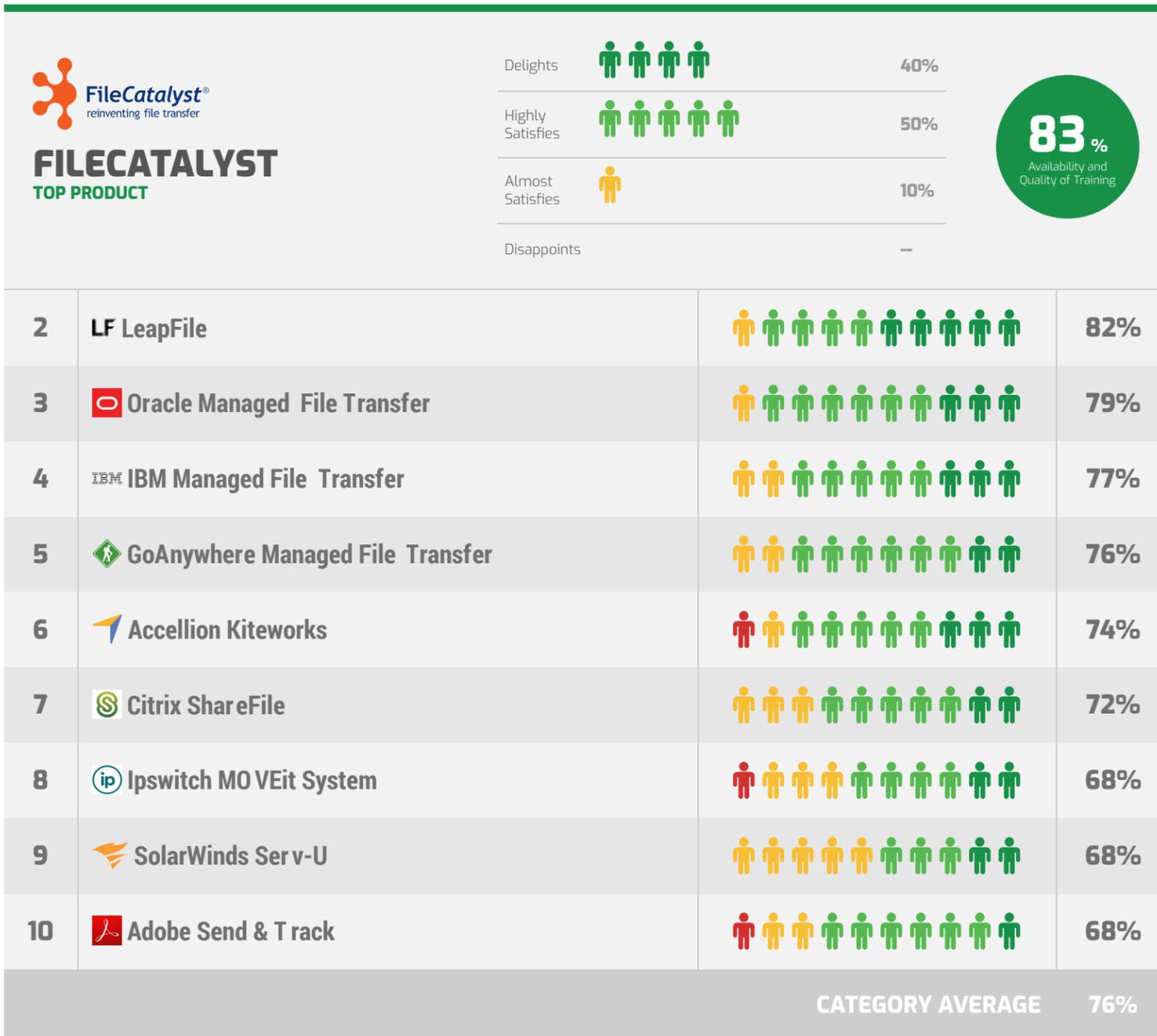
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

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.

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.



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%
Acellion 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%

Product Feature Satisfaction

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.

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.

Authentication	Verification of authenticity of identities between the two organizations
Data Fidelity	Consistent data integrity throughout the process
Encryption/decryption	The encryption (source) and decryption (destination) of data transmitted
File Transfer	File transfer services
High Performance	High bandwidth data transfer, encryption/decryption, authentication of the service
LDAP Support	Support for user ID authentication across both organizations using MS Active Directory credentials
Large File Support	Support for large (>2GB) file transfers
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
Session Monitoring	Reporting and metrics of the data transfer session
Transport Security	Security of the data transmission

Authentication

Verification of authenticity of identities between the two organizations

IPSWITCH MOVEIT SYSTEM
TOP PRODUCT

Delights		47%
Highly Satisfies		50%
Almost Satisfies		3%
Disappoints		--

86%

Authentication

2	GoAnywhere Managed File Transfer		85%
3	Accellion Kiteworks		83%
4	FileCatalyst		81%
5	IBM Managed File Transfer		81%
6	LF LeapFile		81%
7	Citrix ShareFile		79%
8	Oracle Managed File Transfer		76%
9	SolarWinds Serv-U		75%
10	Adobe Send & Track		73%
CATEGORY AVERAGE			80%

Product Feature Satisfaction

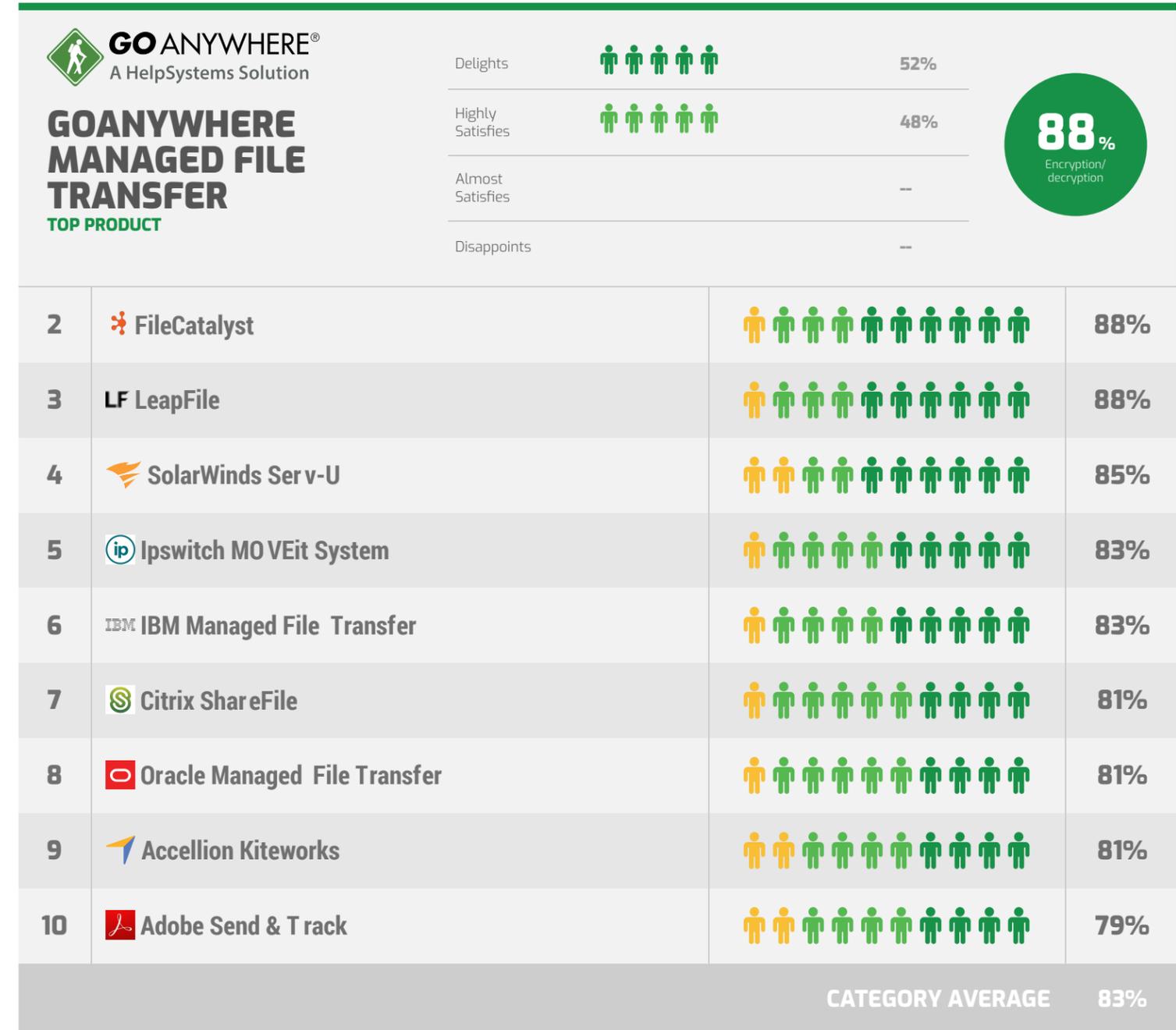
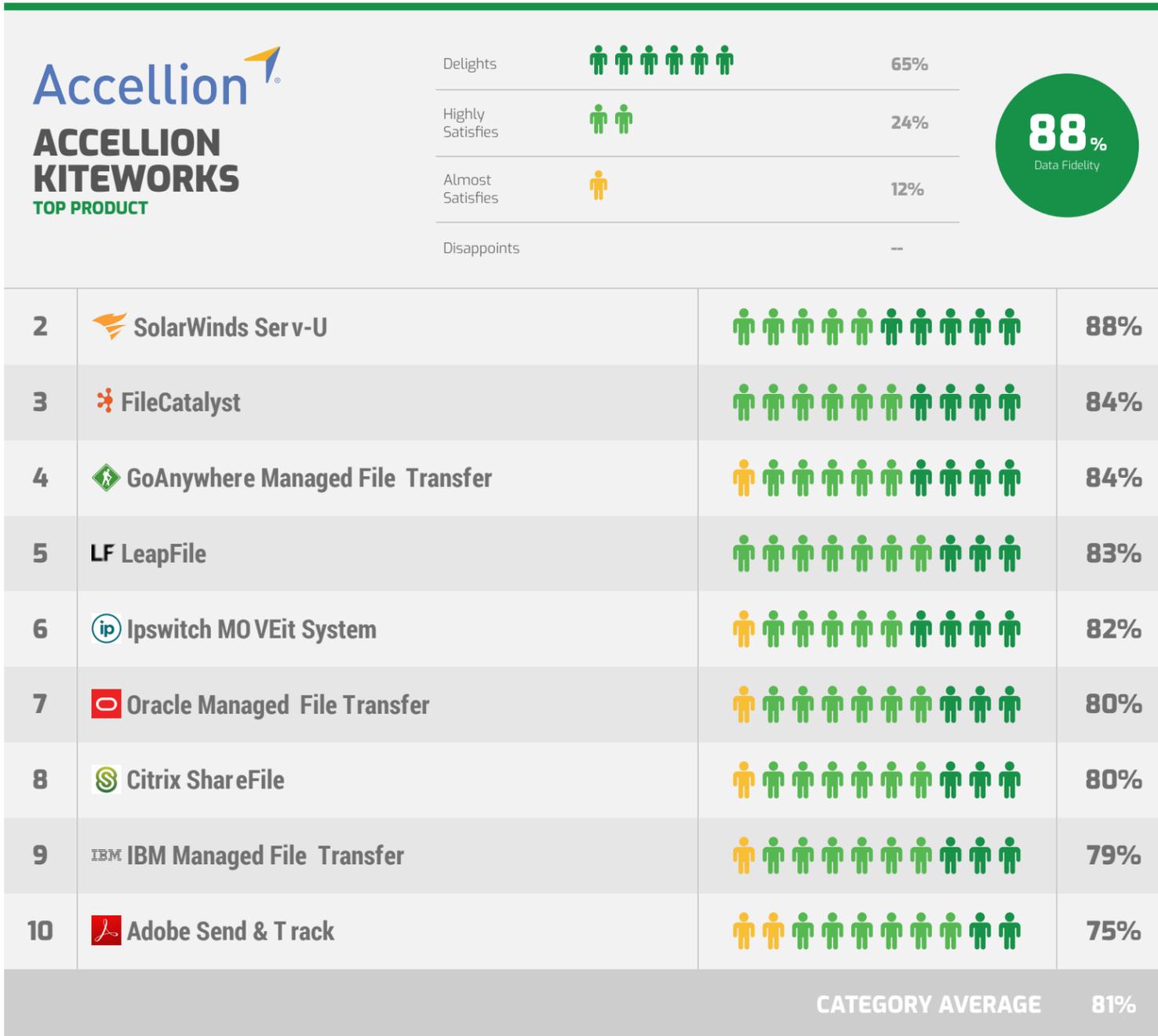
This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Data Fidelity

Consistent data integrity throughout the process

Encryption/decryption

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



Product Feature Satisfaction

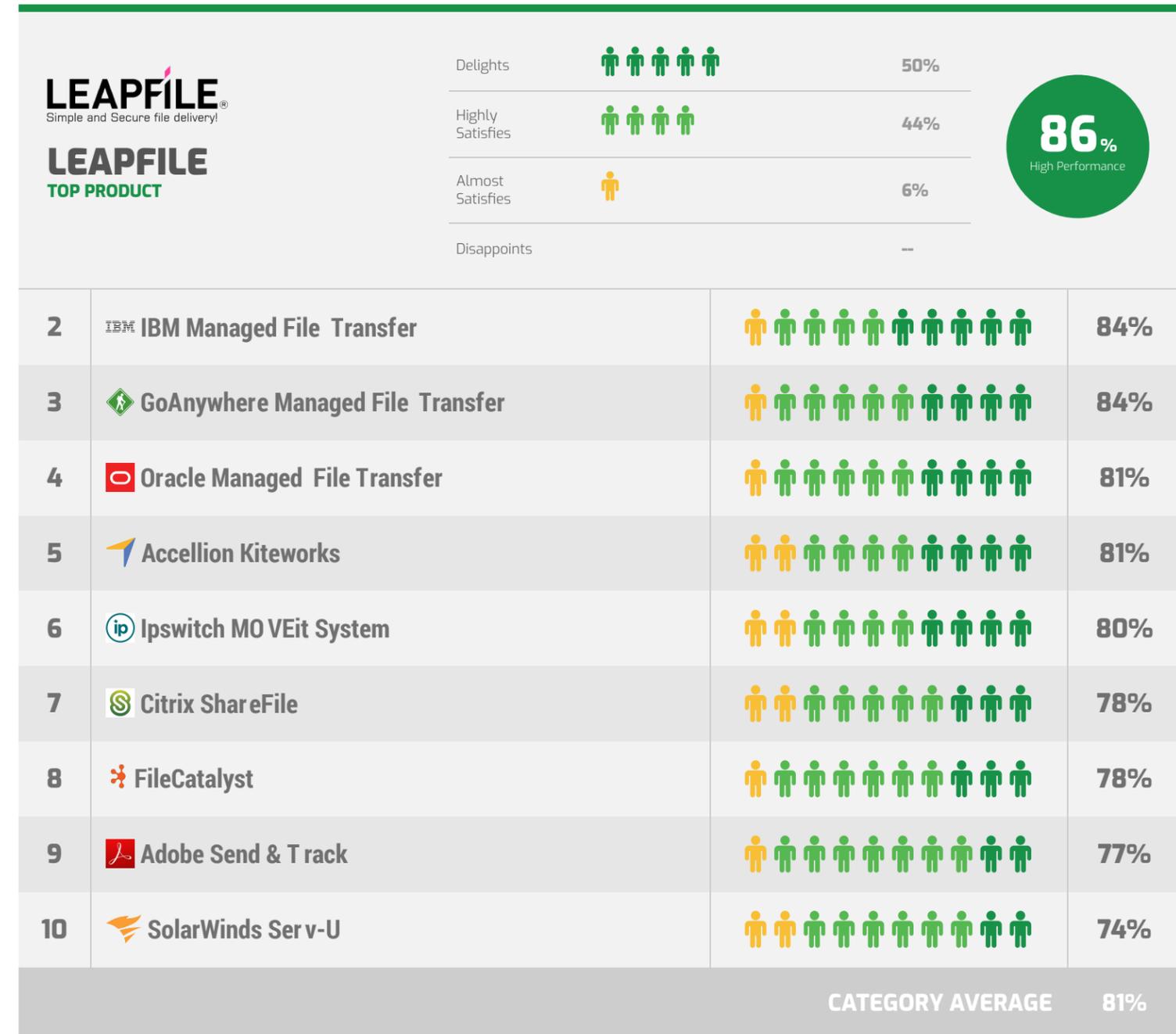
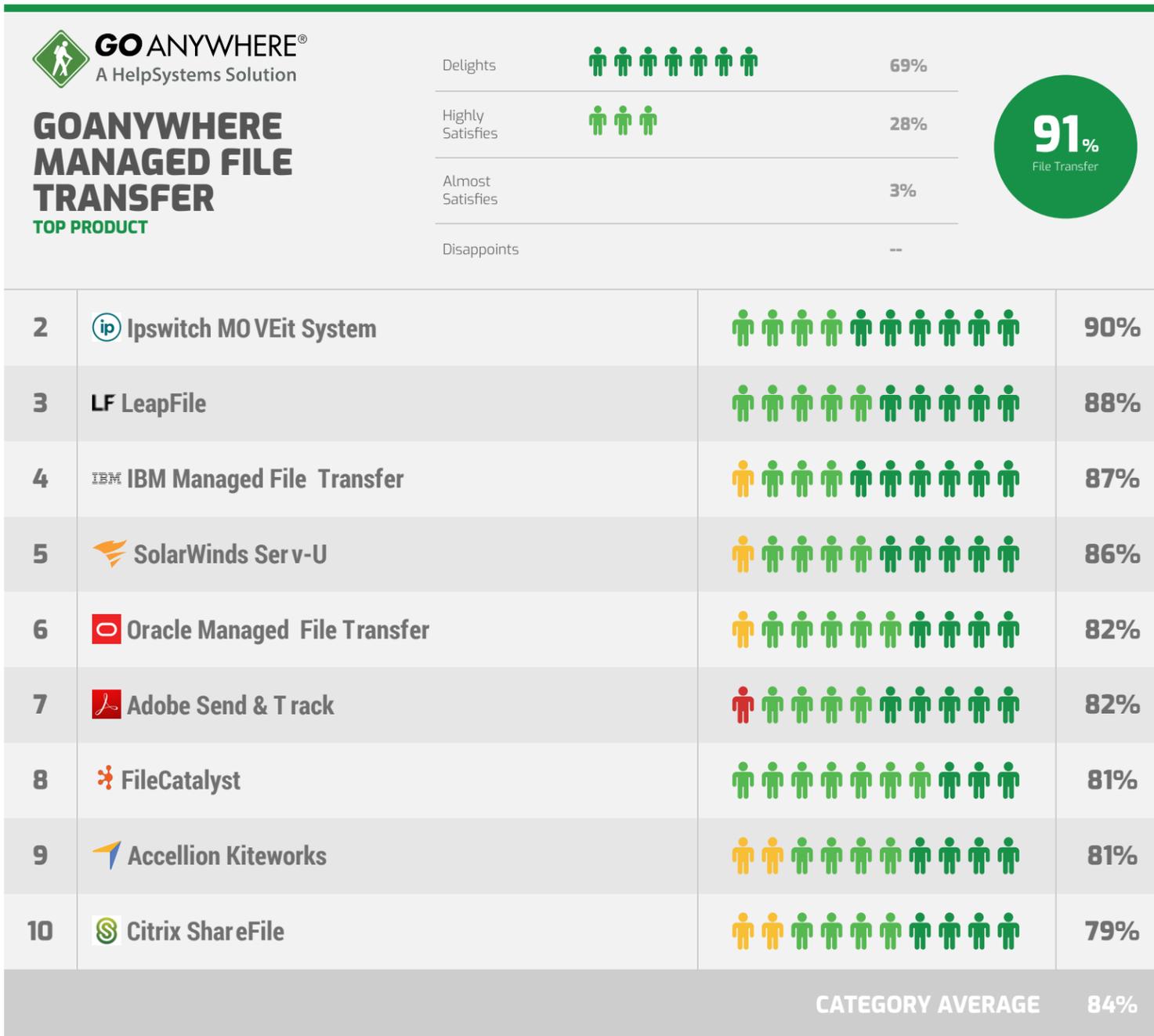
This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

File Transfer

File transfer services

High Performance

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



Product Feature Satisfaction

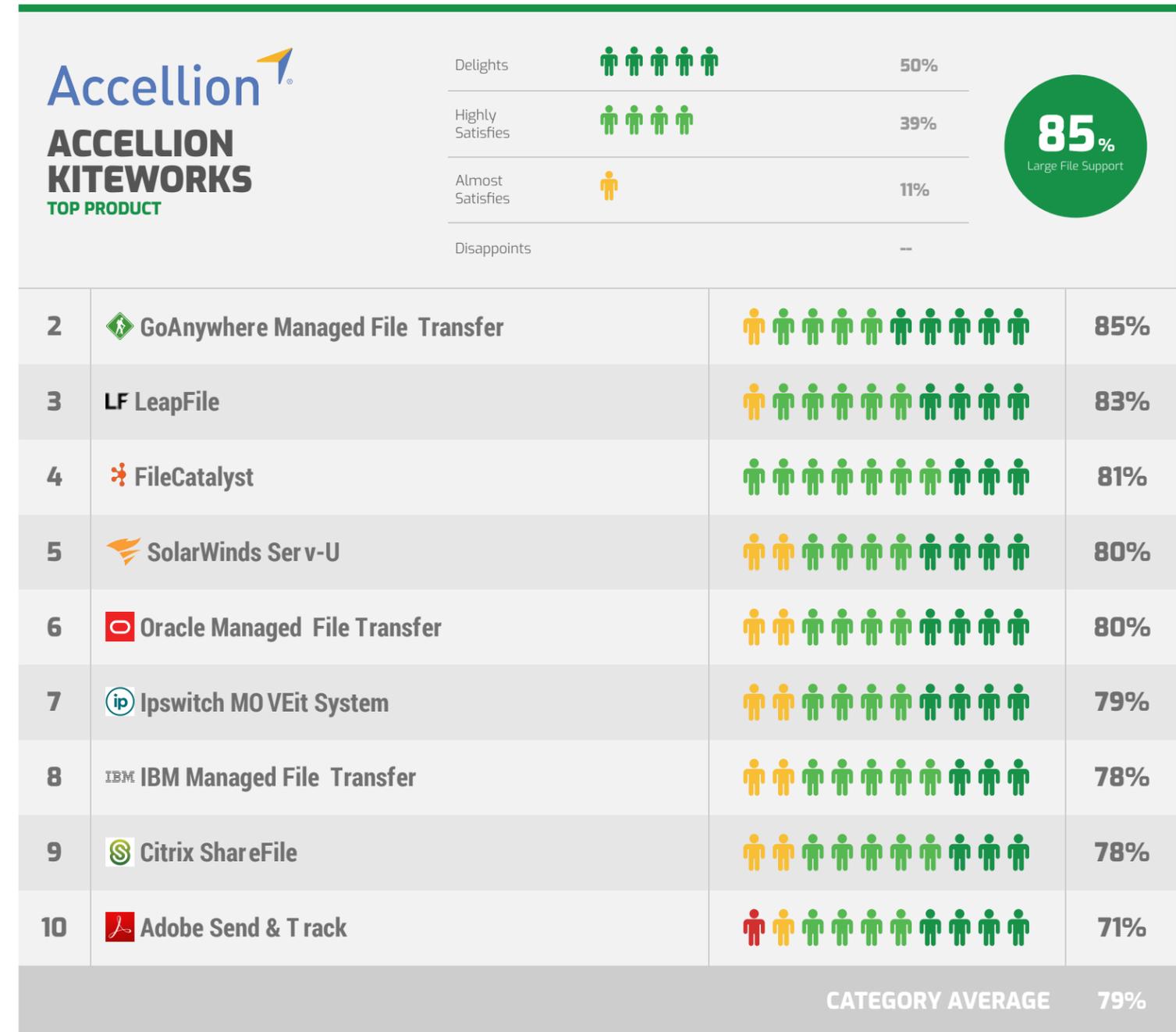
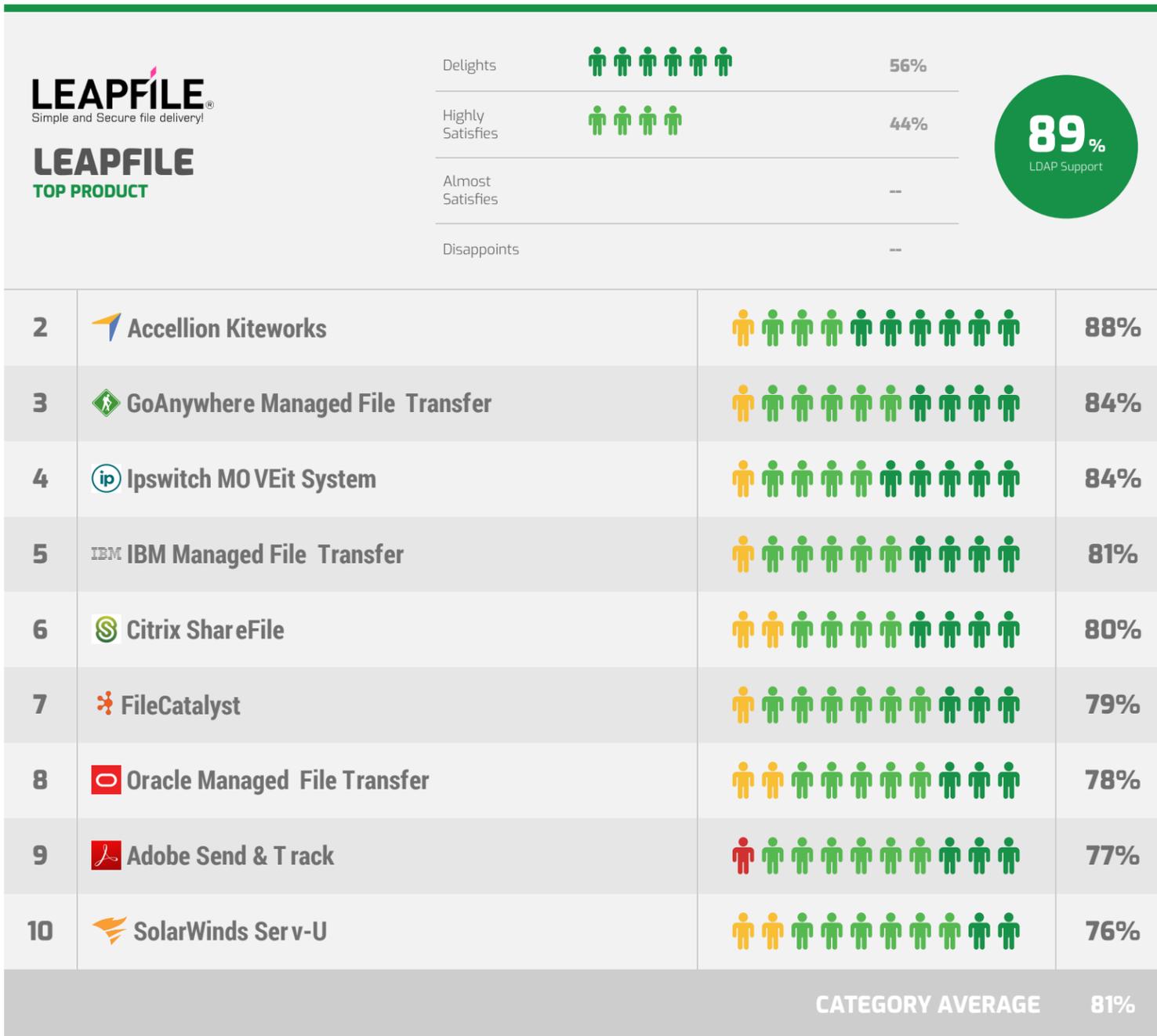
This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

LDAP Support

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

Large File Support

Support for large (>2GB) file transfers



Product Feature Satisfaction

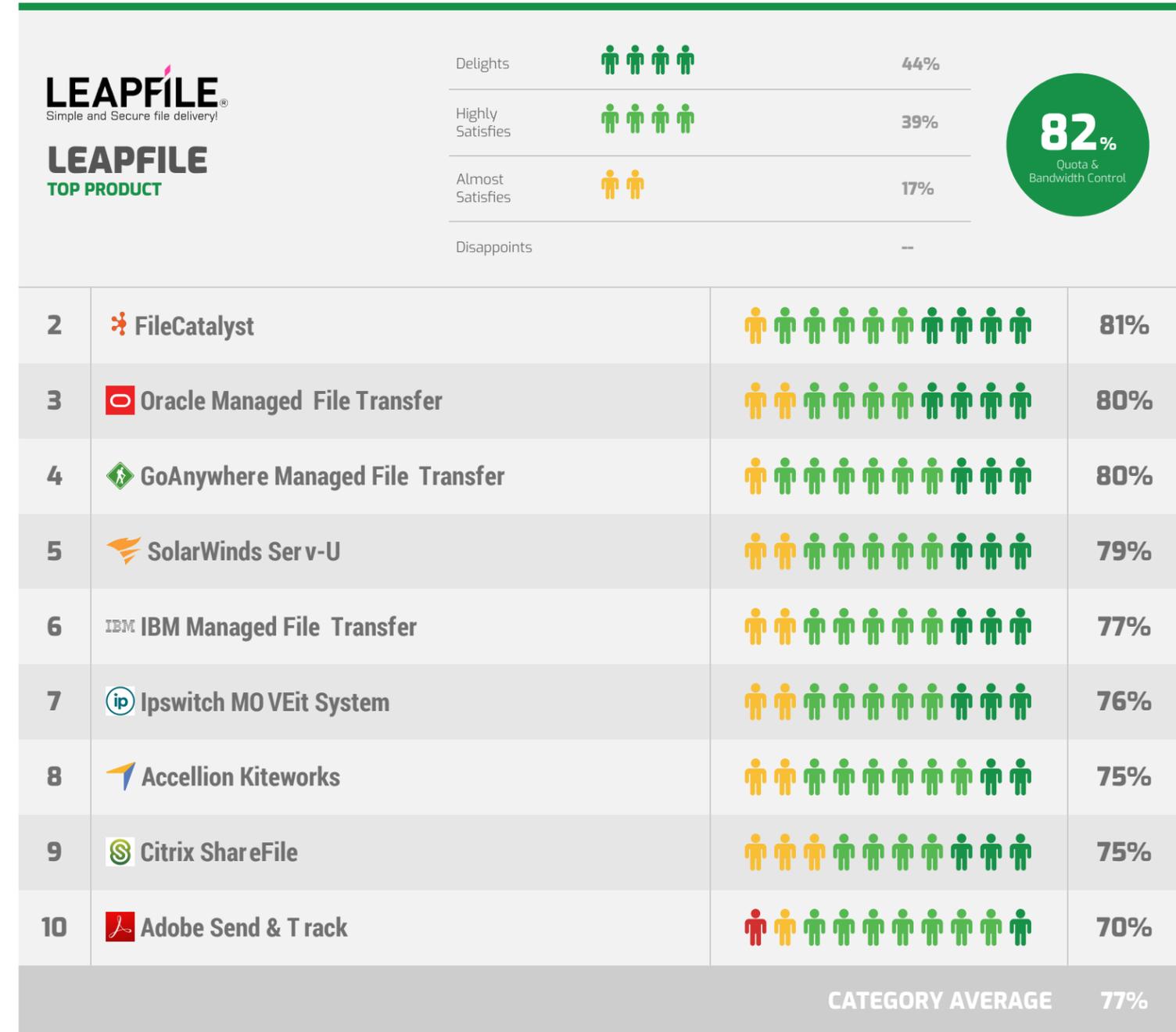
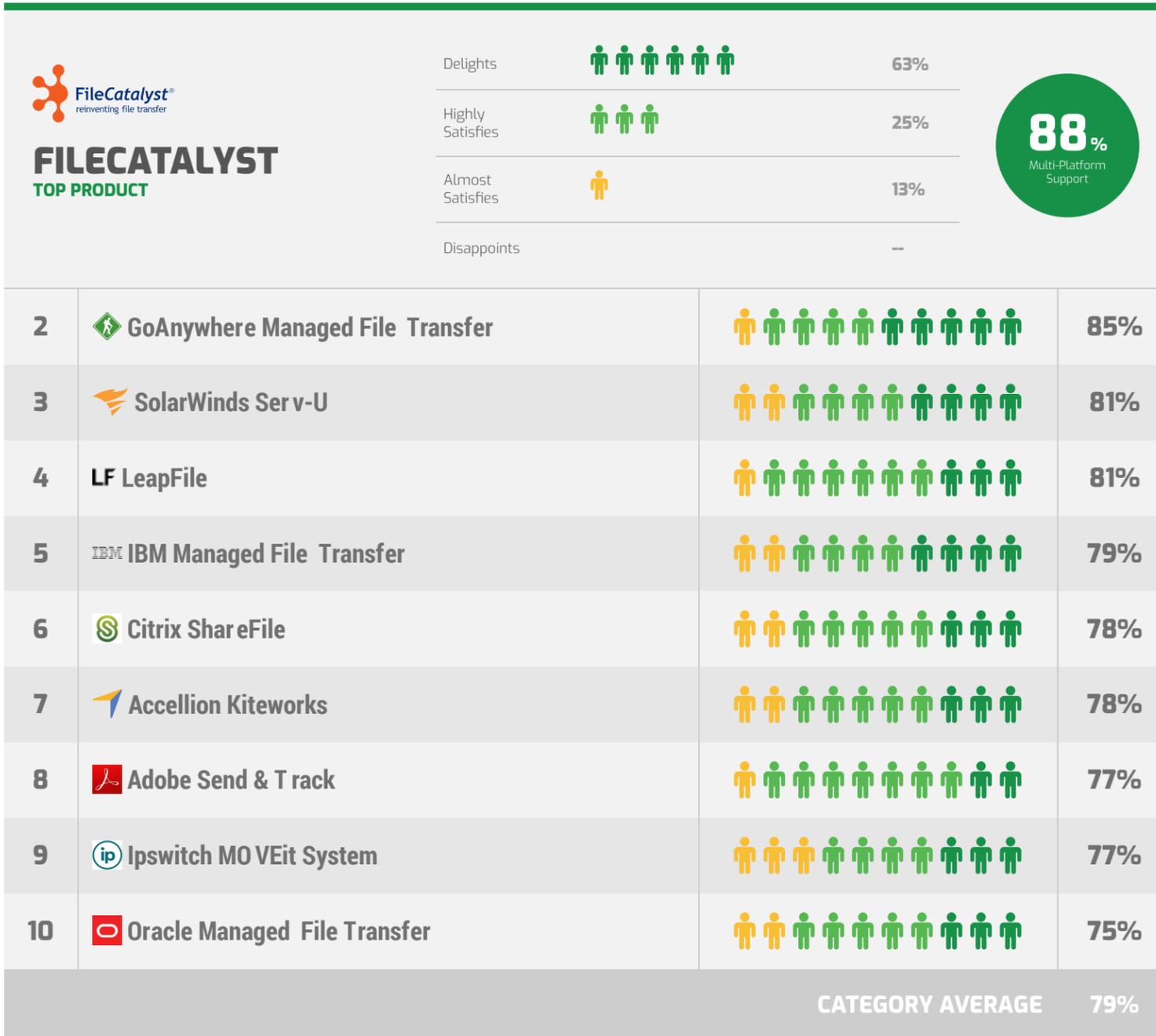
This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

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



Product Feature Satisfaction

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

