Select and Implement a Managed File Transfer Solution

Secure file transfers today and avoid worrying about tomorrow.

VENDOR LANDSCAPE

EXCERPT

INFO~TECH
RESEARCH GROUP

Executive summary

Situation ⊕

- Every business, regardless of industry, is required to exchange information with internal and external partners. Traditional file transfer techniques such as FTP are no longer viable options for transferring files due to business pressures for fast, efficient, and secure file transfers. Managed File Transfer (MFT) solutions are now recognized as a necessity for organizations.

Complication ?

- There are many changes in the industry as big players are continuously acquiring small vendors and advanced features become table stakes features.
- It can be difficult to choose a solution that scales with the needs of the enterprise.

Info-Tech Insight

- FTP is no longer seen as a viable option to manage file transfer securely inside *and* outside of the enterprise. MFT has filled that role and is seeing rapid adoption as compliance standards extend their reach.
- Vendors recognize demand for deployment flexibility, but buyers are still wary of potential security issues surrounding compliance.
- Vendors are starting to offer mobile functionality, or at the very least, are putting it on their vendor roadmaps.

Resolution ⊘

- Moving away from traditional file transfer techniques and homegrown solutions needs to be done using an effective step-by-step approach. Prior to implementing an MFT solution, organizations need to conduct a thorough analysis of their current state and file transfer requirements.
- Gather requirements by not only soliciting the needs of the business today, but also collecting the requirements the business may need in the future.
- Create a shortlist of vendors that meet the organization's wants and needs. Avoid post-implementation challenges by governing the application with the appropriate metrics, policies, and procedures.

VENDOR LANDSCAPE

4.1 Info-Tech's Methodology

Vendor Landscape use-case scenarios are evaluated based on weightings of features and vendor/product considerations

Use cases were scored around the features identified in the general scoring as being relevant to the functional considerations and drivers for each scenario.
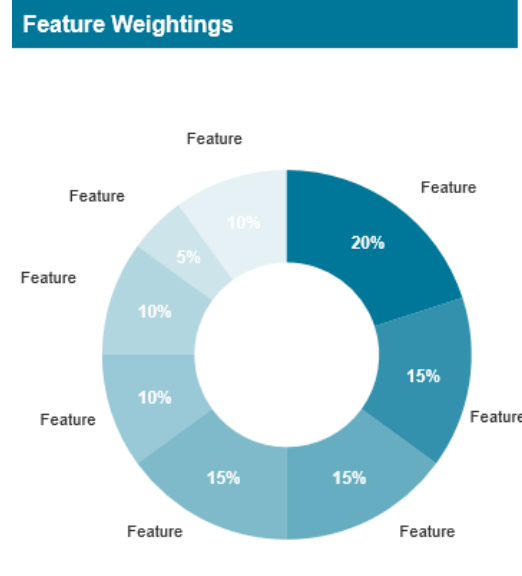
Calculation Overview
Advanced Features Score X Vendor Multiplier = Vendor Performance for Each Scenario

Please note that both advanced feature scores and vendor multipliers are based on the specific weightings calibrated for each scenario.
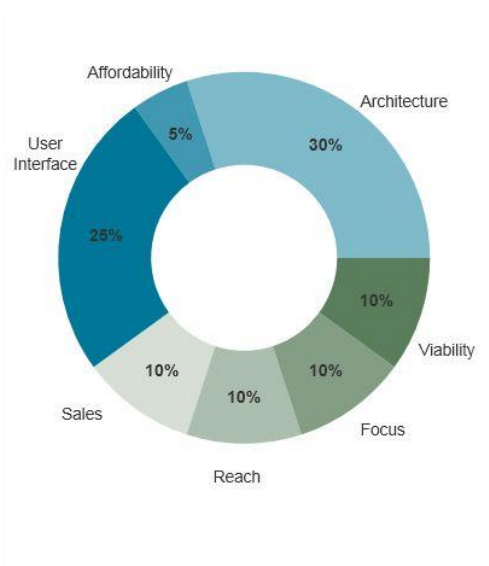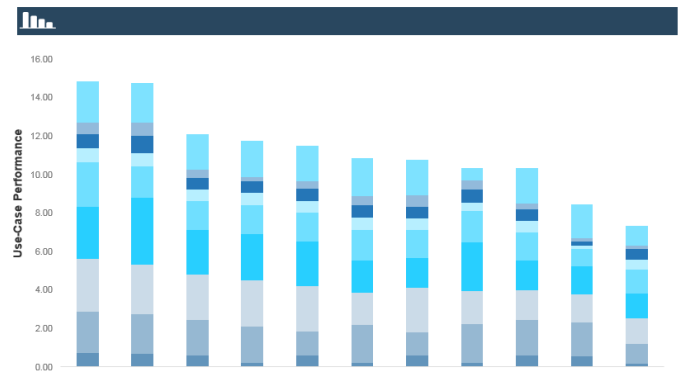

Product and Vendor Weightings

Advanced Features Weightings

Vendor performance for each use-case scenario is documented in a weighted bar graph

Vendor performance for the use-case scenario

Vendor Performance

Vendors qualify and rank in each use-case scenario based on their relative placement and scoring for the scenario.

Vendor Ranking

Champion: The top vendor scored in the scenario

Leaders: The vendors who placed second and third in the scenario

Players: Additional vendors who qualified for the scenarios based on their scoring

Value Index for the use case scenario
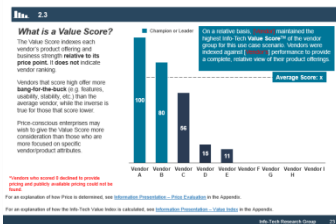
Value Score™

Each use-case scenario also includes a Value Index that identifies the Value Score for a vendor relative to their price point. This additional framework is meant to help price-conscious organizations identify vendors who provide the best "bang for the buck."

VENDOR LANDSCAPE

4.2 Review the Managed File Transfer

Vendor Evaluation

Review Info-Tech's Vendor Landscape of the MFT market to identify vendors that meet your requirements

The following section includes an overview of vendor performance and the analysis of each use-case scenario. **Review the accompanying deliverable in order to understand the strengths, weaknesses, and capabilities of each vendor.**
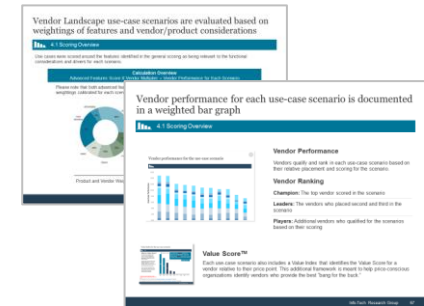
Vendors Evaluated

Each vendor in this landscape was evaluated based on its **features, product considerations,** and **vendor considerations.** Each vendor was profiled using these evaluations and, based on their performance, qualified and placed in specific use-case scenarios.

MFT market overview

How it got here

- MFT emerged from limitations with traditional file transfer techniques, such as basic FTP servers. FTP servers lacked the ability to handle growing data volume requirements and provide enough visibility into file transfer activity, and organizations looked to MFT to fill that need.

- Compliance standards like SOX, HIPAA, and PCI-DSS increased regulatory pressures, particularly on organizations in financial services, government, and healthcare. More organizations face these requirements as they manage their own compliance needs along with those of key business partners.

- Selection of the best solution for an organization has been highly dependent on use case: email offloading, ad hoc file transfer, and B2B scheduling needs are covered through combinations of vendor products and modules.

Where it's going

- Big players in business integration will continue to snap up smaller MFT vendors to round out product portfolios. Integration of MFT into workflow and process management tools will grow in importance as organizations adopt more process-oriented approaches.

- IT departments are warming up to cloud solutions for MFT, and vendors are responding by increasing the flexibility of their offerings.

- Mobile access and collaboration features will continue to surface from MFT suites. Today's "24/7" and "on-the-go" workforce requires constant access to systems.

- Cloud file sharing solutions, such as Box and Citrix ShareFile, are starting to meet corporate security requirements and may be able to replace MFT's ad hoc file transfer component in the future.

Info-Tech Insight

As the market evolves, capabilities that were once cutting edge become default and new functionality becomes differentiating. Audit logs have become a Table Stakes capability and should no longer be used to differentiate solutions. Instead focus on content-based routing and file transfer acceleration to get the best fit for your requirements.

Managed file transfer vendor selection / knock-out criteria: market share, mind share, and platform coverage

For this Vendor Landscape, Info-Tech focused on those vendors that offer broad capabilities across multiple platforms and that have a strong market presence and/or reputational presence among mid- and large-sized enterprises.

Included in this Vendor Landscape:	
Attunity	A data integration and replication expert building on MFT capabilities acquired from RepliWeb in 2011.
Axway	A global software company providing a comprehensive suite of file transfer and business integration solutions.
bTrade	An experienced and recognized leader in the MFT industry that has continued to provide innovative solutions for both global enterprise and SMB customers.
Coviant	With a sole focus on MFT, Coviant delivers automated and scheduled solutions at a low cost.
GlobalSCAPE	GlobalSCAPE is an authority in file transfer, providing solutions that are strong in security and usability.
IBM	A leading global provider of IT products and services that has been providing MFT solutions since 1984.
Ipswitch	An authority in network monitoring, messaging, and file transfer with over two decades of experience.
Linoma Software	A longstanding software developer that has been in the MFT market for over a decade.
OpenText	A leader in Enterprise Information Management (EIM) solutions, OpenText entered the MFT market in 2012.
Primeur	Specializing in middleware, Primeur is a MFT pioneer having entered the market in 1986.
Safe-T	A newer vendor with a strong emphasis on security and integration into the organization's entire eco-system.
SEEBURGER	A longstanding global company providing an all-in-one suite of business integration and file transfer solutions.
Thru Inc.	Thru Inc. is a smaller vendor but 100% focused on MFT, reflected through strong product innovation.

Table Stakes represent the minimum standard; without these, a product doesn't even get reviewed

The Table Stakes

Feature:	What it is:
File Transfer Protocols	Encrypts files "at rest" and "in transit," supporting SSL, SSH, and PGP.
Regulations Compliance	Meets standards dictated by regulations such as SOX, HIPAA, and PCI-DSS.
File Transfer Automation	Has ability to schedule file transfers according to a predefined schedule or rules.
Audit and Visibility	Provides a full audit log of file transfer activity.
LDAP/AD Integration	Supports authentication through LDAP and AD protocols.
Antivirus Integration	Integrates with antivirus software to scan incoming and outgoing files.

What does this mean?

The products assessed in this Vendor Landscape meet, at the very least, the requirements outlined as Table Stakes.

Many of the vendors go above and beyond the outlined Table Stakes, some even do so in multiple categories. This section aims to highlight the products' capabilities **in excess** of the criteria listed here.

Info-Tech Insight

If Table Stakes are all you need from your managed file transfer solution, the only true differentiator for the organization is price. Otherwise, dig deeper to find the best price to value for your needs.

Advanced features are the capabilities that allow for granular differentiation of market players and use-case performance

Vendor Landscape Overview

Scoring Methodology

Info-Tech scored each vendor's features on a cumulative four-point scale. Zero points are awarded to features that are deemed absent or unsatisfactory, one point is assigned to features that are partially present, two points are assigned to features that require an extra purchase in the vendor's product portfolio or through a third party, three points are assigned to features that are fully present and native to the solution, and four points are assigned to the best-of-breed native feature.

Feature	What we looked for:
File Delivery Assurance	Checks file integrity after transmission and automatically resumes interrupted transfers.
Application Integration	Ability to integrate to existing applications through the use of APIs.
File Transfer Acceleration	Capable of accelerating large file transfers over any distance.
Integration with Email Clients	Ability to attach browser-based enterprise email application or add email client plug-in.
Role-Based Security	Users can be assigned roles which limit access or operations.
Ad Hoc File Transfer	Supports ad hoc users in sending files through email.
Content-Based Routing	Assess content and route the file to an alternative location.
Security Certification	Received certification from regulatory bodies, validating the security of the product.
Mobile	Full support and accessibility through a mobile device.
Advanced Security	Ability to support multiple, advanced security protocols.

For an explanation of how Advanced Features are determined, see Information Presentation – Feature Ranks (Stoplights) in the Appendix.

Vendor scoring focused on overall product attributes and vendor performance in the market

Vendor Landscape Overview

Scoring Methodology

Info-Tech Research Group scored each vendor's overall product attributes, capabilities, and market performance.

Features are scored individually as mentioned in the previous slide. The scores are then modified by the individual scores of the vendor across the product and vendor performance features.

Usability, overall affordability of the product, and the technical features of the product are considered and scored on a five-point scale. The score for each vendor will fall between worst and best in class.

The vendor's performance in the market is evaluated across four dimensions on a five-point scale. Where the vendor places on the scale is determined by factual information, industry position, and information provided by customer references and/or available from public sources.

Product Evaluation Features

Usability	The end-user and administrative interfaces are intuitive and offer streamlined workflow.
Affordability	Implementing and operating the solution is affordable given the technology.
Architecture	Multiple deployment options, platform support, and integration capabilities are available.

Vendor Evaluation Features

Viability	Vendor is profitable, knowledgeable, and will be around for the long term.
Focus	Vendor is committed to the space and has a future product and portfolio roadmap.
Reach	Vendor offers global coverage and is able to sell and provide post-sales support.
Sales	Vendor channel partnering, sales strategies, and process allow for flexible product acquisition.

Balance individual strengths to find the best fit for your enterprise

Vendor Performance

	Product				Vendor				
	Overall	Usability	Afford.	Arch.	Overall	Viability	Focus	Reach	Sales
Attunity									
Axway									
bTrade									
Coviant									
GlobalSCAPE									
IBM									
Ipswitch									
Linoma Software									
OpenText BizManager									
OpenText Secure MFT									
Primeur									
Safe-T									
SEEBURGER									
Thru Inc.									

Legend: ● = Exemplary ◕ = Good ◑ = Adequate ◔ = Inadequate ○ = Poor

For an explanation of how the Info-Tech Harvey Balls are calculated, see Information Presentation – Criteria Scores (Harvey Balls) in the Appendix.

Each vendor offers a different feature set; concentrate on your organization needs

Vendor Performance

	Evaluated Features									
	File Delivery Assurance	Application Integration	File Transfer Acceleration	Integration with Email Clients	Role-Based Security	Ad Hoc File Transfer	Content-Based Routing	Security Certification	Mobile	Advanced Security
Attunity	🟢	🟡	🟢	🟢	🟢	🟢	🟠	🟠	🟠	🟠
Axway	🟢	🟢	🟢	🟢	⭐	🟢	🟢	🟢	🟢	🟢
bTrade	🟢	🟢	🔴	🟢	🟢	🟢	🟢	🟢	🟠	🟢
Coviant	🟡	🟡	🟡	🔴	🟢	🟢	🔴	🟠	🟠	🟠
GlobalSCAPE	🟢	🟢	🟡	🟢	🟢	🟡	🟡	🟢	🟢	🟢
IBM	🟢	🟡	🟡	🟡	🟢	🟡	🟢	🟢	🟡	🟠
Ipswitch	🟢	🟢	🟠	🟢	🟢	🟢	🟢	🟢	🟢	🟢
Linoma Software	🟢	🟢	🔴	🟢	🟢	🟢	🟢	🟢	🟢	🟠
OpenText BizManager	🟢	🟢	🔴	🔴	🟢	🟢	🟢	🟠	🟠	🟢

Legend

⭐ = Feature is best in its class   🟢 = Feature is fully present in its native solution

🟡 = Feature is present at additional cost   🟠 = Feature is partially present   🔴 = Feature is absent

For an explanation of how Advanced Features are determined, see Information Presentation – Feature Ranks (Stoplights) in the Appendix.

Each vendor offers a different feature set; concentrate on your organization needs (continued)

Vendor Performance

Evaluated Features

	File Delivery Assurance	Application Integration	File Transfer Acceleration	Integration with Email Clients	Role-Based Security	Ad Hoc File Transfer	Content-Based Routing	Security Certification	Mobile	Advanced Security
OpenText Secure MFT	🟢	🟢	⭐	🟢	🟢	🟢	🔴	🟠	🟠	🟢
Primeur	🟢	🟡	🟢	🟢	🟢	🟢	🟡	🟢	🟢	🟢
Safe-T	🟢	🟢	🔴	🟢	🟢	🟢	🟠	🟠	🟢	🟠
SEEBURGER	⭐	🟢	🟢	🟢	🟢	⭐	🟢	🟠	🟢	🟢
Thru Inc.	🟢	🟢	🟢	🟢	🟢	🟢	🔴	🟠	🟢	🟠

Legend

⭐ = Feature is best in its class   🟢 = Feature is fully present in its native solution

🟡 = Feature is present at additional cost   🟠 = Feature is partially present   🔴 = Feature is absent

For an explanation of how Advanced Features are determined, see Information Presentation – Feature Ranks (Stoplights) in the Appendix.

Use Info-Tech's vendor research and use-case scenarios to support your own organization's vendor analysis

This view of vendor and product performance provides multiple opportunities for vendors to place depending on their product and market performance. Use cases selected are based on market research and client demand.

Use Case	Description
Server-to-Server Enterprise	Organizations with more than 500 MFT users. This use case looks at traditional managed file transfer capabilities, including scheduling, directory scanning, file event monitoring, and secure and assured transfer of files from one to many points. Advanced features for file transfer process management will be weighted heavily in this use case.
Server-to-Server Mid-Market	Mid-market organizations have between 50-500 MFT users and small IT departments where IT professionals wear multiple hats. This use case looks for basic managed file transfer capabilities, available at an affordable price point, in a product that is easy to install, configure, and operate. More advanced features will be weighted lightly, given that in many cases, SMB organizations don't always need them.
Ad Hoc Enterprise	Organizations with more than 500 MFT users that engage in spontaneous, user driven, file transfers. Many organizations find that this type of ad hoc collaboration is on the rise, and therefore file transfers are also increasing. Advanced features that support this use case, such as integration with email clients, web clients, ad hoc person-to-person file transfer, and controlled access to the sent files will be weighted heavily in this use case.
Ad Hoc Mid-Market	Organizations with between 50-500 MFT users that engage in spontaneous, user driven, file transfers. For mid-market organizations, usability and affordability will be weighted more heavily. The advanced features that support this use case include integration with email clients, web clients, ad hoc person-to-person file transfer, and controlled access to the sent files.

Drill down and understand the differentiators between use cases

Enterprise Server to Server File Transfer
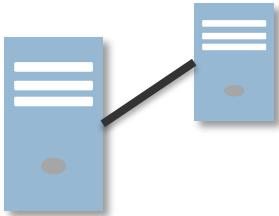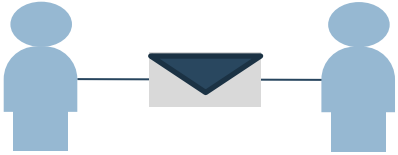
IDEAL FOR
- More than 500 unique MFT users.
- Organizations that need an automated exchange of business critical data and information.

FOCUS
- Directory scanning, scheduling, and file event monitoring.
- Secured and assured file transfers.
- Highly scalable with load balancing and active clustering.

USAGE
- Set up scheduled, automated file transfers between two servers.
- Make use of comprehensive audit trails with drill down capabilities to see which files were received and/or failed.

Enterprise Ad Hoc File Transfer

IDEAL FOR
- More than 500 unique MFT users.
- Organizations that require employee collaboration and communication through file sharing.
- Organizations that need to share large files with multiple external trading partners.
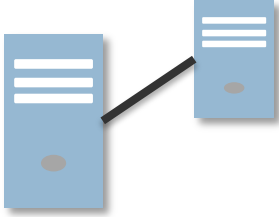
FOCUS
- Integration with email clients, web clients, and ad hoc person-to-person file transfer.
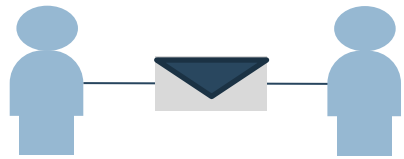- Controlled access to the sent files.

USAGE
- Employees send large files through their email with web client plug-ins.

Understand the differentiators between use cases

Mid-Market
Server to Server File Transfer

Mid-Market
Ad Hoc File Transfer

IDEAL FOR

- Firms with less than 500 MFT users; a small IT department with IT staff covering multiple roles.
- A strong interest in low initial investment, scalability, and rapid implementation.

FOCUS

- Directory scanning, scheduling, and file event monitoring.
- Secured and assured file transfers.
- Highly scalable with load balancing and active clustering.

USAGE

- Set up scheduled, automated file transfers between two servers.
- Make use of comprehensive audit trails with drill down capabilities to see which files were received and/or failed.

IDEAL FOR

- Firms with less than 500 MFT users; a small IT department with IT staff covering multiple roles.
- A strong interest in low initial investment, scalability, and rapid implementation.

FOCUS

- Integration with email clients, web clients, and ad hoc person-to-person file transfer.
- Controlled access to the sent files.

USAGE

- Employees send large files through their email, with web client plug-ins, to customers and third parties.
- Employees communicate internally by exchanging large files in PowerPoint, videos, and pictures.

Determine your alignment with Info-Tech's MFT use-case scenarios

Identify the use-case scenarios that align with your file transfer needs.
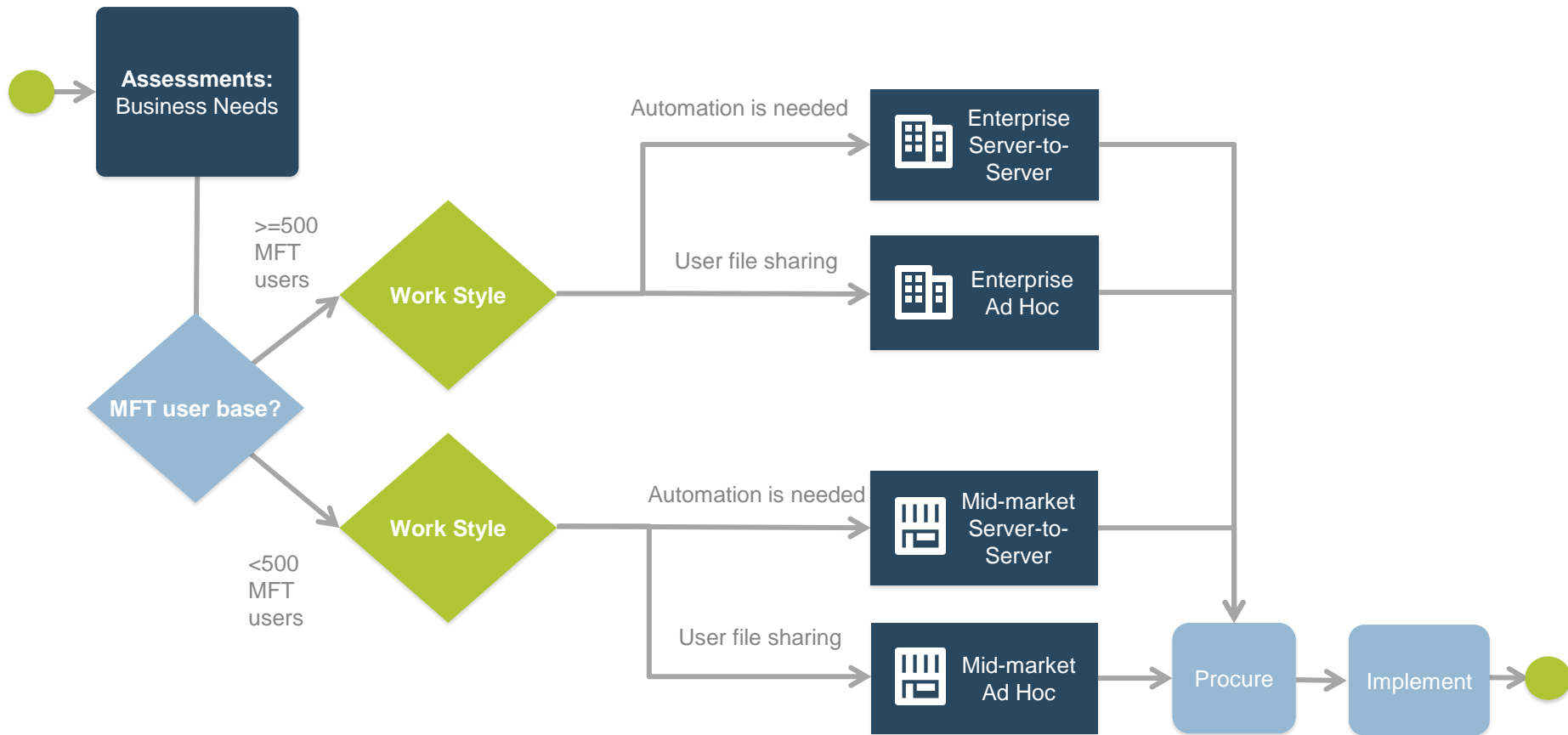
Gather business requirements from the business units

Managed File Transfer Use-Case Fit Assessment

Use the information collected through stakeholder interviews to identify your organization's alignment with the functional use cases identified by Info-Tech.

INSTRUCTIONS

Ad Hoc File Transfer

- Do employees need to send large files to each other internally?
- Do employees need to send large files directly to third parties or customers?
- Are there current challenges with email attachment limits?

Server to Server File Transfer

- Are there any large file transfers that are currently being conducted manually and should be automated?
- Are there any routine, automated file transfers to other systems?

INPUT

- 3.1-4: Interview findings
- Requirements package

OUTPUT

- Identified the most suitable user case

Materials

- Whiteboard and markers

Participants

- Core project team or project manger

USE CASE (1)
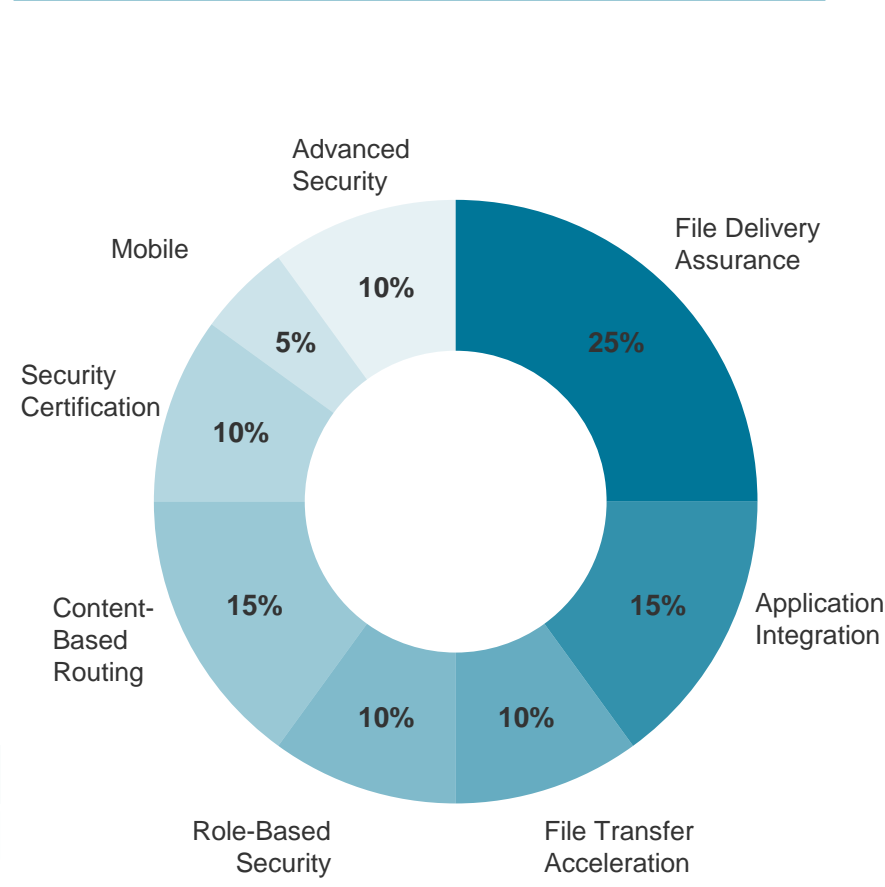
4.3.1 Enterprise Server to Server File Transfer

Organizations with more than 500 MFT users. This use case looks at traditional managed file transfer capabilities, including scheduling, directory scanning, file event monitoring, and secure and assured transfer of files from one to many points. Advanced features for file transfer process management will be weighted heavily in this use case.

Feature weightings for server-to-server enterprise

4.3.1

Core Features

File Delivery Assurance	Checks file integrity after transmission and automatically resumes interrupted transfers.
Application Integration	Ability to integrate to existing applications through the use of APIs.
Content-Based Routing	Assesses content and routes the file to an alternative location.
File Transfer Acceleration	Capable of accelerating large file transfers over any distance.
Role-Based Security	Users can be assigned roles which limit access or operations.
Security Certification	Received certification from regulatory bodies, validating the security of the product.
Advanced Security	Ability to support multiple, advanced security protocols.
Mobile	Full support and accessibility through a mobile device.

Additional Features

Integration with email clients and ad hoc file transfer.

Feature Weightings

- Advanced Security: 10%
- File Delivery Assurance: 25%
- Application Integration: 15%
- File Transfer Acceleration: 10%
- Role-Based Security: 10%
- Content-Based Routing: 15%
- Security Certification: 10%
- Mobile: 5%

Vendor considerations for server-to-server enterprise use-case scenario
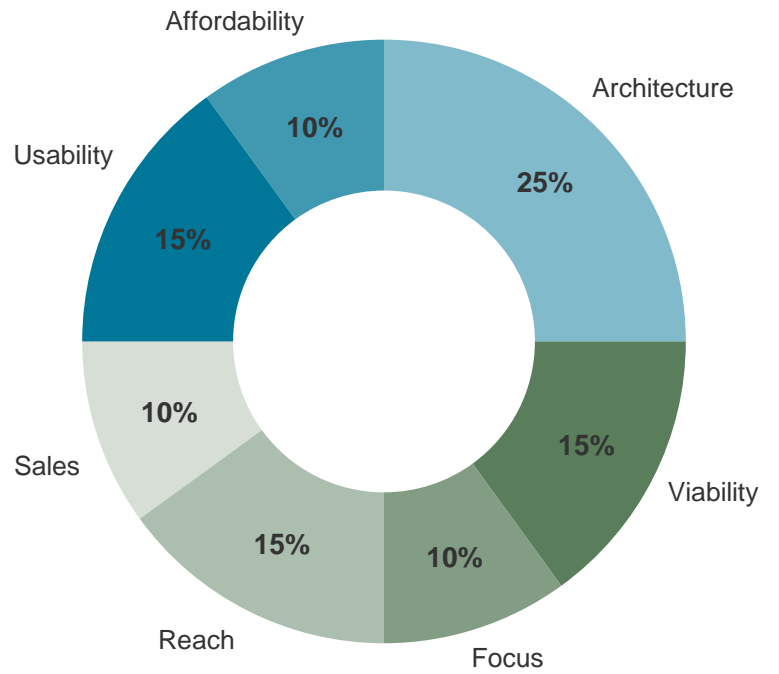
4.3.1

Product Evaluation Features

Usability	As MFT solutions become more widely adopted by non-technical business users, the ease of use is an essential feature to consider.
Affordability	Although all businesses are looking for low cost solutions, this may not be a priority for large enterprises.
Architecture	The ability to support multiple platforms and browsers, as well as scale to meet large volumes of data exchange, are important features to look for in the enterprise use cases.

Vendor Evaluation Features

Viability	MFT solutions become larger investments at the enterprise level. Assurance that the vendor has been around for a while and isn't going anywhere is necessary.
Focus	It is important that the vendor shows commitment and focus to the MFT product through innovation, research, and development.
Reach	As business doesn't stop, large enterprises need premium support options with 24x7 availability.
Sales	Having large partnerships as well as complimentary product lines is an important feature for large enterprises.

Affordability 10%
Architecture 25%
Usability 15%
Viability 15%
Focus 10%
Reach 15%
Sales 10%

Vendor performance for the server-to-server enterprise use case

4.3.1

Server to Server Enterprise

Legend:
- Role-Based Security
- Advanced Security
- Mobile
- Security Certification
- Content-Based Routing
- File Transfer Acceleration
- File Delivery Assurance
- Application Integration

Vendors: Axway, SEEBURGER, Ipswitch, IBM Sterling, Linoma Software, GlobalSCAPE, Primeur, bTrade, OpenText Bizmanager, Thru Inc., Attunity, Safe-T

VENDOR LANDSCAPE AWARD — CHAMPION — INFO~TECH
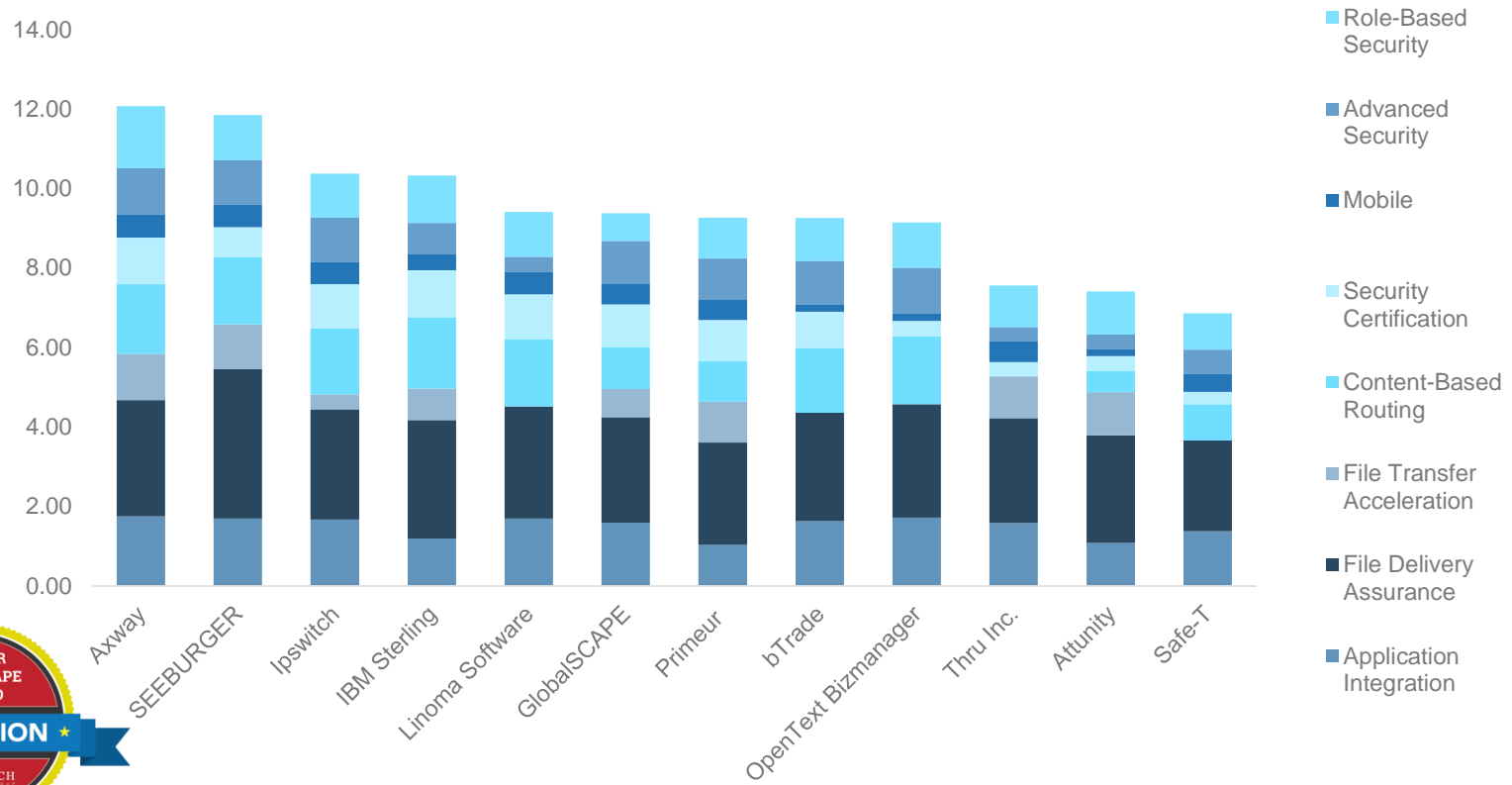
Value index for the server-to-server enterprise use case

4.3.1

What is a Value Score?
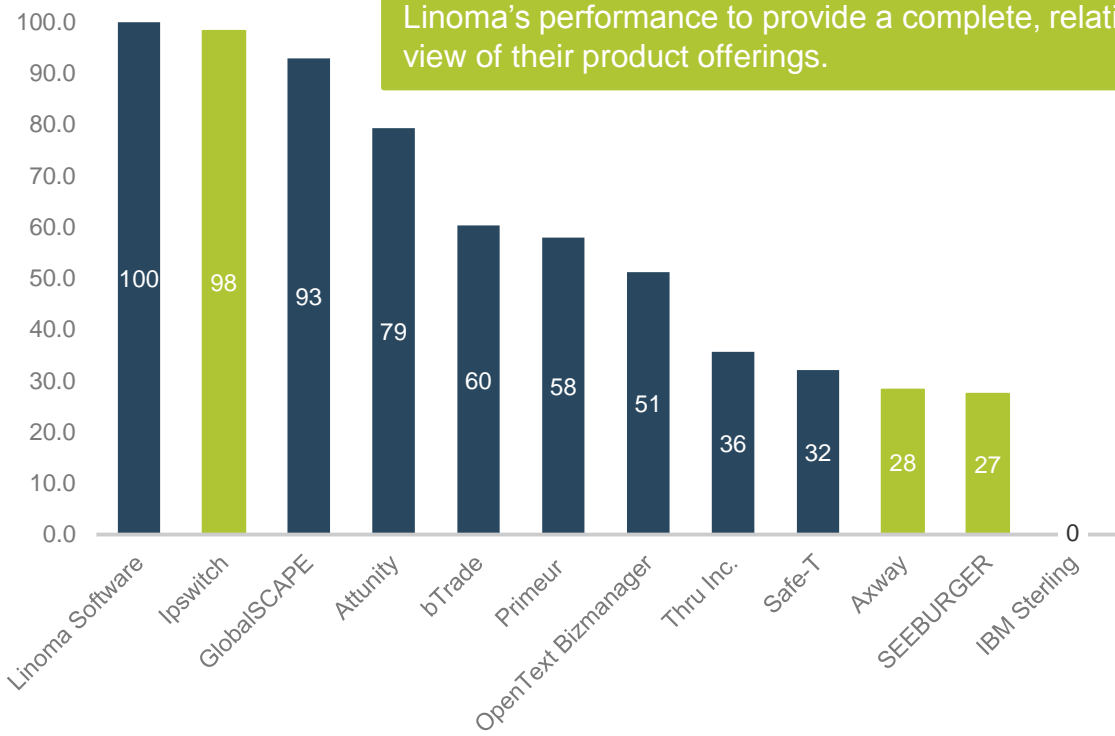
The Value Score indexes each vendor's product offering and business strength **relative to its price point.** It **does not** indicate vendor ranking.

Vendors that score high offer more **bang-for-the-buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.

Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/product attributes.

On a relative basis, Linoma maintained the highest Info-Tech **Value Score**™ of the vendor group for this use-case scenario. Vendors were indexed against Linoma's performance to provide a complete, relative view of their product offerings.

Value Scores by Vendor:

Vendor	Score
Linoma Software	100
Ipswitch	98
GlobalSCAPE	93
Attunity	79
bTrade	60
Primeur	58
OpenText Bizmanager	51
Thru Inc.	36
Safe-T	32
Axway	28
SEEBURGER	27
IBM Sterling	0

*Vendors who scored 0 declined to provide pricing and publicly available pricing could not be found.

For an explanation of how Price is determined, see Information Presentation – Price Evaluation in the Appendix.

For an explanation of how the Info-Tech Value Index is calculated, see Information Presentation – Value Index in the Appendix.

USE CASE 2

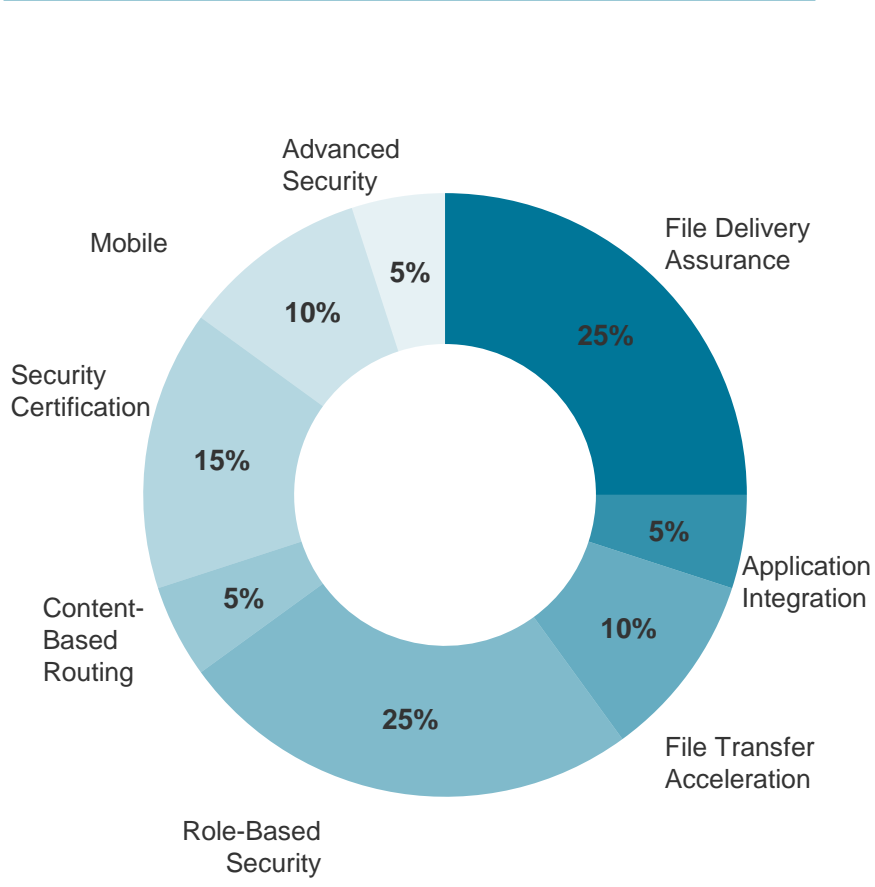## 4.3.2 Mid-Market Server to Server File Transfer

Mid-market organizations have between 50-500 MFT users and small IT departments where IT professionals wear multiple hats. This use case looks for basic managed file transfer capabilities, available at an affordable price point, in a product that is easy to install, configure, and operate. More advanced features will be weighted lightly, given that in many cases, SMB organizations don't always need them.

Feature weightings for server-to-server mid-market

4.3.2

Core Features

File Delivery Assurance	Checks file integrity after transmission and automatically resumes interrupted transfers.
Application Integration	Ability to integrate with existing applications through the use of APIs.
File Transfer Acceleration	Capable of accelerating large file transfers over any distance.
Role-Based Security	Users can be assigned roles which limit access or operations.
Content-Based Routing	Assesses content and routes the file to an alternative location.
Security Certification	Received certification from regulatory bodies, validating the security of the product.
Mobile	Full support and accessibility through a mobile device.
Advanced Security	Ability to support multiple, advanced security protocols.

Additional Features

Integration with email clients and ad hoc file transfer.

Feature Weightings

- Advanced Security — 5%
- Mobile — 10%
- Security Certification — 15%
- Content-Based Routing — 5%
- File Delivery Assurance — 25%
- Application Integration — 5%
- File Transfer Acceleration — 10%
- Role-Based Security — 25%

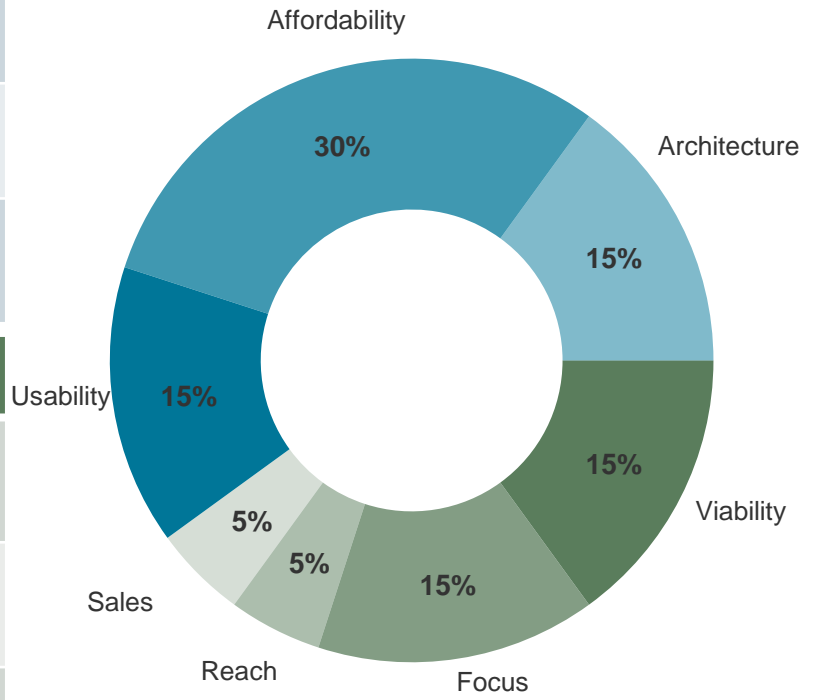# Vendor considerations for server-to-server mid-market

Product Evaluation Features

Usability	Mid-market organizations often have less technical employees and are resource constrained, making an intuitive and easy-to-use admin interface vital.
Affordability	Mid-market organizations with limited budgets will place high priority on an affordable MFT solution.
Architecture	Architecture is less of a priority for mid-market organizations as there are less platforms, browsers, and additional applications to support.

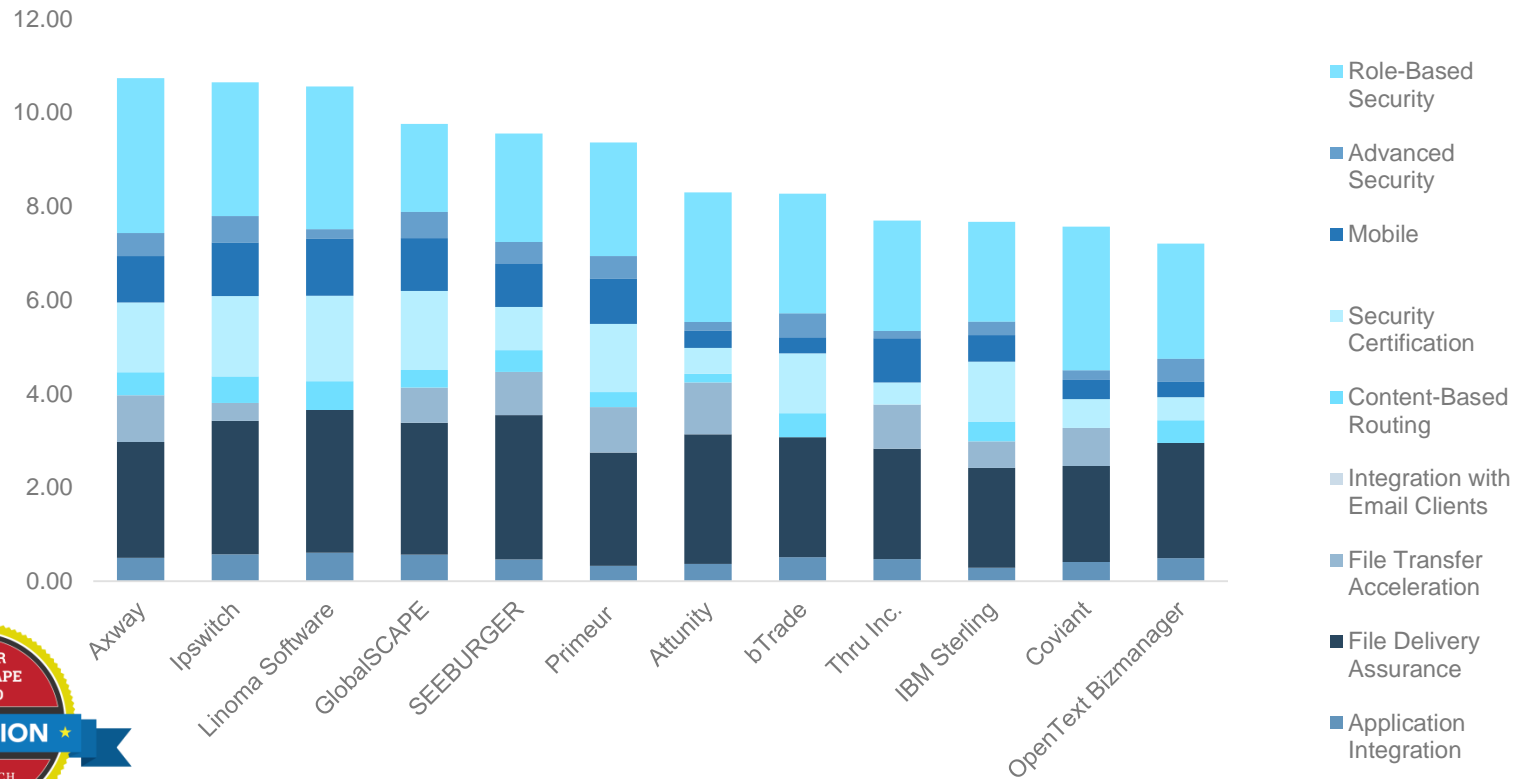## Vendor Evaluation Features

Viability	Although proven longevity is less important, mid-market organizations want to know there is a high customer retention rate and positive growth trends.
Focus	Vendor is committed to the MFT mid-market space, product improvements, and research and development.
Reach	Smaller organizations tend to be more localized, however, they still need vendor support.
Sales	The sales process for the mid-market needs to be flexible and adaptable to meet the budgetary constraints of these organizations.

Affordability 30%

Architecture 15%

Viability 15%

Focus 15%

Reach 5%

Sales 5%

Usability 15%

Vendor performance for the server-to-server mid-market use case

Server to Server Mid-Market

Legend:
- Role-Based Security
- Advanced Security
- Mobile
- Security Certification
- Content-Based Routing
- Integration with Email Clients
- File Transfer Acceleration
- File Delivery Assurance
- Application Integration

Vendors: Axway, Ipswitch, Linoma Software, GlobalSCAPE, SEEBURGER, Primeur, Attunity, bTrade, Thru Inc., IBM Sterling, Coviant, OpenText Bizmanager

VENDOR LANDSCAPE AWARD
CHAMPION
INFO~TECH

Value index for the server-to-server mid-market use case

What is a Value Score?

The Value Score indexes each vendor's product offering and business strength **relative to its price point.** It **does not** indicate vendor ranking.

Vendors that score high offer more **bang-for-the-buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.
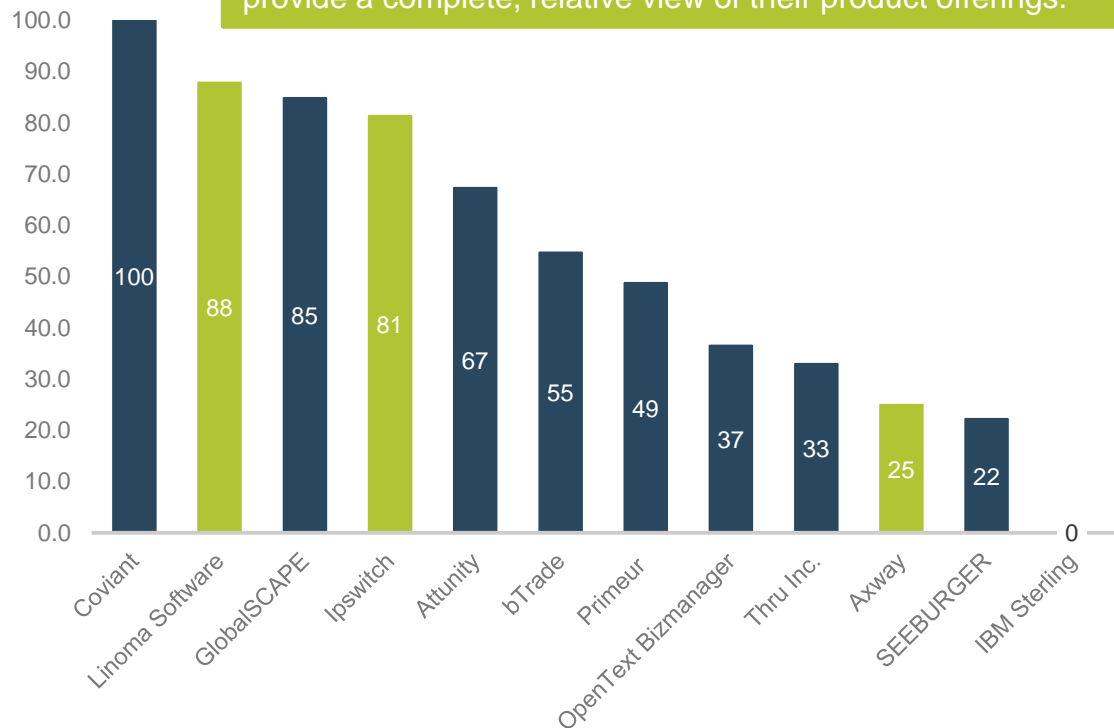
Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/product attributes.

*Vendors who scored 0 declined to provide pricing and publicly available pricing could not be found.

On a relative basis, Coviant maintained the highest Info-Tech **Value Score**™ of the vendor group for this use-case scenario. Vendors were indexed against Coviant's performance to provide a complete, relative view of their product offerings.

For an explanation of how Price is determined, see Information Presentation – Price Evaluation in the Appendix.

For an explanation of how the Info-Tech Value Index is calculated, see Information Presentation – Value Index in the Appendix.

USE CASE 3

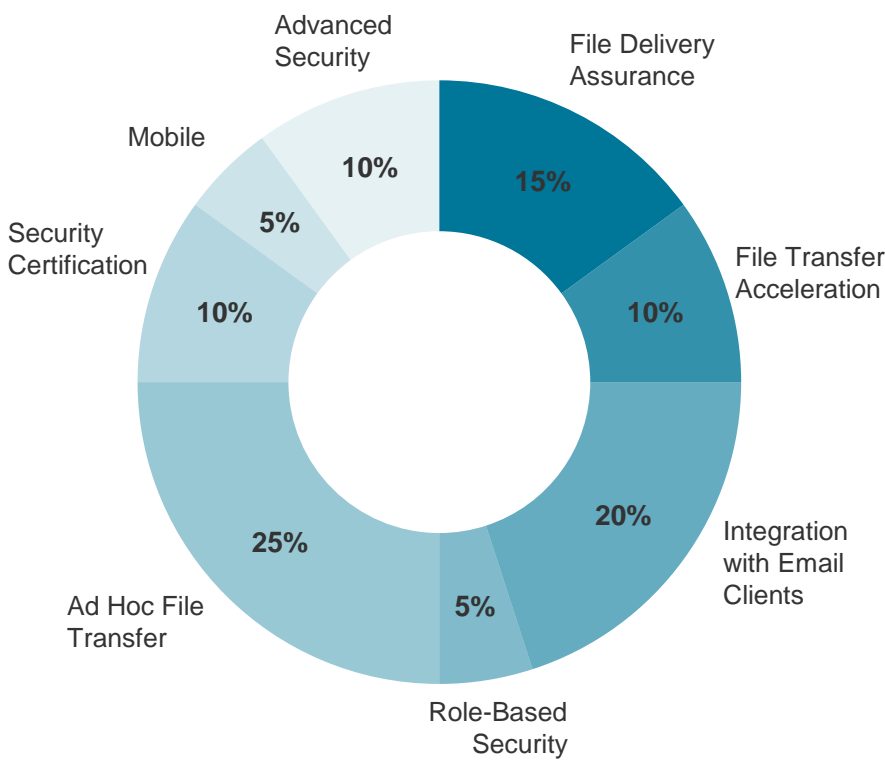## 4.3.3 Enterprise Ad Hoc File Transfer

Organizations with more than 500 MFT users that engage in spontaneous, user-driven file transfers. Many organizations find that this type of ad hoc collaboration is on the rise, and therefore file transfers are also increasing. Advanced features that support this use case, such as integration with email clients and web clients, ad hoc person-to-person file transfer, and controlled access to the sent files will be weighted heavily in this use case.

Feature weightings for ad hoc enterprise

4.3.3

Core Features

File Delivery Assurance	Checks file integrity after transmission and automatically resumes interrupted transfers.
File Transfer Acceleration	Capable of accelerating large file transfers over any distance.
Integration with Email Clients	Ability to integrate with browser-based email application or add an email client plug-in.
Role-Based Security	Users can be assigned roles which limit access or operations.
Ad Hoc File Transfer	Supports ad hoc users in sending files through email and browser clients.
Security Certification	Received certification from regulatory bodies, validating the security of the product.
Mobile	Full support and accessibility through a mobile device.
Advanced Security	Ability to support multiple, advanced security protocols.

Feature Weightings

Advanced Security 10%
Mobile 5%
Security Certification 10%
Ad Hoc File Transfer 25%
Role-Based Security 5%
Integration with Email Clients 20%
File Transfer Acceleration 10%
File Delivery Assurance 15%

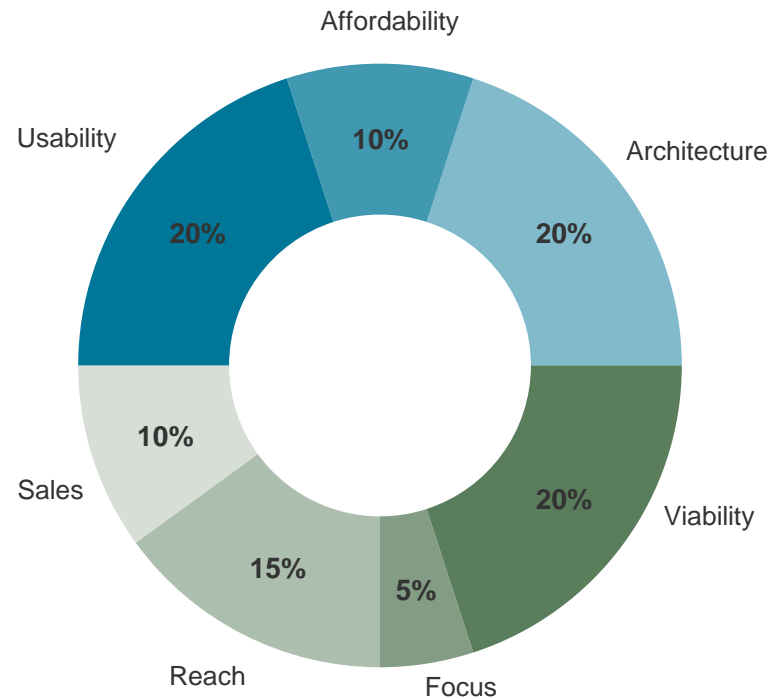# Vendor considerations for ad hoc enterprise

4.3.3

Product Evaluation Features

Usability	As MFT solutions become more widely adopted by non-technical business users, the ease of use is an essential feature to consider.
Affordability	Although all businesses are looking for low cost solutions, this may not be a priority for large enterprises.
Architecture	The ability to support multiple platforms and browsers, as well as scale to meet large volumes of data exchange, are important features to look for in the enterprise use cases.

Vendor Evaluation Features

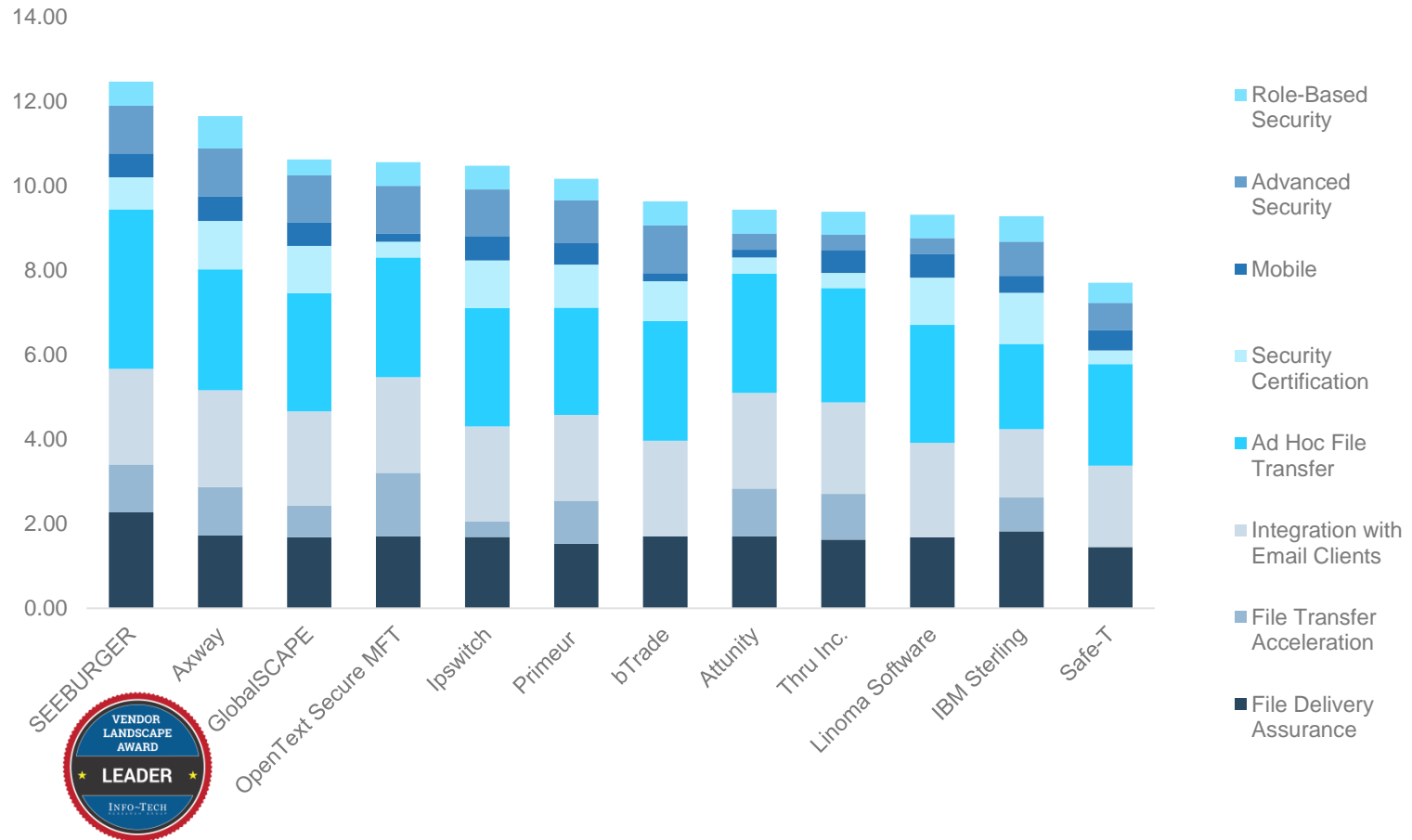|	
Viability	MFT solutions become larger investments at the enterprise level. Assurance that the vendor has been around for a while and isn't going anywhere is necessary.
Focus	It is important that the vendor shows commitment and focus to the MFT product through innovation and research and development.
Reach	As business doesn't stop, large enterprises need premium support options with 24x7 support.
Sales	Having large partnerships as well as complimentary product lines is an important feature for large enterprises.

Affordability **10%**
Architecture **20%**
Usability **20%**
Viability **20%**
Sales **10%**
Reach **15%**
Focus **5%**

Vendor performance for the ad hoc enterprise use case

Ad Hoc Enterprise

Value index for the ad hoc enterprise use case

4.3.3

What is a Value Score?

The Value Score indexes each vendor's product offering and business strength **relative to its price point.** It **does not** indicate vendor ranking.

Vendors that score high offer more **bang-for-the-buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.
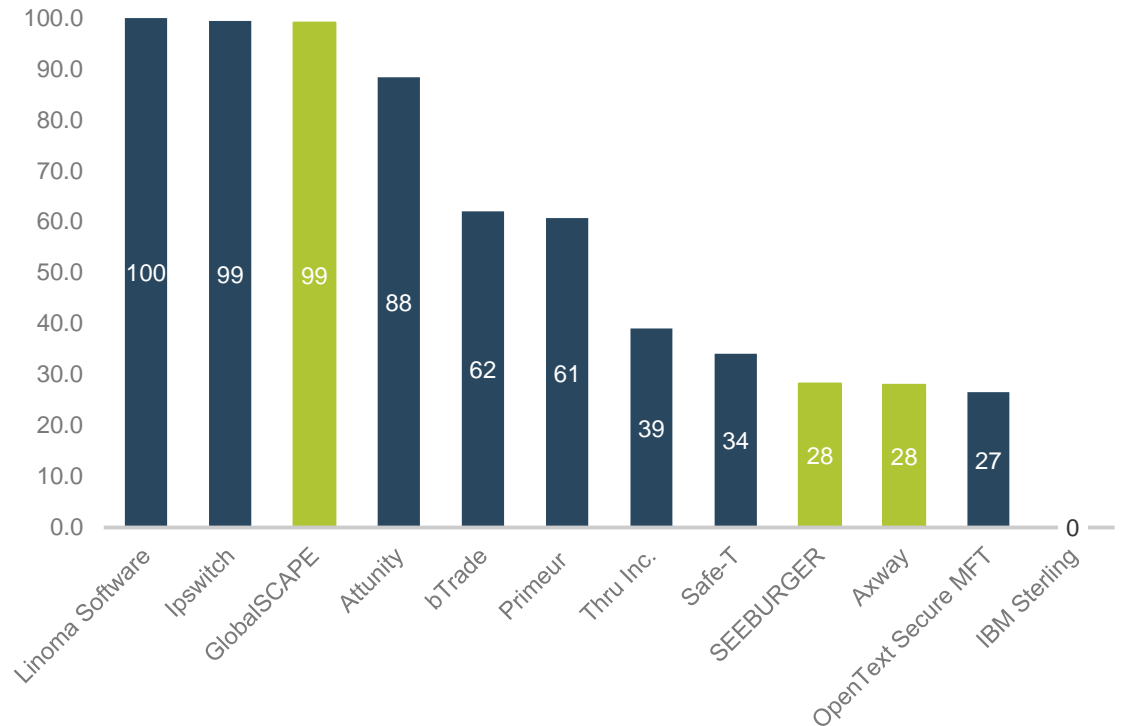
Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/product attributes.

*Vendors who scored 0 declined to provide pricing and publicly available pricing could not be found.

On a relative basis, Linoma maintained the highest Info-Tech **Value Score**™ of the vendor group for this use-case scenario. Vendors were indexed against Linoma's performance to provide a complete, relative view of their product offerings.

Vendor	Score
Linoma Software	100
Ipswitch	99
GlobalSCAPE	99
Attunity	88
bTrade	62
Primeur	61
Thru Inc.	39
Safe-T	34
SEEBURGER	28
Axway	28
OpenText Secure MFT	27
IBM Sterling	0

For an explanation of how Price is determined, see Information Presentation – Price Evaluation in the Appendix.

For an explanation of how the Info-Tech Value Index is calculated, see Information Presentation – Value Index in the Appendix.

USE CASE 4

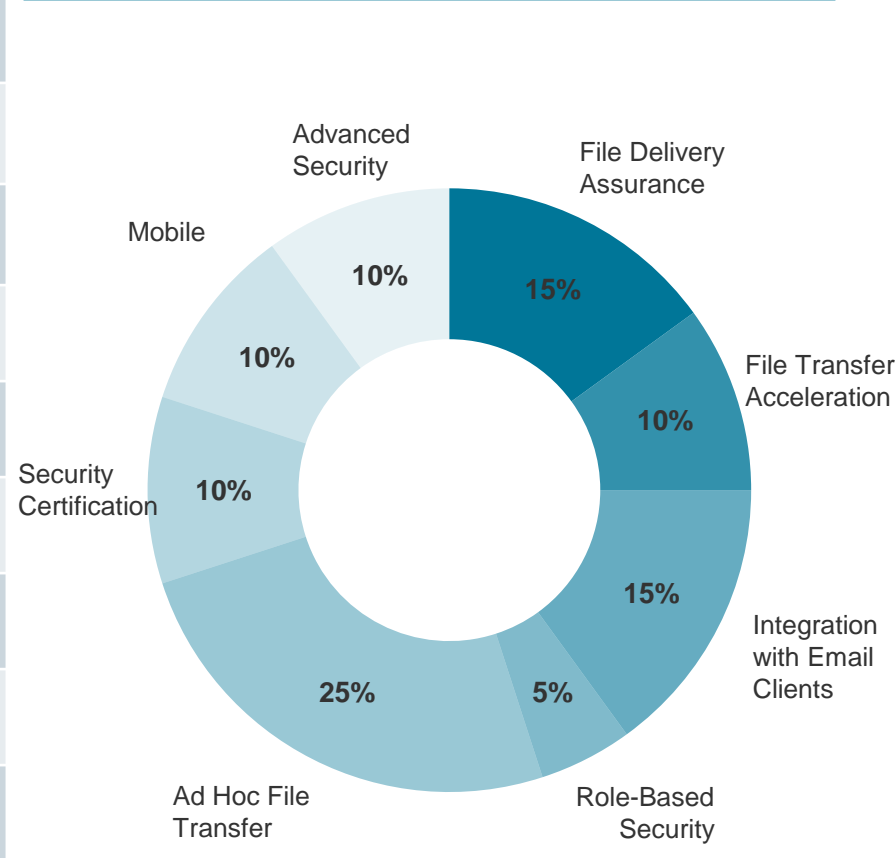## 4.3.4 Mid-Market Ad Hoc File Transfer

Organizations with between 50-500 MFT users that engage in spontaneous, user driven file transfers. For mid-market organizations, usability and affordability will be weighted more heavily. The advanced features that support this use case include integration with email clients and web clients, ad hoc person-to-person file transfer, and controlled access to the sent files.

Feature weightings for ad hoc mid-market use case

4.3.4

Core Features	
File Delivery Assurance	Checks file integrity after transmission and automatically resumes interrupted transfers.
File Transfer Acceleration	Capable of accelerating large file transfers over any distance.
Integration with Email Clients	Ability to attach to browser-based enterprise email application or add email client plug-in.
Role-Based Security	Users can be assigned roles which limit access or operations.
Ad Hoc File Transfer	Supports ad hoc users in sending files through email.
Security Certification	Received certification from regulatory bodies, validating the security of the product.
Mobile	Full support and accessibility through a mobile device.
Advanced Security	Ability to support multiple, advanced security protocols.
Secure Messaging	The ability to leverage the MFT platform to send secure messages with or without a file.

Feature Weightings

Advanced Security 10%
Mobile 10%
Security Certification 10%
File Delivery Assurance 15%
File Transfer Acceleration 10%
Integration with Email Clients 15%
Role-Based Security 5%
Ad Hoc File Transfer 25%

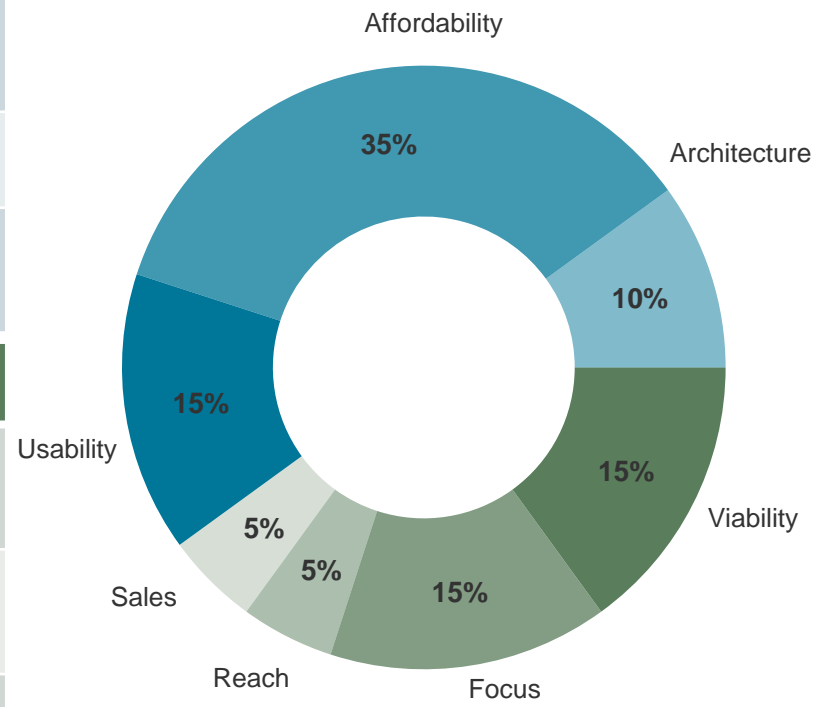# Vendor considerations for ad hoc mid-market use case

4.3.4

Product Evaluation Features

Usability	Mid-market organizations often have less technical employees and are more resource constrained, making an intuitive and easy-to-use admin interface vital.
Affordability	Mid-market organizations with limited resources will place high priority on an affordable MFT solution.
Architecture	Architecture is less of a priority for mid-market organizations as there are less platforms, browsers, and additional applications to support.

Vendor Evaluation Features

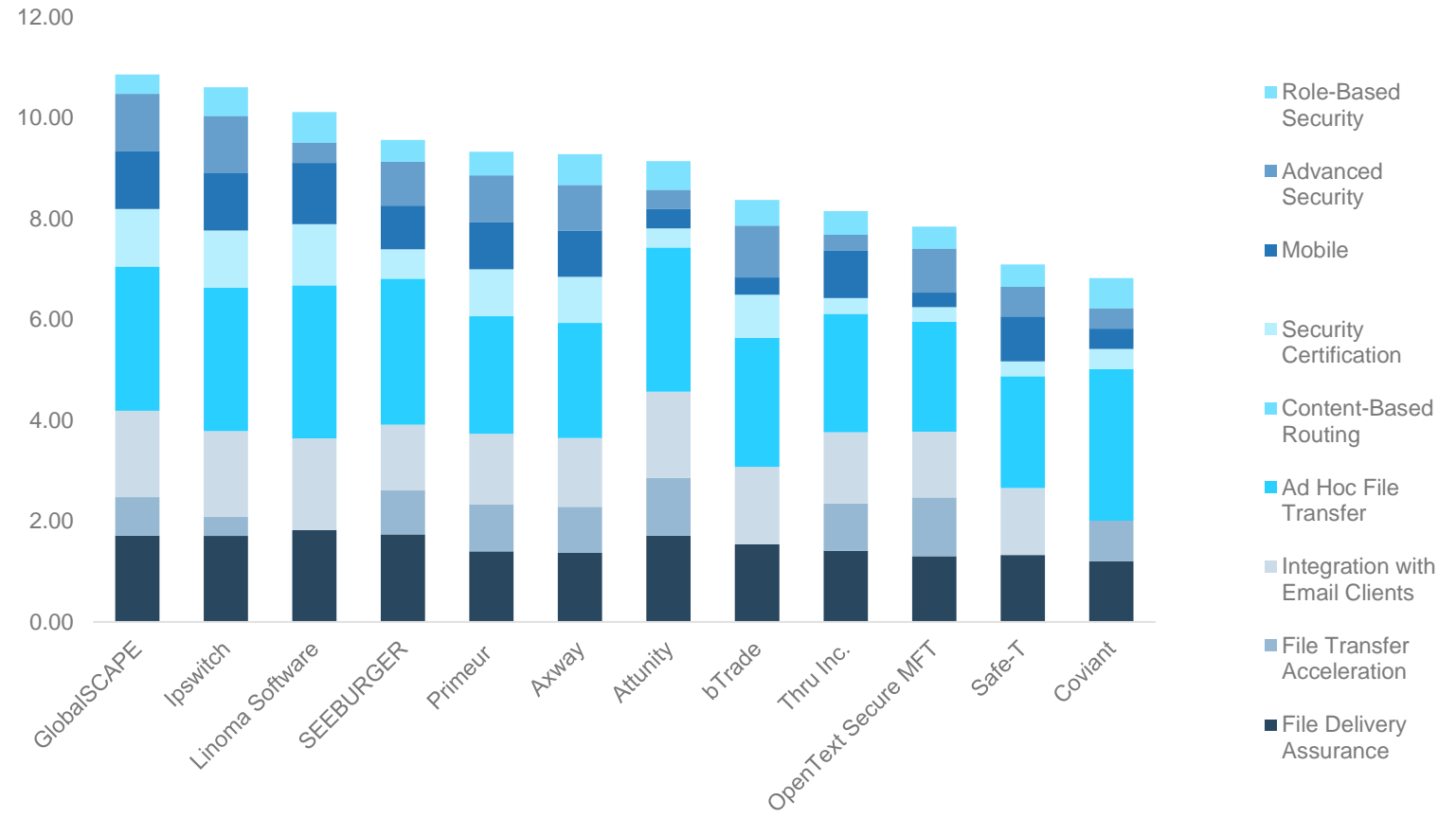|	
Viability	Although proven longevity is less important, mid-market organizations want to know there is a high customer retention rate and positive growth trends.
Focus	Vendor is committed to the MFT market space, product improvements, and research and development.
Reach	Smaller organizations tend to be more localized, however, they still need vendor support.
Sales	The sales process for the mid-market needs to be flexible and adaptable to meet the budgetary constraints of these organizations.

Affordability **35%**

Architecture **10%**

Viability **15%**

Focus **15%**

Reach **5%**

Sales **5%**

Usability **15%**

Vendor performance for the ad hoc mid-market use case

Ad Hoc Mid-Market

Legend:
- Role-Based Security
- Advanced Security
- Mobile
- Security Certification
- Content-Based Routing
- Ad Hoc File Transfer
- Integration with Email Clients
- File Transfer Acceleration
- File Delivery Assurance

Vendors: GlobalSCAPE, Ipswitch, Linoma Software, SEEBURGER, Primeur, Axway, Attunity, bTrade, Thru Inc., OpenText Secure MFT, Safe-T, Coviant

Value index for the ad hoc mid-market use case
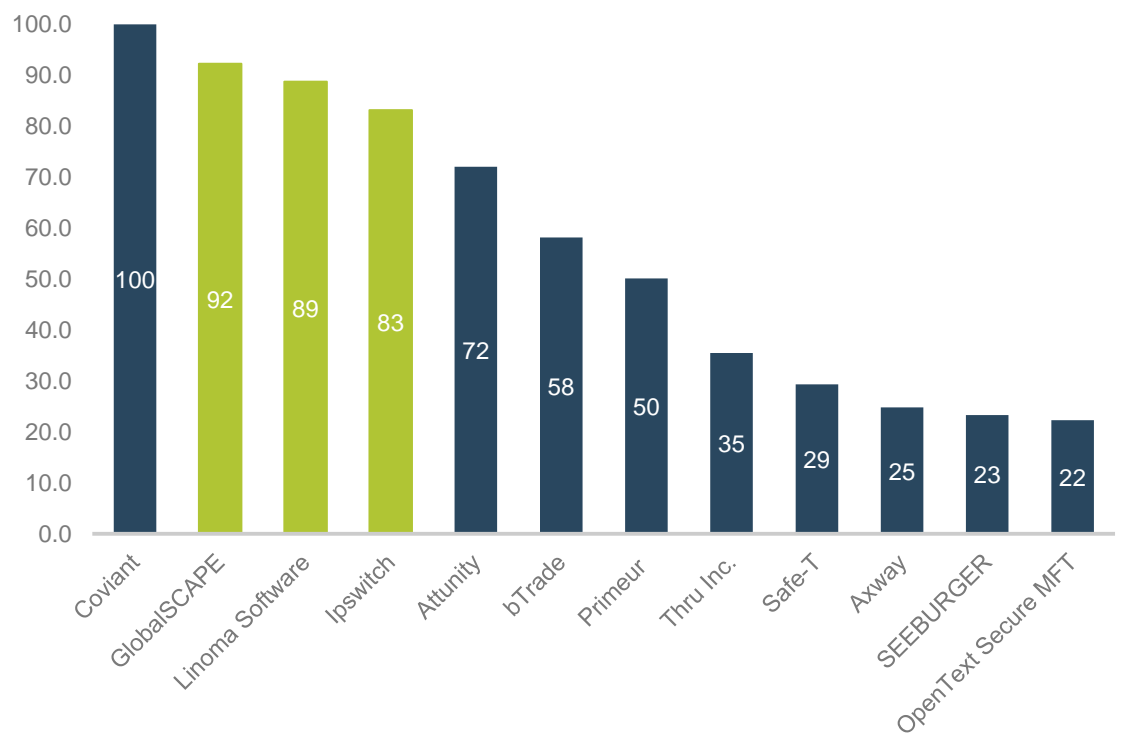
4.3.4

What is a Value Score?

The Value Score indexes each vendor's product offering and business strength **relative to its price point.** It **does not** indicate vendor ranking.

Vendors that score high offer more **bang-for-the-buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.

Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/product attributes.

On a relative basis, Coviant maintained the highest Info-Tech **Value Score**TM of the vendor group for this use-case scenario. Vendors were indexed against Coviant's performance to provide a complete, relative view of their product offerings.

Coviant 100, GlobalSCAPE 92, Linoma Software 89, Ipswitch 83, Attunity 72, bTrade 58, Primeur 50, Thru Inc. 35, Safe-T 29, Axway 25, SEEBURGER 23, OpenText Secure MFT 22

For an explanation of how Price is determined, see Information Presentation – Price Evaluation in the Appendix.

For an explanation of how the Info-Tech Value Index is calculated, see Information Presentation – Value Index in the Appendix.

VENDOR LANDSCAPE

4.4 Vendor Profiles and Scoring

Axway's MFT suite continues to favor the large enterprise, although its breadth allows customers to start small

Product	SecureTransport, Transfer CFT, Gateway, Interchange, Endpoints, Central Governance
Employees	1,961
Headquarters	Phoenix, AZ
Website	Axway.com
Founded	2001
Presence	Euronext: AXW.PA

3 year TCO for this solution falls into pricing tier 6, between $100,000 and $250,000

$1 ——————————→ $2.5M+
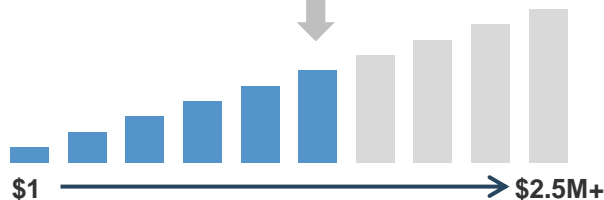
Pricing provided by vendor

OVERVIEW

- With over 11,000 clients and offices in over 19 countries, Axway is a prominent MFT vendor that offers a comprehensive suite of MFT products for numerous use cases.
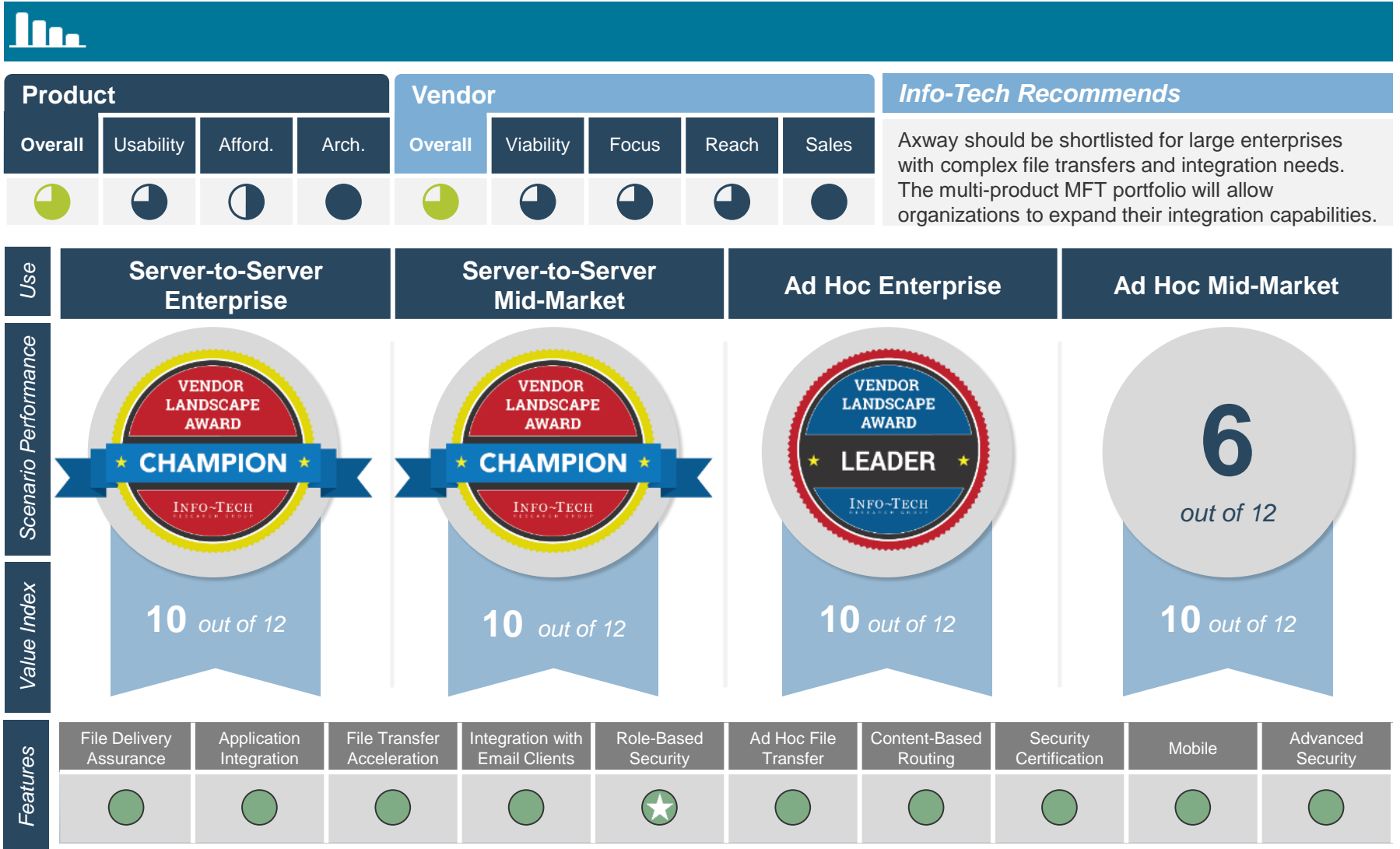
STRENGTHS

- Axway has a proven track record in the MFT market, offering solutions that are highly scalable in environments that require redundancy and high availability.
- Their multiple product portfolio offers customers the option to start small and implement additional functionality as required.
- Data flow and configuration management across all MFT nodes is centralized, reducing the complexity of managing a large network of MFT servers.

CHALLENGES

- Axway's extensive portfolio of MFT products can also cause confusion during the procurement cycle if the customer does not have clearly defined MFT requirements.
- The flexibility and extendibility of the Axway platform may result in a complex environment, impacting the amount of effort and skills required for configuration and management.

Axway's broad range of MFT capabilities and deployment options provide a great deal of flexibility

Product				Vendor					Info-Tech Recommends
Overall	Usability	Afford.	Arch.	**Overall**	Viability	Focus	Reach	Sales	Axway should be shortlisted for large enterprises with complex file transfers and integration needs. The multi-product MFT portfolio will allow organizations to expand their integration capabilities.
◔	◑	◐	●	◔	◑	◔	◑	●	

Use	Server-to-Server Enterprise	Server-to-Server Mid-Market	Ad Hoc Enterprise	Ad Hoc Mid-Market
Scenario Performance	VENDOR LANDSCAPE AWARD ★ CHAMPION ★ INFO~TECH	VENDOR LANDSCAPE AWARD ★ CHAMPION ★ INFO~TECH	VENDOR LANDSCAPE AWARD LEADER ★ INFO~TECH	**6** *out of 12*
Value Index	**10** *out of 12*	**10** *out of 12*	**10** *out of 12*	**10** *out of 12*

Features	File Delivery Assurance	Application Integration	File Transfer Acceleration	Integration with Email Clients	Role-Based Security	Ad Hoc File Transfer	Content-Based Routing	Security Certification	Mobile	Advanced Security
	●	●	●	●	★	●	●	●	●	●

VENDOR LANDSCAPE

END

Download the full "Select and Implement a Managed File Transfer Solution" report [here](#).

Vendor Landscape Methodology: Overview

Info-Tech's Vendor Landscapes are research materials that review a particular IT market space, evaluating the strengths and abilities of both the products available in that space, as well as the vendors of those products. These materials are created by a team of dedicated analysts operating under the direction of a senior subject matter expert over a period of several weeks.

Evaluations weigh selected vendors and their products (collectively "solutions") on the following eight criteria to determine overall standing:
* Features: The presence of advanced and market-differentiating capabilities.
* User Interface: The intuitiveness, power, and integrated nature of administrative consoles and client software components.
* Affordability: The three-year total cost of ownership of the solution; flexibility of the pricing and discounting structure.
* Architecture: The degree of integration with the vendor's other tools, flexibility of deployment, and breadth of platform applicability.
* Viability: The stability of the company as measured by its history in the market, the size of its client base, and its percentage of growth.
* Focus: The commitment to both the market space, as well as to the various sized clients (small, mid-sized, and enterprise clients).
* Reach: The ability of the vendor to support its products on a global scale.
* Sales: The structure of the sales process and the measure of the size of the vendor's channel and industry partners.

Evaluated solutions within scenarios are visually represented by a Pathway to Success, based off a linear graph using above scoring methods:
* Use-case scenarios are decided upon based on analyst expertise and experience with Info-Tech clients.
* Use-case scenarios are defined through feature requirements, predetermined by analyst expertise.
* Placement within scenario rankings consists of features being evaluated against the other scoring criteria.

Info-Tech's Vendor Landscapes are researched and produced according to a strictly adhered to process that includes the following steps:
* Vendor/product selection
* Information gathering
* Vendor/product scoring
* Information presentation
* Fact checking
* Publication

This document outlines how each of these steps is conducted.

Vendor Landscape Methodology: Vendor/Product Selection & Information Gathering

Info-Tech works closely with its client base to solicit guidance in terms of understanding the vendors with whom clients wish to work and the products that they wish evaluated; this demand pool forms the basis of the vendor selection process for Vendor Landscapes. Balancing this demand, Info-Tech also relies upon the deep subject matter expertise and market awareness of its Senior Analysts to ensure that appropriate solutions are included in the evaluation. As an aspect of that expertise and awareness, Info-Tech's analysts may, at their discretion, determine the specific capabilities that are required of the products under evaluation, and include in the Vendor Landscape only those solutions that meet all specified requirements.

Information on vendors and products is gathered in a number of ways via a number of channels.

Initially, a request package is submitted to vendors to solicit information on a broad range of topics. The request package includes:
- A detailed survey.
- A pricing scenario (see Vendor Landscape Methodology: Price Evaluation and Pricing Scenario, below).
- A request for reference clients.
- A request for a briefing and, where applicable, guided product demonstration.

These request packages are distributed approximately eight weeks prior to the initiation of the actual research project to allow vendors ample time to consolidate the required information and schedule appropriate resources.

During the course of the research project, briefings and demonstrations are scheduled (generally for one hour each session, though more time is scheduled as required) to allow the analyst team to discuss the information provided in the survey, validate vendor claims, and gain direct exposure to the evaluated products. Additionally, an end-user survey is circulated to Info-Tech's client base and vendor-supplied reference accounts are interviewed to solicit their feedback on their experiences with the evaluated solutions and with the vendors of those solutions.

These materials are supplemented by a thorough review of all product briefs, technical manuals, and publicly available marketing materials about the product, as well as about the vendor itself.

Refusal by a vendor to supply completed surveys or submit to participation in briefings and demonstrations does not eliminate a vendor from inclusion in the evaluation. Where analyst and client input has determined that a vendor belongs in a particular evaluation, it will be evaluated as best as possible based on publicly available materials only. As these materials are not as comprehensive as a survey, briefing, and demonstration, the possibility exists that the evaluation may not be as thorough or accurate. Since Info-Tech includes vendors regardless of vendor participation, it is always in the vendor's best interest to participate fully.

All information is recorded and catalogued, as required, to facilitate scoring and for future reference.

Vendor Landscape Methodology: Scoring

Once all information has been gathered and evaluated for all vendors and products, the analyst team moves to scoring. All scoring is performed at the same time so as to ensure as much consistency as possible. Each criterion is scored on a ten-point scale, though the manner of scoring for criteria differs slightly:

- Features is scored via **Cumulative Scoring.**
- Affordability is scored via **Scalar Scoring.**
- All other criteria are scored via **Base5 Scoring.**

Cumulative Scoring is on a four-point scale. Zero points are awarded to features that are deemed absent or unsatisfactory, one point is assigned to features that are partially present, two points are assigned to features that require an extra purchase in the vendor's product portfolio or through a third party, three points are assigned to features that are fully present and native to the solution, and four points are assigned to the best-of-breed native feature. The assigned points are summed and normalized to a value out of ten. For example, if a particular Vendor Landscape evaluates eight specific features in the Feature Criteria, the summed score out of eight for each evaluated product would be multiplied by 1.25 to yield a value out of ten to represent in a Harvey Ball format.

In Scalar Scoring, a score of ten is assigned to the lowest cost solution, and a score of one is assigned to the highest cost solution. All other solutions are assigned a mathematically-determined score based on their proximity to / distance from these two endpoints. For example, in an evaluation of three solutions, where the middle cost solution is closer to the low end of the pricing scale it will receive a higher score, and where it is closer to the high end of the pricing scale it will receive a lower score; depending on proximity to the high or low price it is entirely possible that it could receive either ten points (if it is very close to the lowest price) or one point (if it is very close to the highest price). Where pricing cannot be determined (vendor does not supply price and public sources do not exist), a score of 0 is automatically assigned.

In Base5 scoring a number of sub-criteria are specified for each criterion (for example, Longevity, Market Presence, and Financials are sub-criteria of the Viability criterion), and each one is scored on the following scale:

5 - The product/vendor is exemplary in this area (nothing could be done to improve the status).
4 - The product/vendor is good in this area (small changes could be made that would move things to the next level).
3 - The product/vendor is adequate in this area (small changes would make it good, more significant changes required to be exemplary).
2 - The product/vendor is poor in this area (this is a notable weakness and significant work is required).
1 - The product/vendor fails in this area (this is a glaring oversight and a serious impediment to adoption).

The assigned points are summed and normalized to a value out of ten as explained in Cumulative Scoring above.
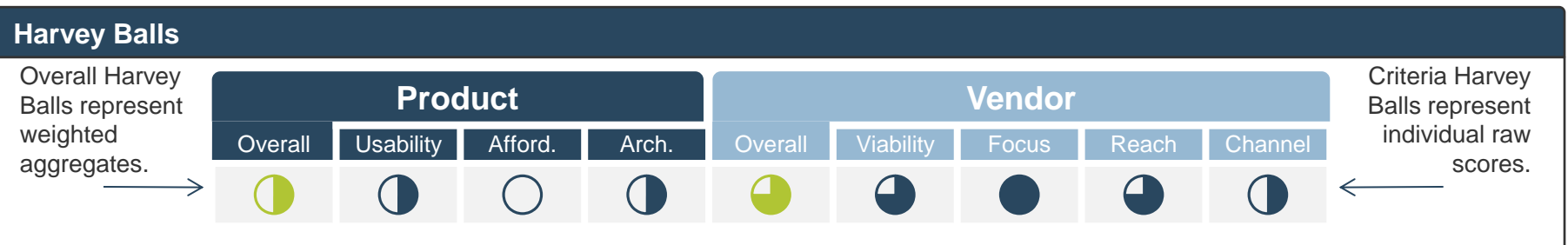
Scores out of ten, known as Raw scores, are transposed as is into Info-Tech's *Vendor Landscape Shortlist Tool,* which automatically determines Vendor Landscape positioning (see Vendor Landscape Methodology: Information Presentation – Vendor Landscape, below), Criteria Score (see Vendor Landscape Methodology: Information Presentation – Criteria Score, below), and Value Index (see Vendor Landscape Methodology: Information Presentation – Value Index, below).

Vendor Landscape Methodology:
Information Presentation – Criteria Scores (Harvey Balls)

Info-Tech's criteria scores are visual representations of the absolute score assigned to each individual criterion, as well as of the calculated overall vendor and product scores. The visual representation used is Harvey Balls.

Harvey Balls are calculated as follows:

1. Raw scores are transposed into the Info-Tech *Vendor Landscape Shortlist Tool* (for information on how raw scores are determined, see Vendor Landscape Methodology: Scoring, above).

2. Each individual criterion raw score is multiplied by a pre-assigned weighting factor for the Vendor Landscape in question. Weighting factors are determined prior to the evaluation process, based on the expertise of the Senior or Lead Research Analyst, to eliminate any possibility of bias. Weighting factors are expressed as a percentage, such that the sum of the weighting factors for the vendor criteria (Viability, Strategy, Reach, Channel) is 100%, and the sum of the product criteria (Features, Usability, Affordability, Architecture) is 100%.

3. A sum-product of the weighted vendor criteria scores and of the weighted product criteria scores is calculated to yield an overall vendor score and an overall product score.

4. Both overall vendor score / overall product score, as well as individual criterion raw scores are converted from a scale of one to ten to Harvey Ball scores on a scale of zero to four, where exceptional performance results in a score of four and poor performance results in a score of zero.

5. Harvey Ball scores are converted to Harvey Balls as follows:
   - A score of four becomes a full Harvey Ball.
   - A score of three becomes a three-quarter full Harvey Ball.
   - A score of two becomes a half-full Harvey Ball.
   - A score of one becomes a one-quarter full Harvey Ball.
   - A score of zero becomes an empty Harvey Ball.

6. Harvey Balls are plotted by solution in a chart where rows represent individual solutions and columns represent overall vendor / overall product, as well as individual criteria. Solutions are ordered in the chart alphabetically by vendor name.

Harvey Balls

Overall Harvey Balls represent weighted aggregates.

Product				Vendor				
Overall	Usability	Afford.	Arch.	Overall	Viability	Focus	Reach	Channel

Criteria Harvey Balls represent individual raw scores.

Vendor Landscape Methodology: Use-Case Scoring

Within each Vendor Landscape a set of use-case scenarios are created by the analysts by considering the different outcomes and purposes related to the technology being evaluated. To generate the custom use-case vendor performances, the feature and Harvey Ball scoring performed in the Vendor Landscapes are set with custom weighting configurations.
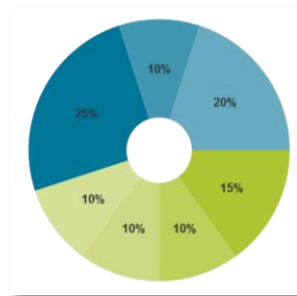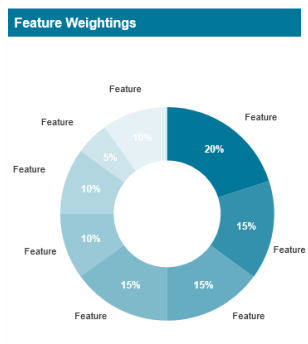
Calculations

Each product has a vendor multiplier calculated based on its weighted performance, considering the different criteria scored in the Harvey Ball evaluations.

To calculate each vendor's performance, the advanced feature scores are multiplied against the weighting for the feature in the use-case scenario's configuration.
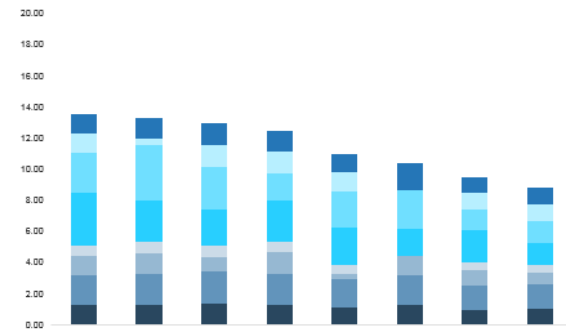
The weighted advanced feature score is then multiplied against the vendor multiplier.

The sum of each vendor's total weighted advanced features is calculated. This sum is used to identify the vendor's qualification and relative rank within the use case.

Use-Case Vendor Performance

Vendors who qualified for each use-case scenario are ranked from first to last in a weighted bar graph based on the features considered.

Each use case's feature weightings and vendor/product weighting configurations are displayed within the body of slide deck.

Vendor Landscape Methodology: Information Presentation – Feature Ranks (Stoplights)

Advanced features are determined by analyst expertise, leveraging information gained from conversations with clients. Advanced features chosen as part of the evaluation are representative of what Info-Tech clients have indicated are of importance to their vendor solution. Advanced features are evaluated through a series of partial marks, dedicated to whether the solution performs all aspects of the Info-Tech definition of the feature and whether the feature is provided within the solution. Analysts hold the right to determine individual, unique scoring criteria for each evaluation. If a feature does not meet the criteria, Info-Tech holds the right to score the feature accordingly.

Use cases use features as a baseline of the inclusion and scoring criteria.

Stoplight Legend	
⭐	Feature is best in class
🟢	Feature is fully present and native to the solution
🟡	Feature is available at an additional cost
🟠	Feature is partially present
🔴	Feature is not available or unsatisfactory

Vendor Landscape Methodology: Information Presentation – Value Index

Info-Tech's Value Index is an indexed ranking of solution value per dollar as determined by the raw scores assigned to each criteria (for information on how raw scores are determined, see Vendor Landscape Methodology: Scoring, above).

Value scores are calculated as follows:

1. The TCO Affordability criterion is removed from the Affordability score and the remaining product score criteria (Features, Usability, Architecture). Affordability scoring is adjusted with the TCO weighting distributed in proportion to the use case's weighting for Affordability. Weighting is adjusted as to retain the same weightings relative to one another, while still summing to 100%.

2. An adjusted multiplier is determined for each vendor using the recalculated Affordability scoring.

3. The multiplier vendor score and vendor's weighted feature score (based on the use-case scenario's weightings), are summed. This sum is multiplied by the TCO raw score to yield an interim Value Score for each solution.

4. All interim Value Scores are then indexed to the highest performing solution by dividing each interim Value Score by the highest interim Value Score. This results in a Value Score of 100 for the top solution and an indexed Value Score relative to the 100 for each alternate solution.

5. Solutions are plotted according to Value Score, with the highest score plotted first, and all remaining scores plotted in descending numerical order.

Where pricing is not provided by the vendor and public sources of information cannot be found, an Affordability raw score of zero is assigned. Since multiplication by zero results in a product of zero, those solutions for which pricing cannot be determined receive a Value Score of zero. Since Info-Tech assigns a score of zero where pricing is not available, it is always in the vendor's best interest to provide accurate and up-to-date pricing. In the event that insufficient pricing is available to accurately calculate a Value Index, Info-Tech will omit it from the Vendor Landscape.

Value Index

Vendors are arranged in order of Value Score. The Value Score each solution achieved is displayed, and so is the average score.

Average Score: 52

100	80	40	30	10
A	B	C	D	E

Those solutions that are ranked as Champions are differentiated for point of reference.

Vendor Landscape Methodology: Information Presentation – Price Evaluation: Mid-Market
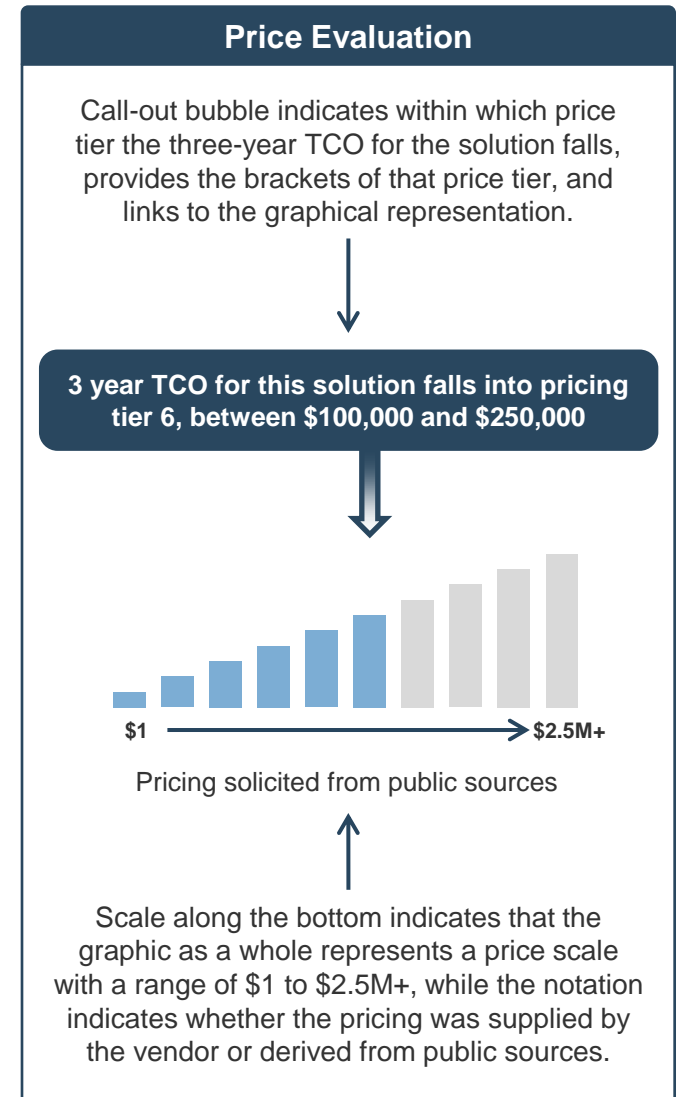
Info-Tech's Price Evaluation is a tiered representation of the three-year Total Cost of Ownership (TCO) of a proposed solution. Info-Tech uses this method of communicating pricing information to provide high-level budgetary guidance to its end-user clients while respecting the privacy of the vendors with whom it works. The solution TCO is calculated and then represented as belonging to one of ten pricing tiers.

Pricing tiers are as follows:

1. Between $1 and $2,500
2. Between $2,500 and $10,000
3. Between $10,000 and $25,000
4. Between $25,000 and $50,000
5. Between $50,000 and $100,000
6. Between $100,000 and $250,000
7. Between $250,000 and $500,000
8. Between $500,000 and $1,000,000
9. Between $1,000,000 and $2,500,000
10. Greater than $2,500,000

Where pricing is not provided, Info-Tech makes use of publicly available sources of information to determine a price. As these sources are not official price lists, the possibility exists that they may be inaccurate or outdated, and so the source of the pricing information is provided. Since Info-Tech publishes pricing information regardless of vendor participation, it is always in the vendor's best interest to supply accurate and up to date information.

Info-Tech's Price Evaluations are based on pre-defined pricing scenarios (see Product Pricing Scenario, below) to ensure a comparison that is as close as possible between evaluated solutions. Pricing scenarios describe a sample business and solicit guidance as to the appropriate product/service mix required to deliver the specified functionality, the list price for those tools/services, as well as three full years of maintenance and support.

Price Evaluation

Call-out bubble indicates within which price tier the three-year TCO for the solution falls, provides the brackets of that price tier, and links to the graphical representation.

3 year TCO for this solution falls into pricing tier 6, between $100,000 and $250,000

$1 ————————————→ $2.5M+

Pricing solicited from public sources

Scale along the bottom indicates that the graphic as a whole represents a price scale with a range of $1 to $2.5M+, while the notation indicates whether the pricing was supplied by the vendor or derived from public sources.

Vendor Landscape Methodology: Information Presentation – Vendor Awards

At the conclusion of all analyses, Info-Tech presents awards to exceptional solutions in three distinct categories. Award presentation is discretionary; not all awards are extended subsequent to each Vendor Landscape and it is entirely possible, though unlikely, that no awards may be presented.

Awards categories are as follows:

- **Champion Awards** are presented to the top performing solution in a particular use-case scenario. As a result, only one Champion Award is given for each use case, and the entire Vendor Landscape will have the same number of Champion Awards as the number of evaluated use cases.

- **Leader Awards** are presented to top performing solutions for each use-case scenario. Depending on the use-case scenario and the number of solutions being evaluated, a variable number of leader awards will be given. This number is at the discretion of the analysts, but is generally placed at two, and given to the solutions ranking second and third respectively for the use case.

- **Best Overall Value Awards** are presented to the solution for each use-case scenario that ranked the highest in the Info-Tech Value Index for each evaluated scenario (see Vendor Landscape Methodology: Information Presentation – Value Index, above). If insufficient pricing information is made available for the evaluated solutions, such that a Value Index cannot be calculated, no Best Overall Value Award will be presented. Only one Best Overall Value Award is available for each use-case scenario.

Vendor Awards for Use-Case Performance

Info-Tech's **Champion Award** is presented to solutions that placed first in an use-case scenario within the Vendor Landscape.

Info-Tech **Leader Award** is given to solutions who placed in the top segment of a use-case scenario.

Info-Tech's **Best Overall Value Award** is presented to the solution within each use-case scenario with the highest Value Index score.

Vendor Landscape Methodology: Fact Check & Publication

Info-Tech takes the factual accuracy of its Vendor Landscapes, and indeed of all of its published content, very seriously. To ensure the utmost accuracy in its Vendor Landscapes, we invite all vendors of evaluated solutions (whether the vendor elected to provide a survey and/or participate in a briefing or not) to participate in a process of fact check.

Once the research project is complete and the materials are deemed to be in a publication ready state, excerpts of the material specific to each vendor's solution are provided to the vendor. Info-Tech only provides material specific to the individual vendor's solution for review encompassing the following:
- All written review materials of the vendor and the vendor's product that comprise the evaluated solution.
- Info-Tech's Criteria Scores / Harvey Balls detailing the individual and overall vendor / product scores assigned.
- Info-Tech's Feature Rank / stoplights detailing the individual feature scores of the evaluated product.
- Info-Tech's Raw Pricing for the vendor either as received from the vendor or as collected from publicly available sources.
- Info-Tech's Scenario ranking for all considered scenarios for the evaluated solution.

Info-Tech does not provide the following:
- Info-Tech's Vendor Landscape placement of the evaluated solution.
- Info-Tech's Value Score for the evaluated solution.
- End-user feedback gathered during the research project.
- Info-Tech's overall recommendation in regard to the evaluated solution.

Info-Tech provides a one-week window for each vendor to provide written feedback. Feedback must be corroborated (be provided with supporting evidence), and where it does, feedback that addresses factual errors or omissions is adopted fully, while feedback that addresses opinions is taken under consideration. The assigned analyst team makes all appropriate edits and supplies an edited copy of the materials to the vendor within one week for final review.

Should a vendor still have concerns or objections at that time, they are invited to a conversation, initially via email, but as required and deemed appropriate by Info-Tech, subsequently via telephone, to ensure common understanding of the concerns. Where concerns relate to ongoing factual errors or omissions, they are corrected under the supervision of Info-Tech's Vendor Relations personnel. Where concerns relate to ongoing differences of opinion, they are again taken under consideration with neither explicit not implicit indication of adoption.

Publication of materials is scheduled to occur within the six weeks following the completion of the research project, but does not occur until the fact check process has come to conclusion, and under no circumstances are "pre-publication" copies of any materials made available to any client.