September 2019

INFO~TECH
RESEARCH GROUP

EMOTIONAL FOOTPRINT REPORT

Managed File Transfer

580
Reviews

10
Vendors Evaluated

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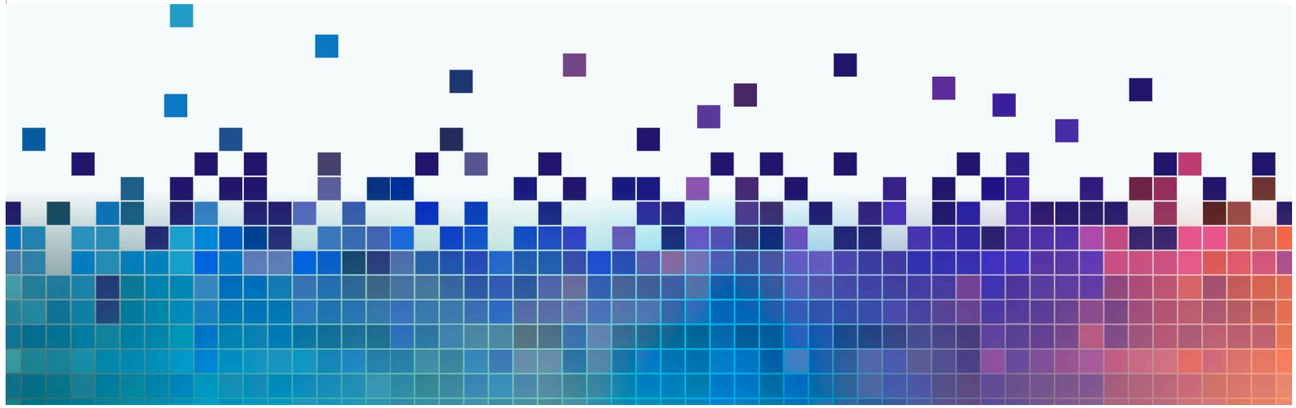
How to Use the Report

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.

- Acronis Files Cloud
- Adobe Send & Track
- AMPLIFY Managed File Transfer
- ASCI ActiveBatch
- ASG - Outbound Enterprise
- Aspera Console
- Attachmate Managed File Transfer
- Attunity Manged File Transfer
- Biscom Secure File Transfer
- bTrade TDXchange
- CA Automic Dollar Universe
- CA NetMaster
- Citrix ShareFile
- Cornerstone Managed File Transfer
- Coviant Diplomat Managed File Transfer
- CyberArk Inter-Business Vault
- DataMotion Platform
- Direct FTP
- Flux Managed File Transfer
- Globalscape Enhanced File Transfer
- GoAnywhere Managed File Transfer
- IBM Managed File Transfer
- Ipswitch MOVEit System
- JSCAPE Managed File Transfer
- 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 Software-Defined Access
- Seeburger Managed File Transfer
- Signiant Manager+Agents
- SolarWinds Serv-U
- Thru OptiPaaS

Software Directory

MANAGED FILE TRANSFER SOFTWARE

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TIBCO Managed File Transfer	VanDyke SecureFX	Wing FTP

SOFTWARE REVIEWS

Emotional Footprint Diamond

The Emotional Footprint Diamond illustrates how users view their interactions with their software vendor compared against their perceived cost to value of the software. This delivers you an in-depth insight into your potential relationship with the vendor.

MANAGED FILE TRANSFER

The customer experience with a software vendor will be a complex relationship that spans procurement, implementation, service, and support. Picking software can commit you to an extended period with that vendor, and knowing how real users feel about their service experience is crucial before making that commitment. When compared with how fair the price is for the software, you receive a comprehensive overview of the expected interaction and experience with the vendor.

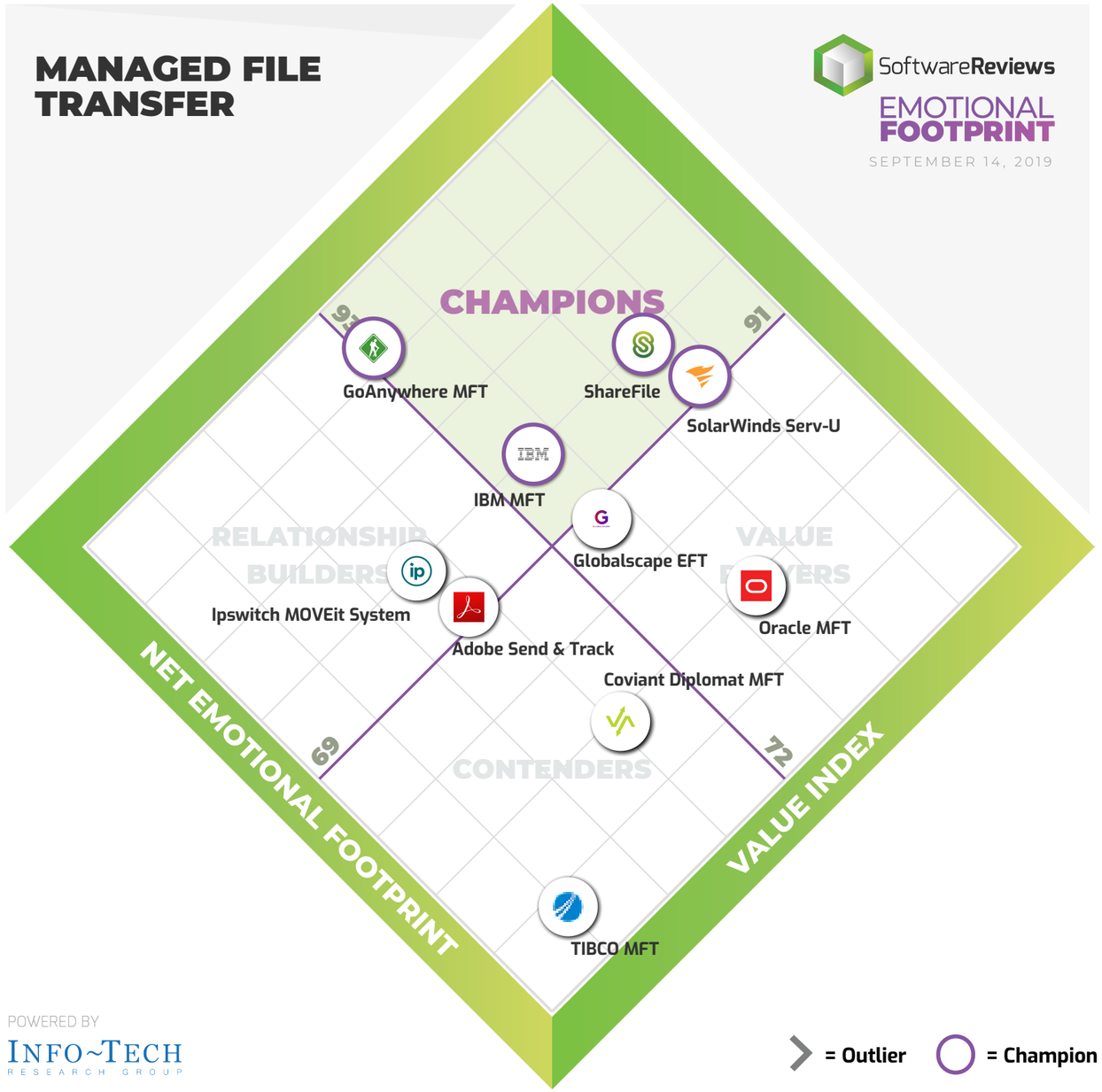
Value Index

Software pricing can be complicated and confusing, but knowing if you're getting business value for the price you're paying is not. The Value Index metric captures user satisfaction with their software given the costs they are paying.

Net Emotional Footprint

The Net Emotional Footprint measures high-level user sentiment. It aggregates emotional response ratings across 25 provocative questions, creating a powerful indicator of overall user feeling toward the vendor and product.

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



POWERED BY INFO~TECH RESEARCH GROUP

Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.

EMOTIONAL SPECTRUM SCALE

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

RANK	VENDOR	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS				STRONGEST NEGATIVE EMOTIONS				NUMBER OF REVIEWS
	ShareFile	8.6	+85	3% NEGATIVE / 89% POSITIVE	87	EFFICIENT	93%	CONTINUALLY IMPROVING	92%	GREEDY	5%	DESPISED	5%	119
	GoAnywhere MFT	8.6	+91	1% NEGATIVE / 92% POSITIVE	80	TRUSTWORTHY	97%	RELIABLE	96%	CHARGES FOR PRODUCT ENHANCEMENTS	7%	OVER PROMISED	7%	78
	SolarWinds Serv-U	8.6	+83	3% NEGATIVE / 86% POSITIVE	88	INTEGRITY	96%	HELPS INNOVATE	93%	OVER PROMISED	11%	DESPISED	11%	28
	IBM MFT	8.4	+85	3% NEGATIVE / 88% POSITIVE	82	RELIABLE	94%	ENABLES PRODUCTIVITY	94%	OVER PROMISED	9%	VENDOR FRIENDLY POLICIES	5%	107
5	Globalscape EFT	8.2	+82	2% NEGATIVE / 84% POSITIVE	82	EFFECTIVE	100%	SECURITY PROTECTS	100%	LEVERAGES INCUMBENT STATUS	12%	GREEDY	12%	17
6	Ipswitch MOVEit System	8.1	+85	2% NEGATIVE / 87% POSITIVE	76	RELIABLE	96%	SECURITY PROTECTS	94%	GREEDY	9%	OVER PROMISED	7%	51
7	Oracle MFT	8.0	+77	6% NEGATIVE / 83% POSITIVE	84	SECURITY PROTECTS	92%	ENABLES PRODUCTIVITY	90%	OVER PROMISED	17%	GREEDY	12%	78
8	Adobe Send & Track	8.0	+83	2% NEGATIVE / 85% POSITIVE	77	EFFICIENT	97%	UNIQUE FEATURES	94%	OVER PROMISED	10%	VENDOR'S INTEREST FIRST	10%	31
9	Coviant Diplomat MFT	7.7	+77	10% NEGATIVE / 86% POSITIVE	78	RELIABLE	92%	PERFORMANCE ENHANCING	92%	DECEPTIVE	18%	OVER PROMISED	18%	14
10	TIBCO MFT	7.3	+74	2% NEGATIVE / 77% POSITIVE	72	SAVES TIME	91%	EFFICIENT	91%	STAGNANT	18%	ROADBLOCK TO INNOVATION	9%	11

VENDORS WITH INSUFFICIENT DATA

Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

VENDORS WITH INSUFFICIENT DATA										
--	Acronis Files Cloud	9.3	+94	1% NEGATIVE / 95% POSITIVE	93	INCLUDES PRODUCT ENHANCEMENTS 100%	HELPS INNOVATE 100%	OVER PROMISED 14%	RESTRICTS PRODUCTIVITY 13%	8
--	Direct FTP	7.7	+75	6% NEGATIVE / 81% POSITIVE	80	RELIABLE 100%	ENABLES PRODUCTIVITY 100%	FRUSTRATING 25%	COMMODITY FEATURES 25%	8
--	Biscom	8.0	+86	1% NEGATIVE / 86% POSITIVE	75	INCLUDES PRODUCT ENHANCEMENTS 100%	HELPS INNOVATE 100%	OVER PROMISED 14%		7
--	Flux MFT	9.6	+99	-- NEGATIVE / 99% POSITIVE	94	INSPIRING 100%	INCLUDES PRODUCT ENHANCEMENTS 100%			6
--	Wing FTP	7.8	+76	-- NEGATIVE / 76% POSITIVE	80	SAVES TIME 100%	EFFICIENT 100%			6
--	CA NetMaster	8.1	+74	8% NEGATIVE / 82% POSITIVE	88	RESPECTFUL 100%	INTEGRITY 100%	CHARGES FOR PRODUCT ENHANCEMENTS 17%	ROADBLOCK TO INNOVATION 17%	6
--	Liaison Alloy	8.5	+88	-- NEGATIVE / 88% POSITIVE	80	INCLUDES PRODUCT ENHANCEMENTS 100%	APPRECIATES INCUMBENT STATUS 100%			5

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

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CATEGORY

Service Experience

Good service matters. The last thing you need is to be disrespected by your software vendor, or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Disrespectful vs. Respectful

1	GoAnywhere Managed File Tran...	+96	DISTRIBUTION -- 4% 96%	78 REVIEWS
2	Globalscape Enhanced File Tran...	+94	DISTRIBUTION -- 6% 94%	17 REVIEWS
3	Adobe Send & Track	+93	DISTRIBUTION -- 7% 93%	31 REVIEWS
4	SolarWinds Serv-U	+93	DISTRIBUTION -- 7% 93%	28 REVIEWS
5	Citrix ShareFile	+88	DISTRIBUTION 2% 9% 90%	119 REVIEWS
6	IBM Managed File Transfer	+88	DISTRIBUTION 1% 10% 89%	107 REVIEWS
7	Ipswitch MOVEit System	+88	DISTRIBUTION 2% 8% 90%	51 REVIEWS
8	Coviant Diplomat Managed File ...	+84	DISTRIBUTION 8% -- 92%	14 REVIEWS
9	Oracle Managed File Transfer	+84	DISTRIBUTION 4% 8% 88%	78 REVIEWS
10	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
CATEGORY AVERAGE		+89	DISTRIBUTION 2% 8% 91%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+75	DISTRIBUTION -- 25% 75%	8 REVIEWS
-	Biscom Secure File Transfer	+86	DISTRIBUTION -- 14% 86%	7 REVIEWS
-	CA NetMaster	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Liaison Alloy	+80	DISTRIBUTION -- 20% 80%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Bureaucratic vs. Efficient

1	Adobe Send & Track	+97	DISTRIBUTION -- 3% 97%	31 REVIEWS
2	Globalscape Enhanced File Tran...	+94	DISTRIBUTION -- 6% 94%	17 REVIEWS
3	GoAnywhere Managed File Tran...	+93	DISTRIBUTION -- 7% 93%	78 REVIEWS
4	Coviant Diplomat Managed File ...	+92	DISTRIBUTION -- 8% 92%	14 REVIEWS
5	Citrix ShareFile	+91	DISTRIBUTION 2% 5% 93%	119 REVIEWS
6	TIBCO Managed File Transfer	+91	DISTRIBUTION -- 9% 91%	11 REVIEWS
7	IBM Managed File Transfer	+87	DISTRIBUTION 3% 7% 90%	107 REVIEWS
8	Ipswitch MOVEit System	+86	DISTRIBUTION 4% 6% 90%	51 REVIEWS
9	SolarWinds Serv-U	+85	DISTRIBUTION -- 15% 85%	28 REVIEWS
10	Oracle Managed File Transfer	+83	DISTRIBUTION 5% 6% 88%	78 REVIEWS
CATEGORY AVERAGE		+89	DISTRIBUTION 2% 7% 91%	

-	Acronis Files Cloud	+88	DISTRIBUTION -- 13% 88%	8 REVIEWS
-	Direct FTP	+88	DISTRIBUTION -- 13% 88%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Liaison Alloy	+80	DISTRIBUTION -- 20% 80%	5 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

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Neglectful vs. Caring

1	Globalscape Enhanced File Tran...	+94	DISTRIBUTION -- 6% 94%	17 REVIEWS
2	GoAnywhere Managed File Tran...	+94	DISTRIBUTION -- 6% 94%	78 REVIEWS
3	Adobe Send & Track	+83	DISTRIBUTION -- 17% 83%	31 REVIEWS
4	Citrix ShareFile	+83	DISTRIBUTION 4% 9% 87%	119 REVIEWS
5	Ipswitch MOVEit System	+82	DISTRIBUTION -- 18% 82%	51 REVIEWS
6	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
7	SolarWinds Serv-U	+81	DISTRIBUTION 4% 11% 85%	28 REVIEWS
8	IBM Managed File Transfer	+80	DISTRIBUTION 4% 12% 84%	107 REVIEWS
9	Oracle Managed File Transfer	+69	DISTRIBUTION 8% 16% 77%	78 REVIEWS
10	Coviant Diplomat Managed File ...	+66	DISTRIBUTION 17% -- 83%	14 REVIEWS
CATEGORY AVERAGE		+82	DISTRIBUTION 3% 11% 85%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+75	DISTRIBUTION -- 25% 75%	8 REVIEWS
-	Biscom Secure File Transfer	+86	DISTRIBUTION -- 14% 86%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+66	DISTRIBUTION 17% -- 83%	6 REVIEWS
-	Wing FTP	+50	DISTRIBUTION -- 50% 50%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

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Frustrating vs. Effective

1	Globalscape Enhanced File Tran...	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
2	GoAnywhere Managed File Tran...	+95	DISTRIBUTION 1% 3% 96%	78 REVIEWS
3	Adobe Send & Track	+90	DISTRIBUTION -- 10% 90%	31 REVIEWS
4	Citrix ShareFile	+88	DISTRIBUTION 3% 5% 91%	119 REVIEWS
5	IBM Managed File Transfer	+85	DISTRIBUTION 4% 7% 89%	107 REVIEWS
6	Coviant Diplomat Managed File ...	+84	DISTRIBUTION 8% -- 92%	14 REVIEWS
7	Ipswitch MOVEit System	+84	DISTRIBUTION 4% 8% 88%	51 REVIEWS
8	Oracle Managed File Transfer	+83	DISTRIBUTION 3% 12% 86%	78 REVIEWS
9	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
10	SolarWinds Serv-U	+81	DISTRIBUTION 4% 11% 85%	28 REVIEWS
CATEGORY AVERAGE		+87	DISTRIBUTION 3% 7% 90%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+50	DISTRIBUTION 25% -- 75%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	CA NetMaster	+66	DISTRIBUTION 17% -- 83%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Wastes Time vs. Saves Time

1	Globalscape Enhanced File Tran...	+94	DISTRIBUTION -- 6% 94%	17 REVIEWS
2	GoAnywhere Managed File Tran...	+91	DISTRIBUTION 1% 7% 92%	78 REVIEWS
3	TIBCO Managed File Transfer	+91	DISTRIBUTION -- 9% 91%	11 REVIEWS
4	SolarWinds Serv-U	+89	DISTRIBUTION 4% 4% 93%	28 REVIEWS
5	Citrix ShareFile	+87	DISTRIBUTION 2% 9% 89%	119 REVIEWS
6	IBM Managed File Transfer	+87	DISTRIBUTION 3% 7% 90%	107 REVIEWS
7	Ipswitch MOVEit System	+86	DISTRIBUTION 2% 10% 88%	51 REVIEWS
8	Adobe Send & Track	+84	DISTRIBUTION 3% 10% 87%	31 REVIEWS
9	Coviant Diplomat Managed File ...	+84	DISTRIBUTION 8% -- 92%	14 REVIEWS
10	Oracle Managed File Transfer	+79	DISTRIBUTION 5% 10% 84%	78 REVIEWS
CATEGORY AVERAGE		+86	DISTRIBUTION 3% 8% 89%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+62	DISTRIBUTION 13% 13% 75%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Liaison Alloy	+80	DISTRIBUTION -- 20% 80%	5 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

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-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

CATEGORY

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.

Emotional Footprint Details

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NEGATIVE				NEUTRAL			POSITIVE

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Lack Of Integrity vs. Integrity

1	Globalscape Enhanced File Tran...	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
2	SolarWinds Serv-U	+96	DISTRIBUTION -- 4% 96%	28 REVIEWS
3	GoAnywhere Managed File Tran...	+94	DISTRIBUTION -- 6% 94%	78 REVIEWS
4	Ipswitch MOVEit System	+94	DISTRIBUTION -- 6% 94%	51 REVIEWS
5	Adobe Send & Track	+90	DISTRIBUTION -- 10% 90%	31 REVIEWS
6	IBM Managed File Transfer	+86	DISTRIBUTION 1% 12% 87%	107 REVIEWS
7	Citrix ShareFile	+83	DISTRIBUTION 4% 9% 87%	119 REVIEWS
8	Coviant Diplomat Managed File ...	+82	DISTRIBUTION 9% -- 91%	14 REVIEWS
9	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
10	Oracle Managed File Transfer	+77	DISTRIBUTION 5% 13% 82%	78 REVIEWS
CATEGORY AVERAGE		+87	DISTRIBUTION 2% 9% 89%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Biscom Secure File Transfer	+71	DISTRIBUTION -- 29% 71%	7 REVIEWS
-	CA NetMaster	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+50	DISTRIBUTION -- 50% 50%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

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NEGATIVE — NEUTRAL — POSITIVE

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Vendor Friendly Policies vs. Client Friendly Policies

1	Globalscape Enhanced File Tran...	+94	DISTRIBUTION -- 6% 94%	17 REVIEWS
2	GoAnywhere Managed File Tran...	+93	DISTRIBUTION 2% 3% 95%	78 REVIEWS
3	SolarWinds Serv-U	+93	DISTRIBUTION -- 7% 93%	28 REVIEWS
4	Citrix ShareFile	+85	DISTRIBUTION 3% 9% 88%	119 REVIEWS
5	Adobe Send & Track	+84	DISTRIBUTION 3% 10% 87%	31 REVIEWS
6	Ipswitch MOVEit System	+84	DISTRIBUTION 4% 8% 88%	51 REVIEWS
7	Coviant Diplomat Managed File ...	+82	DISTRIBUTION 9% -- 91%	14 REVIEWS
8	IBM Managed File Transfer	+81	DISTRIBUTION 5% 9% 86%	107 REVIEWS
9	Oracle Managed File Transfer	+74	DISTRIBUTION 9% 8% 83%	78 REVIEWS
10	TIBCO Managed File Transfer	+64	DISTRIBUTION 9% 18% 73%	11 REVIEWS
CATEGORY AVERAGE		+84	DISTRIBUTION 4% 8% 88%	

-	Acronis Files Cloud	+88	DISTRIBUTION -- 13% 88%	8 REVIEWS
-	Direct FTP	+50	DISTRIBUTION 17% 17% 67%	8 REVIEWS
-	Biscom Secure File Transfer	+86	DISTRIBUTION -- 14% 86%	7 REVIEWS
-	CA NetMaster	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Selfish vs. Altruistic

1	GoAnywhere Managed File Tran...	+95	DISTRIBUTION -- 5% 95%	78 REVIEWS
2	IBM Managed File Transfer	+82	DISTRIBUTION 3% 12% 85%	107 REVIEWS
3	Adobe Send & Track	+81	DISTRIBUTION 6% 6% 87%	31 REVIEWS
4	Citrix ShareFile	+79	DISTRIBUTION 5% 10% 84%	119 REVIEWS
5	Ipswitch MOVEit System	+78	DISTRIBUTION -- 22% 78%	51 REVIEWS
6	Coviant Diplomat Managed File ...	+73	DISTRIBUTION 9% 9% 82%	14 REVIEWS
7	Globalscape Enhanced File Tran...	+71	DISTRIBUTION -- 29% 71%	17 REVIEWS
8	SolarWinds Serv-U	+70	DISTRIBUTION 4% 22% 74%	28 REVIEWS
9	Oracle Managed File Transfer	+62	DISTRIBUTION 9% 20% 71%	78 REVIEWS
10	TIBCO Managed File Transfer	+55	DISTRIBUTION -- 45% 55%	11 REVIEWS
CATEGORY AVERAGE		+78	DISTRIBUTION 4% 14% 82%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Biscom Secure File Transfer	+86	DISTRIBUTION -- 14% 86%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+50	DISTRIBUTION -- 50% 50%	6 REVIEWS
-	Wing FTP	+50	DISTRIBUTION -- 50% 50%	6 REVIEWS
-	Liaison Alloy	+60	DISTRIBUTION -- 40% 60%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Big Fat Liars vs. Trustworthy

1	Globalscape Enhanced File Tran...	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
2	GoAnywhere Managed File Tran...	+97	DISTRIBUTION -- 3% 97%	78 REVIEWS
3	Ipswitch MOVEit System	+92	DISTRIBUTION -- 8% 92%	51 REVIEWS
4	Adobe Send & Track	+87	DISTRIBUTION -- 13% 87%	31 REVIEWS
5	Citrix ShareFile	+87	DISTRIBUTION 3% 8% 90%	119 REVIEWS
6	IBM Managed File Transfer	+87	DISTRIBUTION 3% 8% 90%	107 REVIEWS
7	SolarWinds Serv-U	+85	DISTRIBUTION 4% 7% 89%	28 REVIEWS
8	Coviant Diplomat Managed File ...	+82	DISTRIBUTION 9% -- 91%	14 REVIEWS
9	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
10	Oracle Managed File Transfer	+81	DISTRIBUTION 5% 9% 86%	78 REVIEWS
CATEGORY AVERAGE		+88	DISTRIBUTION 2% 7% 90%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+66	DISTRIBUTION 17% -- 83%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+66	DISTRIBUTION 17% -- 83%	6 REVIEWS
-	Liaison Alloy	+80	DISTRIBUTION -- 20% 80%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Unfair vs. Fair

1	Globalscape Enhanced File Tran...	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
2	GoAnywhere Managed File Tran...	+94	DISTRIBUTION -- 6% 94%	78 REVIEWS
3	Ipswitch MOVEit System	+94	DISTRIBUTION -- 6% 94%	51 REVIEWS
4	SolarWinds Serv-U	+93	DISTRIBUTION -- 7% 93%	28 REVIEWS
5	IBM Managed File Transfer	+91	DISTRIBUTION 2% 5% 93%	107 REVIEWS
6	Adobe Send & Track	+90	DISTRIBUTION -- 10% 90%	31 REVIEWS
7	Citrix ShareFile	+90	DISTRIBUTION 1% 8% 91%	119 REVIEWS
8	Coviant Diplomat Managed File ...	+82	DISTRIBUTION 9% -- 91%	14 REVIEWS
9	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
10	Oracle Managed File Transfer	+80	DISTRIBUTION 4% 12% 84%	78 REVIEWS
CATEGORY AVERAGE		+90	DISTRIBUTION 1% 7% 91%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Biscom Secure File Transfer	+86	DISTRIBUTION -- 14% 86%	7 REVIEWS
-	CA NetMaster	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	Liaison Alloy	+80	DISTRIBUTION -- 20% 80%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

CATEGORY

Negotiation and Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Greedy vs. Generous

1	GoAnywhere Managed File Tran...	+84	DISTRIBUTION 3% 10% 87%	78 REVIEWS
2	IBM Managed File Transfer	+81	DISTRIBUTION 4% 11% 85%	107 REVIEWS
3	Citrix ShareFile	+80	DISTRIBUTION 5% 10% 85%	119 REVIEWS
4	SolarWinds Serv-U	+78	DISTRIBUTION 7% 7% 85%	28 REVIEWS
5	Adobe Send & Track	+73	DISTRIBUTION 3% 21% 76%	31 REVIEWS
6	Coviant Diplomat Managed File ...	+73	DISTRIBUTION 9% 9% 82%	14 REVIEWS
7	Ipswitch MOVEit System	+69	DISTRIBUTION 9% 13% 78%	51 REVIEWS
8	Oracle Managed File Transfer	+66	DISTRIBUTION 12% 11% 78%	78 REVIEWS
9	TIBCO Managed File Transfer	+55	DISTRIBUTION -- 45% 55%	11 REVIEWS
10	Globalscape Enhanced File Tran...	+53	DISTRIBUTION 12% 24% 65%	17 REVIEWS
CATEGORY AVERAGE		+75	DISTRIBUTION 6% 12% 81%	

-	Acronis Files Cloud	+86	DISTRIBUTION -- 14% 86%	8 REVIEWS
-	Direct FTP	+67	DISTRIBUTION -- 33% 67%	8 REVIEWS
-	Biscom Secure File Transfer	+67	DISTRIBUTION -- 33% 67%	7 REVIEWS
-	Wing FTP	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Flux Managed File Transfer	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Deceptive vs. Transparent

1	Globalscape Enhanced File Tran...	+94	DISTRIBUTION -- 6% 94%	17 REVIEWS
2	GoAnywhere Managed File Tran...	+91	DISTRIBUTION 2% 5% 93%	78 REVIEWS
3	Ipswitch MOVEit System	+87	DISTRIBUTION -- 13% 87%	51 REVIEWS
4	Adobe Send & Track	+86	DISTRIBUTION -- 14% 86%	31 REVIEWS
5	IBM Managed File Transfer	+84	DISTRIBUTION 2% 12% 86%	107 REVIEWS
6	Citrix ShareFile	+83	DISTRIBUTION 4% 9% 87%	119 REVIEWS
7	SolarWinds Serv-U	+81	DISTRIBUTION 4% 11% 85%	28 REVIEWS
8	Oracle Managed File Transfer	+78	DISTRIBUTION 4% 14% 82%	78 REVIEWS
9	TIBCO Managed File Transfer	+73	DISTRIBUTION -- 27% 73%	11 REVIEWS
10	Coviant Diplomat Managed File ...	+64	DISTRIBUTION 18% -- 82%	14 REVIEWS
CATEGORY AVERAGE		+84	DISTRIBUTION 3% 11% 86%	

-	Direct FTP	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Acronis Files Cloud	+86	DISTRIBUTION -- 14% 86%	8 REVIEWS
-	Biscom Secure File Transfer	+71	DISTRIBUTION -- 29% 71%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	Wing FTP	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Over Promised vs. Over Delivered

1	GoAnywhere Managed File Tran...	+73	DISTRIBUTION 7% 13% 80%	78 REVIEWS
2	Citrix ShareFile	+70	DISTRIBUTION 5% 19% 75%	119 REVIEWS
3	IBM Managed File Transfer	+66	DISTRIBUTION 9% 16% 75%	107 REVIEWS
4	TIBCO Managed File Transfer	+64	DISTRIBUTION -- 36% 64%	11 REVIEWS
5	SolarWinds Serv-U	+63	DISTRIBUTION 11% 15% 74%	28 REVIEWS
6	Ipswitch MOVEit System	+58	DISTRIBUTION 7% 28% 65%	51 REVIEWS
7	Adobe Send & Track	+52	DISTRIBUTION 10% 28% 62%	31 REVIEWS
8	Coviant Diplomat Managed File ...	+46	DISTRIBUTION 18% 18% 64%	14 REVIEWS
9	Oracle Managed File Transfer	+46	DISTRIBUTION 17% 20% 63%	78 REVIEWS
10	Globalscape Enhanced File Tran...	+41	DISTRIBUTION 6% 47% 47%	17 REVIEWS
CATEGORY AVERAGE		+62	DISTRIBUTION 9% 20% 71%	

-	Acronis Files Cloud	+72	DISTRIBUTION 14% -- 86%	8 REVIEWS
-	Direct FTP	+50	DISTRIBUTION 17% 17% 67%	8 REVIEWS
-	Biscom Secure File Transfer	+43	DISTRIBUTION 14% 29% 57%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+33	DISTRIBUTION 17% 33% 50%	6 REVIEWS
-	Wing FTP	+33	DISTRIBUTION -- 67% 33%	6 REVIEWS
-	Liaison Alloy	+60	DISTRIBUTION -- 40% 60%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Vendor's Interest First vs. Client's Interest First

1	GoAnywhere Managed File Tran...	+88	DISTRIBUTION 2% 8% 90%	78 REVIEWS
2	SolarWinds Serv-U	+85	DISTRIBUTION 4% 7% 89%	28 REVIEWS
3	Coviant Diplomat Managed File ...	+82	DISTRIBUTION 9% -- 91%	14 REVIEWS
4	Citrix ShareFile	+80	DISTRIBUTION 4% 12% 84%	119 REVIEWS
5	IBM Managed File Transfer	+79	DISTRIBUTION 4% 13% 83%	107 REVIEWS
6	Ipswitch MOVEit System	+79	DISTRIBUTION 4% 13% 83%	51 REVIEWS
7	Oracle Managed File Transfer	+70	DISTRIBUTION 9% 12% 79%	78 REVIEWS
8	TIBCO Managed File Transfer	+64	DISTRIBUTION 9% 18% 73%	11 REVIEWS
9	Adobe Send & Track	+59	DISTRIBUTION 10% 21% 69%	31 REVIEWS
10	Globalscape Enhanced File Tran...	+53	DISTRIBUTION 6% 35% 59%	17 REVIEWS
CATEGORY AVERAGE		+77	DISTRIBUTION 5% 13% 82%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Biscom Secure File Transfer	+86	DISTRIBUTION -- 14% 86%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	CA NetMaster	+50	DISTRIBUTION 17% 17% 67%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Hardball Tactics vs. Friendly Negotiation

1	GoAnywhere Managed File Tran...	+93	DISTRIBUTION -- 7% 93%	78 REVIEWS
2	Coviant Diplomat Managed File ...	+91	DISTRIBUTION -- 9% 91%	14 REVIEWS
3	SolarWinds Serv-U	+89	DISTRIBUTION -- 11% 89%	28 REVIEWS
4	IBM Managed File Transfer	+87	DISTRIBUTION 2% 9% 89%	107 REVIEWS
5	Citrix ShareFile	+84	DISTRIBUTION 4% 9% 88%	119 REVIEWS
6	Ipswitch MOVEit System	+83	DISTRIBUTION -- 17% 83%	51 REVIEWS
7	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
8	Oracle Managed File Transfer	+77	DISTRIBUTION 7% 9% 84%	78 REVIEWS
9	Adobe Send & Track	+76	DISTRIBUTION 3% 17% 79%	31 REVIEWS
10	Globalscape Enhanced File Tran...	+71	DISTRIBUTION -- 29% 71%	17 REVIEWS
CATEGORY AVERAGE		+84	DISTRIBUTION 2% 11% 86%	

-	Acronis Files Cloud	+86	DISTRIBUTION -- 14% 86%	8 REVIEWS
-	Direct FTP	+50	DISTRIBUTION 17% 17% 67%	8 REVIEWS
-	Biscom Secure File Transfer	+57	DISTRIBUTION -- 43% 57%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Wing FTP	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

CATEGORY

Strategy and Innovation

Your vendor's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they'll support you to do the same.

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Roadblock To Innovation vs. Helps Innovate

1	GoAnywhere Managed File Tran...	+96	DISTRIBUTION -- 4% 96%	78 REVIEWS
2	SolarWinds Serv-U	+93	DISTRIBUTION -- 7% 93%	28 REVIEWS
3	IBM Managed File Transfer	+91	DISTRIBUTION 1% 7% 92%	107 REVIEWS
4	Citrix ShareFile	+88	DISTRIBUTION 3% 6% 91%	119 REVIEWS
5	Adobe Send & Track	+87	DISTRIBUTION -- 13% 87%	31 REVIEWS
6	Oracle Managed File Transfer	+87	DISTRIBUTION 1% 10% 88%	78 REVIEWS
7	Coviant Diplomat Managed File ...	+84	DISTRIBUTION 8% -- 92%	14 REVIEWS
8	Ipswitch MOVEit System	+84	DISTRIBUTION -- 16% 84%	51 REVIEWS
9	Globalscape Enhanced File Tran...	+59	DISTRIBUTION 6% 29% 65%	17 REVIEWS
10	TIBCO Managed File Transfer	+55	DISTRIBUTION 9% 27% 64%	11 REVIEWS
CATEGORY AVERAGE		+88	DISTRIBUTION 2% 9% 89%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+88	DISTRIBUTION -- 13% 88%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	CA NetMaster	+66	DISTRIBUTION 17% -- 83%	6 REVIEWS
-	Liaison Alloy	+80	DISTRIBUTION -- 20% 80%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Stagnant vs. Continually Improving

1	GoAnywhere Managed File Tran...	+90	DISTRIBUTION 1% 7% 91%	78 REVIEWS
2	Ipswitch MOVEit System	+90	DISTRIBUTION 2% 6% 92%	51 REVIEWS
3	Citrix ShareFile	+89	DISTRIBUTION 3% 4% 92%	119 REVIEWS
4	IBM Managed File Transfer	+84	DISTRIBUTION 3% 10% 87%	107 REVIEWS
5	Adobe Send & Track	+77	DISTRIBUTION -- 23% 77%	31 REVIEWS
6	Coviant Diplomat Managed File ...	+75	DISTRIBUTION 8% 8% 83%	14 REVIEWS
7	SolarWinds Serv-U	+75	DISTRIBUTION 4% 18% 79%	28 REVIEWS
8	Oracle Managed File Transfer	+74	DISTRIBUTION 8% 10% 82%	78 REVIEWS
9	Globalscape Enhanced File Tran...	+59	DISTRIBUTION 6% 29% 65%	17 REVIEWS
10	TIBCO Managed File Transfer	+46	DISTRIBUTION 18% 18% 64%	11 REVIEWS
CATEGORY AVERAGE		+82	DISTRIBUTION 4% 10% 86%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+75	DISTRIBUTION -- 25% 75%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	CA NetMaster	+66	DISTRIBUTION 17% -- 83%	6 REVIEWS
-	Liaison Alloy	+80	DISTRIBUTION -- 20% 80%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Charges For Product Enhancements vs. Includes Product Enhancements

1	Ipswitch MOVEit System	+88	DISTRIBUTION 2% 8% 90%	51 REVIEWS
2	Citrix ShareFile	+87	DISTRIBUTION 3% 7% 90%	119 REVIEWS
3	Adobe Send & Track	+84	DISTRIBUTION -- 16% 84%	31 REVIEWS
4	Coviant Diplomat Managed File ...	+84	DISTRIBUTION 8% -- 92%	14 REVIEWS
5	IBM Managed File Transfer	+84	DISTRIBUTION 4% 8% 88%	107 REVIEWS
6	GoAnywhere Managed File Tran...	+78	DISTRIBUTION 7% 7% 85%	78 REVIEWS
7	SolarWinds Serv-U	+75	DISTRIBUTION -- 25% 75%	28 REVIEWS
8	Oracle Managed File Transfer	+73	DISTRIBUTION 6% 14% 79%	78 REVIEWS
9	TIBCO Managed File Transfer	+73	DISTRIBUTION -- 27% 73%	11 REVIEWS
10	Globalscape Enhanced File Tran...	+70	DISTRIBUTION 6% 18% 76%	17 REVIEWS
CATEGORY AVERAGE		+81	DISTRIBUTION 4% 11% 85%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+50	DISTRIBUTION 13% 25% 63%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	CA NetMaster	+66	DISTRIBUTION 17% -- 83%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

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Leverages Incumbent Status vs. Appreciates Incumbent Status

1	GoAnywhere Managed File Tran...	+87	DISTRIBUTION 1% 10% 88%	78 REVIEWS
2	Citrix ShareFile	+84	DISTRIBUTION 4% 9% 88%	119 REVIEWS
3	IBM Managed File Transfer	+83	DISTRIBUTION 4% 9% 87%	107 REVIEWS
4	Oracle Managed File Transfer	+81	DISTRIBUTION 4% 12% 85%	78 REVIEWS
5	SolarWinds Serv-U	+78	DISTRIBUTION 4% 14% 82%	28 REVIEWS
6	Ipswitch MOVEit System	+76	DISTRIBUTION 2% 20% 78%	51 REVIEWS
7	Coviant Diplomat Managed File ...	+75	DISTRIBUTION 8% 8% 83%	14 REVIEWS
8	Adobe Send & Track	+74	DISTRIBUTION 3% 19% 77%	31 REVIEWS
9	TIBCO Managed File Transfer	+55	DISTRIBUTION 9% 27% 64%	11 REVIEWS
10	Globalscape Enhanced File Tran...	+53	DISTRIBUTION 12% 24% 65%	17 REVIEWS
CATEGORY AVERAGE		+80	DISTRIBUTION 4% 12% 84%	

-	Acronis Files Cloud	+88	DISTRIBUTION -- 13% 88%	8 REVIEWS
-	Direct FTP	+75	DISTRIBUTION -- 25% 75%	8 REVIEWS
-	Biscom Secure File Transfer	+83	DISTRIBUTION -- 17% 83%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Wing FTP	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

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Despised vs. Inspiring

1	GoAnywhere Managed File Tran...	+92	DISTRIBUTION 1% 6% 93%	78 REVIEWS
2	Citrix ShareFile	+87	DISTRIBUTION 5% 3% 92%	119 REVIEWS
3	Oracle Managed File Transfer	+85	DISTRIBUTION 1% 13% 86%	78 REVIEWS
4	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
5	Adobe Send & Track	+81	DISTRIBUTION 3% 13% 84%	31 REVIEWS
6	Ipswitch MOVEit System	+81	DISTRIBUTION -- 19% 81%	51 REVIEWS
7	IBM Managed File Transfer	+80	DISTRIBUTION 3% 14% 83%	107 REVIEWS
8	SolarWinds Serv-U	+68	DISTRIBUTION 11% 11% 79%	28 REVIEWS
9	Coviant Diplomat Managed File ...	+66	DISTRIBUTION 17% -- 83%	14 REVIEWS
10	Globalscape Enhanced File Tran...	+65	DISTRIBUTION -- 35% 65%	17 REVIEWS
CATEGORY AVERAGE		+82	DISTRIBUTION 3% 11% 86%	

-	Acronis Files Cloud	+88	DISTRIBUTION -- 13% 88%	8 REVIEWS
-	Direct FTP	+62	DISTRIBUTION 13% 13% 75%	8 REVIEWS
-	Biscom Secure File Transfer	+67	DISTRIBUTION -- 33% 67%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Wing FTP	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	Liaison Alloy	+80	DISTRIBUTION -- 20% 80%	5 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

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-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

CATEGORY

Product Impact

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Unreliable vs. Reliable

1	Globalscape Enhanced File Tran...	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
2	GoAnywhere Managed File Tran...	+96	DISTRIBUTION -- 4% 96%	78 REVIEWS
3	Ipswitch MOVEit System	+96	DISTRIBUTION -- 4% 96%	51 REVIEWS
4	Adobe Send & Track	+94	DISTRIBUTION -- 6% 94%	31 REVIEWS
5	IBM Managed File Transfer	+93	DISTRIBUTION 1% 5% 94%	107 REVIEWS
6	SolarWinds Serv-U	+93	DISTRIBUTION -- 7% 93%	28 REVIEWS
7	TIBCO Managed File Transfer	+91	DISTRIBUTION -- 9% 91%	11 REVIEWS
8	Citrix ShareFile	+88	DISTRIBUTION 3% 6% 91%	119 REVIEWS
9	Coviant Diplomat Managed File ...	+84	DISTRIBUTION 8% -- 92%	14 REVIEWS
10	Oracle Managed File Transfer	+80	DISTRIBUTION 8% 4% 88%	78 REVIEWS
CATEGORY AVERAGE		+91	DISTRIBUTION 2% 5% 93%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Biscom Secure File Transfer	+86	DISTRIBUTION -- 14% 86%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+66	DISTRIBUTION 17% -- 83%	6 REVIEWS
-	Liaison Alloy	+80	DISTRIBUTION -- 20% 80%	5 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE — NEUTRAL — POSITIVE

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-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Restricts Productivity vs. Enables Productivity

1	Globalscape Enhanced File Tran...	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
2	GoAnywhere Managed File Tran...	+95	DISTRIBUTION -- 5% 95%	78 REVIEWS
3	IBM Managed File Transfer	+92	DISTRIBUTION 2% 4% 94%	107 REVIEWS
4	Ipswitch MOVEit System	+92	DISTRIBUTION 2% 4% 94%	51 REVIEWS
5	Oracle Managed File Transfer	+89	DISTRIBUTION 1% 9% 90%	78 REVIEWS
6	Citrix ShareFile	+88	DISTRIBUTION 3% 6% 91%	119 REVIEWS
7	SolarWinds Serv-U	+86	DISTRIBUTION -- 14% 86%	28 REVIEWS
8	Adobe Send & Track	+84	DISTRIBUTION 3% 10% 87%	31 REVIEWS
9	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
10	Coviant Diplomat Managed File ...	+62	DISTRIBUTION 15% 8% 77%	14 REVIEWS
CATEGORY AVERAGE		+90	DISTRIBUTION 2% 6% 92%	

-	Direct FTP	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Acronis Files Cloud	+75	DISTRIBUTION 13% -- 88%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Wing FTP	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

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-4	-3	-2	-1	+1	+2	+3	+4
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Performance Restricting vs. Performance Enhancing

1	Adobe Send & Track	+94	DISTRIBUTION -- 6% 94%	31 REVIEWS
2	Globalscape Enhanced File Tran...	+94	DISTRIBUTION -- 6% 94%	17 REVIEWS
3	Ipswitch MOVEit System	+92	DISTRIBUTION -- 8% 92%	51 REVIEWS
4	TIBCO Managed File Transfer	+91	DISTRIBUTION -- 9% 91%	11 REVIEWS
5	GoAnywhere Managed File Tran...	+89	DISTRIBUTION -- 11% 89%	78 REVIEWS
6	IBM Managed File Transfer	+89	DISTRIBUTION 3% 6% 92%	107 REVIEWS
7	Citrix ShareFile	+88	DISTRIBUTION 3% 7% 91%	119 REVIEWS
8	Coviant Diplomat Managed File ...	+84	DISTRIBUTION 8% -- 92%	14 REVIEWS
9	Oracle Managed File Transfer	+75	DISTRIBUTION 8% 9% 83%	78 REVIEWS
10	SolarWinds Serv-U	+64	DISTRIBUTION 4% 29% 68%	28 REVIEWS
CATEGORY AVERAGE		+86	DISTRIBUTION 3% 9% 89%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+75	DISTRIBUTION 13% -- 88%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Wing FTP	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	CA NetMaster	+66	DISTRIBUTION 17% -- 83%	6 REVIEWS
-	Liaison Alloy	+60	DISTRIBUTION -- 40% 60%	5 REVIEWS

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-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE — NEUTRAL — POSITIVE

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-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Commodity Features vs. Unique Features

1	Adobe Send & Track	+91	DISTRIBUTION 3% 3% 94%	31 REVIEWS
2	GoAnywhere Managed File Tran...	+88	DISTRIBUTION 1% 10% 89%	78 REVIEWS
3	Citrix ShareFile	+87	DISTRIBUTION 4% 5% 91%	119 REVIEWS
4	Ipswitch MOVEit System	+86	DISTRIBUTION 4% 6% 90%	51 REVIEWS
5	IBM Managed File Transfer	+84	DISTRIBUTION 2% 12% 86%	107 REVIEWS
6	Globalscape Enhanced File Tran...	+82	DISTRIBUTION -- 18% 82%	17 REVIEWS
7	SolarWinds Serv-U	+82	DISTRIBUTION -- 18% 82%	28 REVIEWS
8	TIBCO Managed File Transfer	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS
9	Oracle Managed File Transfer	+79	DISTRIBUTION 4% 13% 83%	78 REVIEWS
10	Coviant Diplomat Managed File ...	+61	DISTRIBUTION 8% 23% 69%	14 REVIEWS
CATEGORY AVERAGE		+84	DISTRIBUTION 3% 10% 87%	

-	Acronis Files Cloud	+88	DISTRIBUTION -- 13% 88%	8 REVIEWS
-	Direct FTP	+38	DISTRIBUTION 25% 13% 63%	8 REVIEWS
-	Biscom Secure File Transfer	+100	DISTRIBUTION -- -- 100%	7 REVIEWS
-	Flux Managed File Transfer	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Wing FTP	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	CA NetMaster	+66	DISTRIBUTION 17% -- 83%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

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-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

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Security Frustrates vs. Security Protects

1	Globalscape Enhanced File Tran...	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
2	Adobe Send & Track	+94	DISTRIBUTION -- 6% 94%	31 REVIEWS
3	Ipswitch MOVEit System	+94	DISTRIBUTION -- 6% 94%	51 REVIEWS
4	GoAnywhere Managed File Tran...	+92	DISTRIBUTION -- 8% 92%	78 REVIEWS
5	IBM Managed File Transfer	+92	DISTRIBUTION 1% 7% 93%	107 REVIEWS
6	Oracle Managed File Transfer	+89	DISTRIBUTION 3% 5% 92%	78 REVIEWS
7	SolarWinds Serv-U	+89	DISTRIBUTION -- 11% 89%	28 REVIEWS
8	Citrix ShareFile	+88	DISTRIBUTION 3% 7% 91%	119 REVIEWS
9	TIBCO Managed File Transfer	+73	DISTRIBUTION -- 27% 73%	11 REVIEWS
10	Coviant Diplomat Managed File ...	+70	DISTRIBUTION 15% -- 85%	14 REVIEWS
CATEGORY AVERAGE		+90	DISTRIBUTION 2% 7% 92%	

-	Acronis Files Cloud	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Direct FTP	+88	DISTRIBUTION -- 13% 88%	8 REVIEWS
-	Biscom Secure File Transfer	+86	DISTRIBUTION -- 14% 86%	7 REVIEWS
-	Flux Managed File Transfer	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	CA NetMaster	+83	DISTRIBUTION -- 17% 83%	6 REVIEWS
-	Wing FTP	+67	DISTRIBUTION -- 33% 67%	6 REVIEWS
-	Liaison Alloy	+100	DISTRIBUTION -- -- 100%	5 REVIEWS