goanywhere
by HelpSystems

G2 Users Love Us

G2 Best Relationship
Enterprise
SPRING 2021

G2 Leader
SPRING 2021

Enterprise Grid® Report for
Managed File Transfer (MFT)

Spring | 2021

SUMMARY

The data in this eBook is provided by G2 from their Spring 2021 Grid for Managed File Transfer (MFT) Software report. Their grid report evaluates vendors in the MFT space on several consumer satisfaction areas, including features, functionality, and doing business with their vendor of choice.

Data is based on various components including user reviews and availability of features and functionality.

Key findings:

- GoAnywhere MFT received the highest Satisfaction score among products in the Managed File Transfer (MFT) category

- 100% of users rated GoAnywhere MFT 4 or 5 stars

- 95% of users said they would be likely to recommend GoAnywhere MFT

- 93% of useres rate GoAnywhere MFT the highest for ease of use

The full G2 Grid Report can be found here.

G2 GRID FOR MANAGED FILE TRANSFER

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Managed File Transfer (MFT) category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

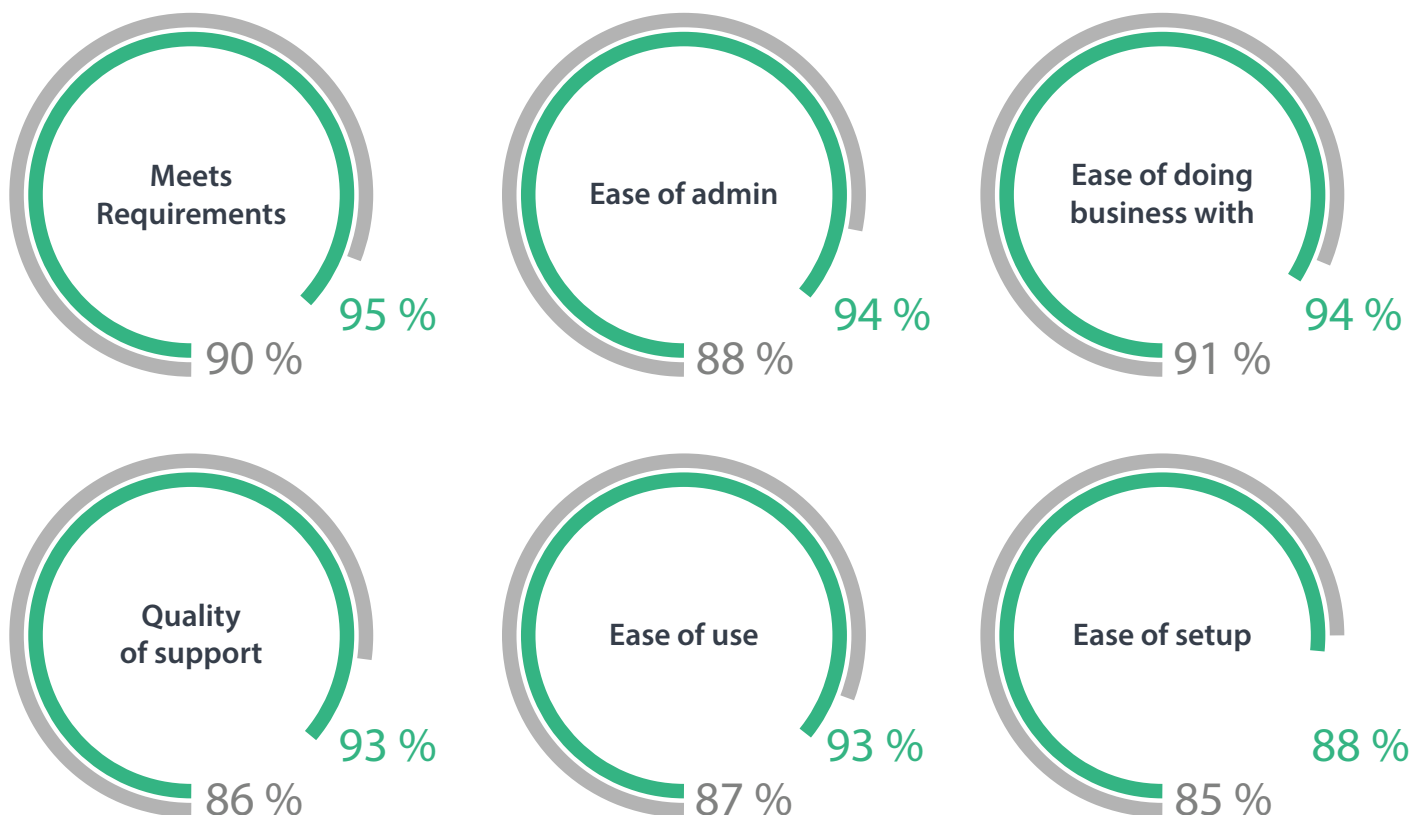For scoring description and inclusion details, review the full report.
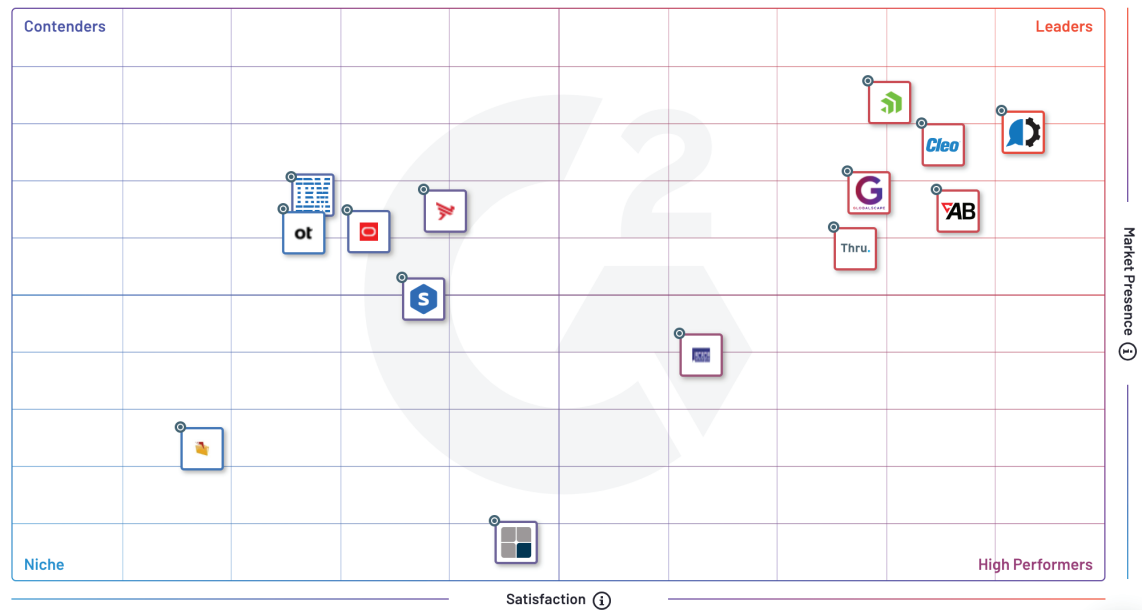
GOANYWHERE MFT SATISFACTION COMPARED TO VENDOR AVERAGE

G2 reviewers rated software sellers' ability to satisfy their needs.

High Performer
Enterprise
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■ GoAnywhere MFT   ■ Average vendor rating

Meets Requirements
95 %
90 %

Ease of admin
94 %
88 %

Ease of doing business with
94 %
91 %

Quality of support
93 %
86 %

Ease of use
93 %
87 %

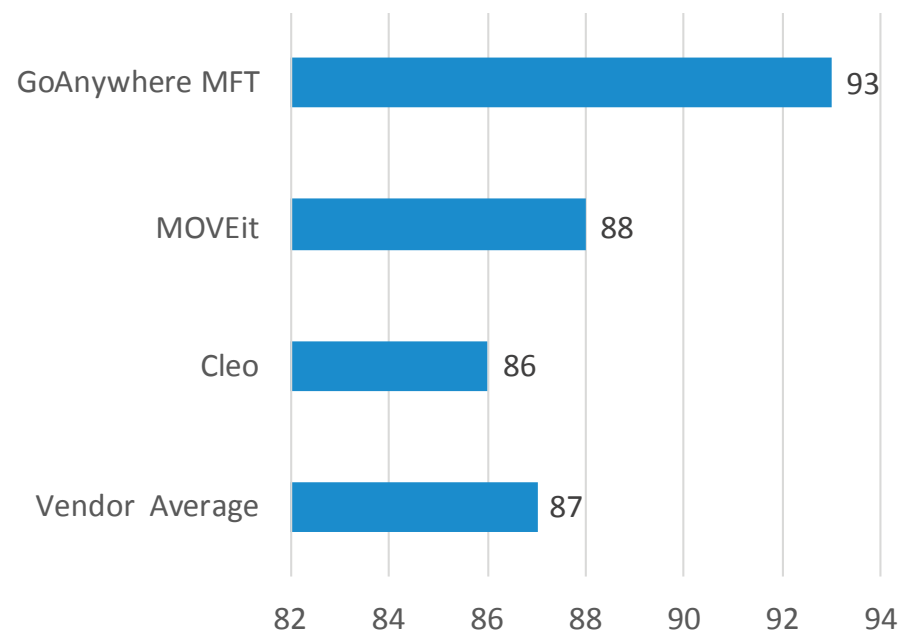**Ease of setup**
88 %
85 %

EASE OF USE

Easiest To Use
SPRING
2021

What makes GoAnywhere easy to use?

- A centralized and familiar, dashboard-style interface
- Advanced workflows eliminate manual processes
- Built-in and add on modules help integrate MFT with other business processes
- No programming required

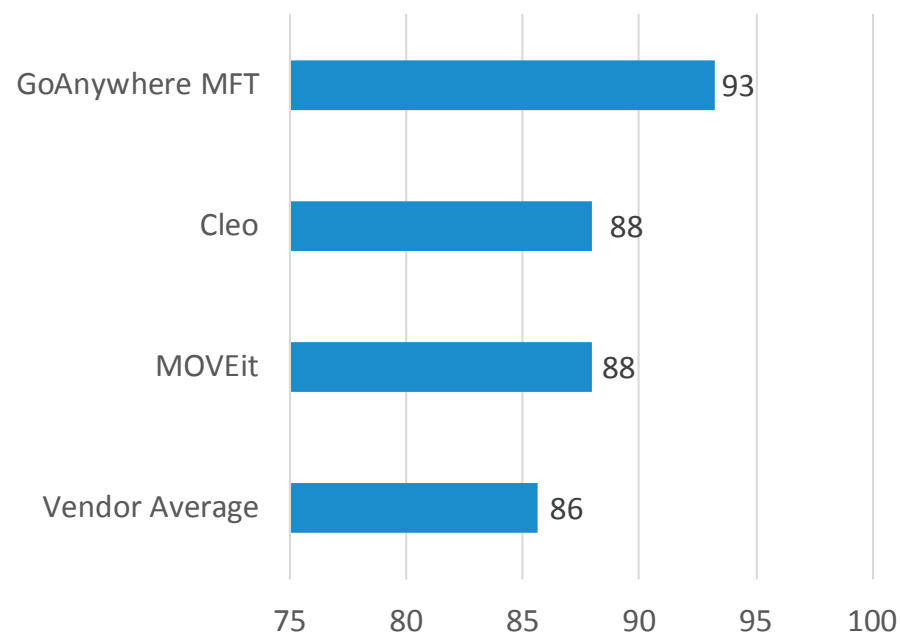**93%** are satisfied with GoAnywhere MFT's ease of use

GoAnywhere MFT — 93
MOVEit — 88
Cleo — 86
Vendor Average — 87

82   84   86   88   90   92   94

QUALITY OF SUPPORT

Best
Relationship
Enterprise
SPRING
2021

93% **are satisfied with GoAnywhere MFT's quality of support**

GoAnywhere consistently receives higher scores following our service and support cases than industry peers.
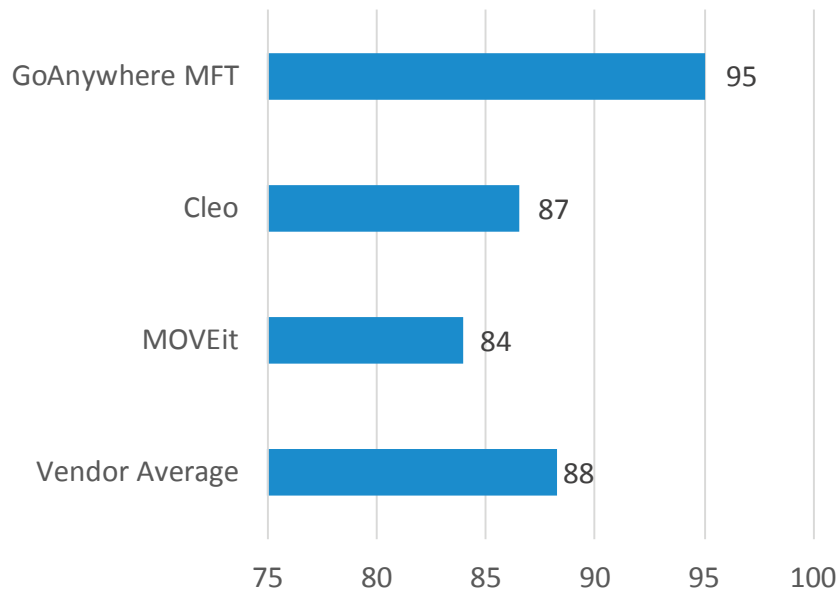
"Support has always been very good and responsive. I know that I can open a ticket and most issues are resolved very quickly. Those that can't be resolved quickly, will be resolved as soon as possible and may become new changes in future updates."

Todd P., Systems Administrator at Fanatics

	Score
GoAnywhere MFT	93
Cleo	88
MOVEit	88
Vendor Average	86

75 80 85 90 95 100

LIKELIHOOD TO RECOMMEND

Users Most Likely To Recommend
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95% of users would recommend GoAnywhere MFT

Product	Score
GoAnywhere MFT	95
Cleo	87
MOVEit	84
Vendor Average	88

"GoAnywhere MFT is the most remarkable product I have ever used. I am the only RPG programmer in my shop and the amount of code that I have to write to interface other software and machinery to the AS/400 is very time consuming and can get very overwhelming on a day to day basis. Since the purchase of GoAnywhere the amount of code I have had to write in the past has dramatically dropped but the efficiency of getting the proper data has been nothing less than unbelievable. Other than the actual software the Sales and Tech support is the best in the business. I have never used a product that I would rave about to other programmers or IBM Business partners but with GoAnywhere I try to tell everyone I know about it."
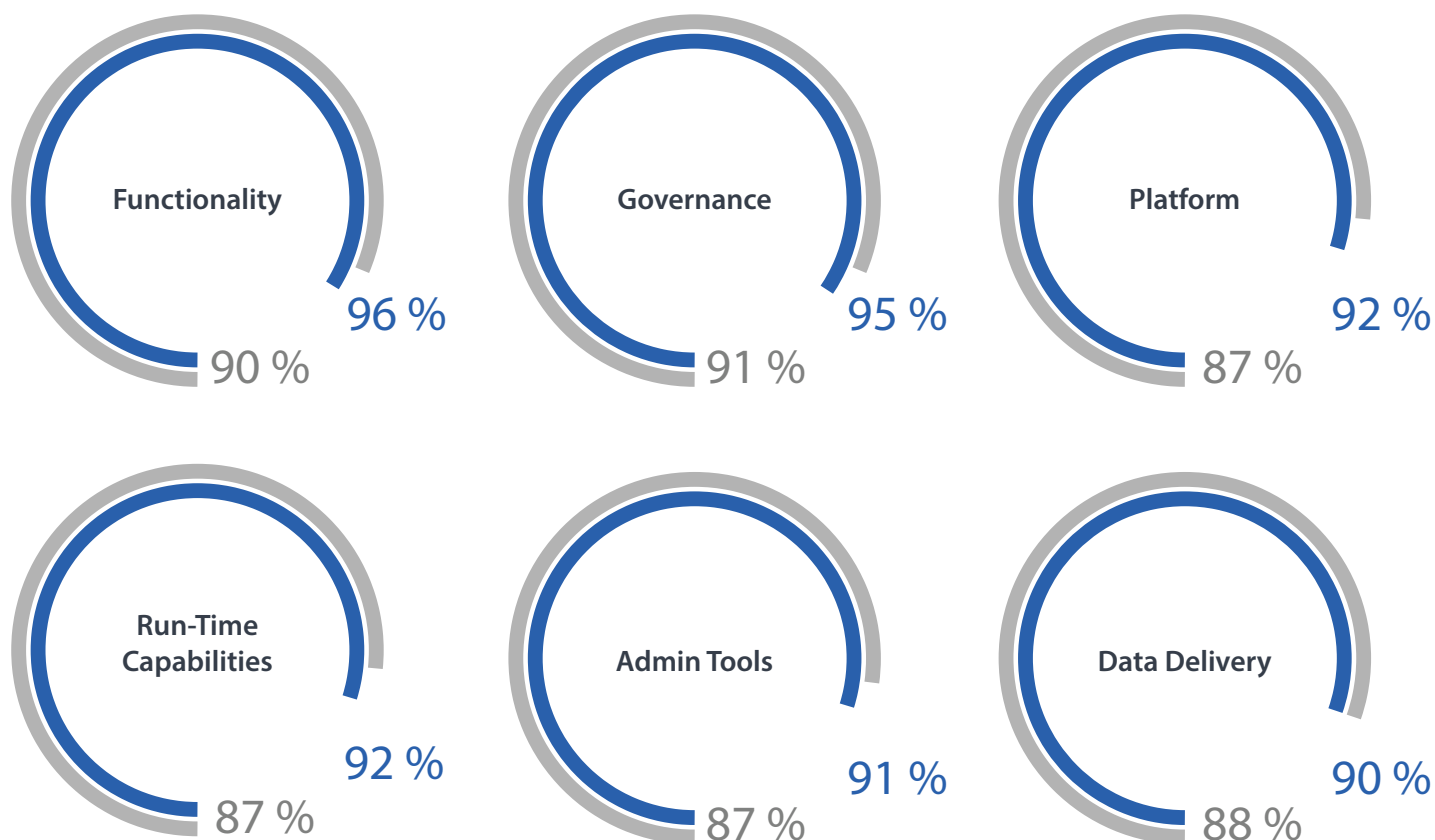
Raymond Murray, Schumann Printers, Inc.

GOANYWHERE MFT FEATURE RATINGS

G2 reviewers rated software sellers' ability to satisfy their needs.

■ GoAnywhere MFT   ■ Average vendor rating

Best Est. ROI
Enterprise
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Functionality
96 %
90 %

Governance
95 %
91 %

Platform
92 %
87 %

Run-Time Capabilities
92 %
87 %

Admin Tools
91 %
87 %

Data Delivery
90 %
88 %

MANAGED FILE TRANSFER

G2
High
Performer
Enterprise
SPRING
2021

97% **of GoAnywhere users are satisfied with the product's managed file transfer capabilities.**

GoAnywhere MFT — 97

Vendor Average — 92

86   88   90   92   94   96   98
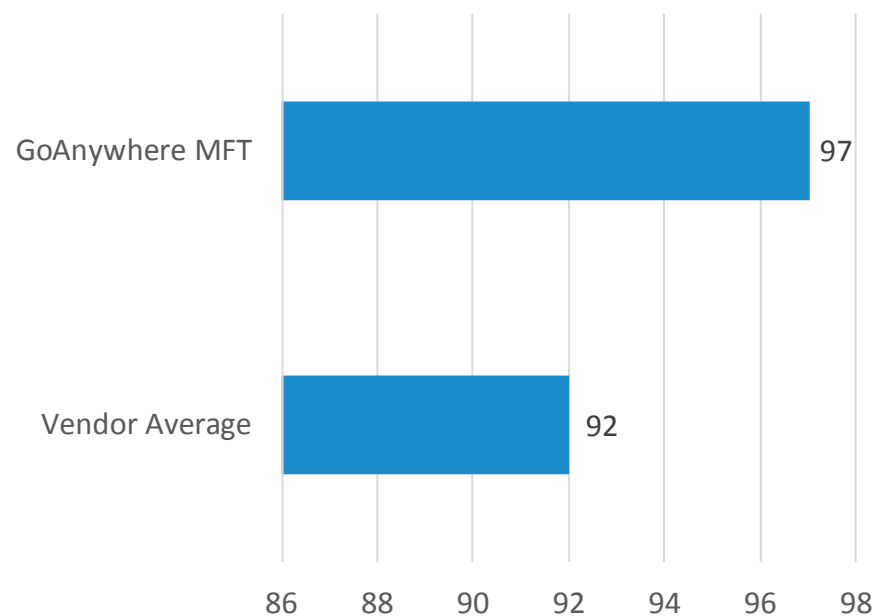
Learn more about GoAnywhere's
managed file transfer solution.

FILE TRANSFER ACCELERATION

Best Relationship
Enterprise
SPRING 2021

GoAnywhere MFT received a **96%** **customer satisfaction rating in file transfer acceleration**

GoFast is a file transfer acceleration protocol in GoAnywhere that transmits data considerably faster than traditional FTP. The high transfer rate in GoFast is achieved by using lightweight UDP (User Datagram Protocol) channels to broadcast data packets between the client and server. UDP is much faster than TCP-based protocols like FTP and SFTP since it does not have the inherent time delays for acknowledging and synchronizing data packets.
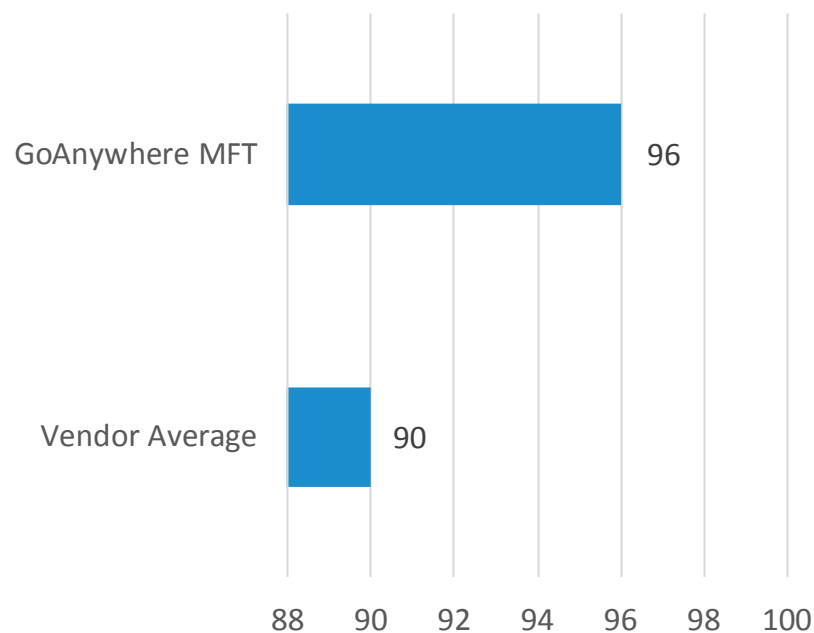
GoAnywhere MFT — 96

Vendor Average — 92

90   92   94   96   98   100

ENCRYPTION

Easiest To Use
SPRING
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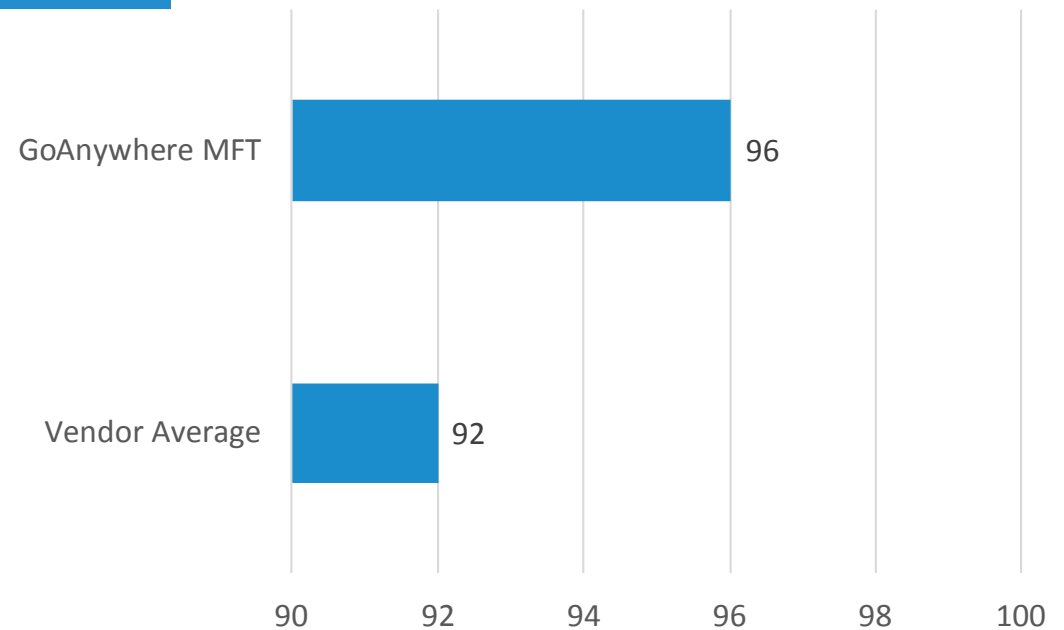
96% **of users are satisfied with GoAnywhere MFT's encryption functionality**

GoAnywhere's Open PGP Studio is a free PGP file encryption tool that makes it easy to protect your sensitive files while complying with the Open PGP standard. It uses a safer dual-key (asymmetric) system to encrypt and decrypt information.
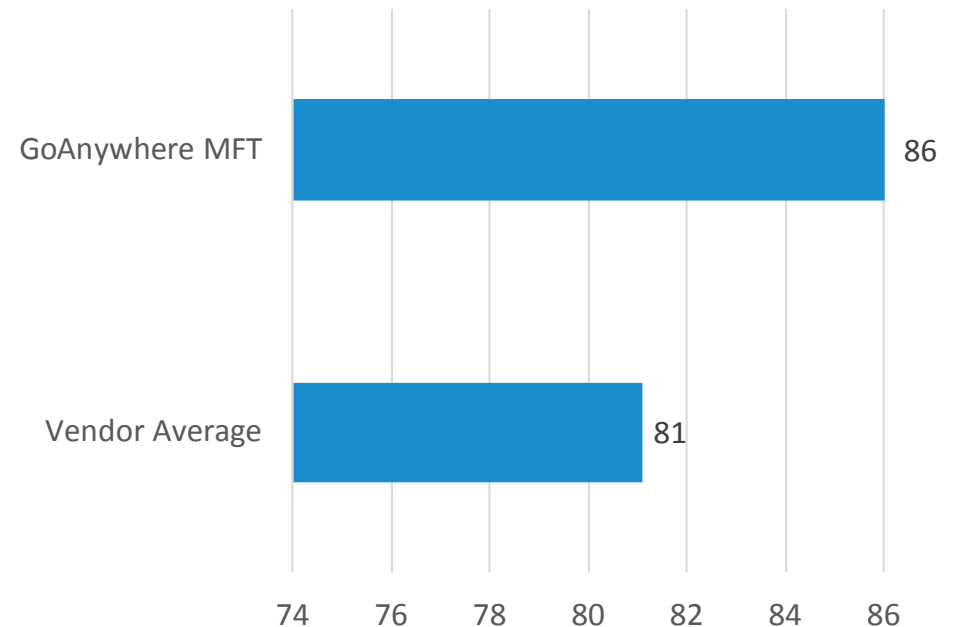
GoAnywhere MFT — 96

Vendor Average — 90

88 90 92 94 96 98 100

DOWNLOAD IT HERE

REPORTING AND ANALYTICS

Users Most Likely To Recommend
SPRING
2021

86% are satisfied with GoAnywhere MFT's reporting and analytics features.

The advanced reporting module in GoAnywhere MFT gives you access to important system information as PDF documents. Easily generate reports of file transfer activity, user statistics, and completed jobs from within the console. Filter reports by date, user ID, and other criteria to gain insight into only the information that interests you, as either detailed or summary reports, both available with informative charts and graphs. Custom reports can be created using data provided from a database, CSV, Excel, fixed-width, XML, or JSON files.

Reports can either be run as needed, directly through the browser-based console, or scheduled and either distributed to the network or sent via email.

GoAnywhere MFT	86
Vendor Average	81

74   76   78   80   82   84   86

ROI OF GOANYWHERE MFT

Aside from allowing IT staff to secure and automate file transfer tasks, one of the most attractive aspects of implementing an MFT solution is the return on the investment.

Take the Guesswork Out of Calculating the ROI of MFT
Simply answer a few questions for an instant snapshot of how much money your organization could save.
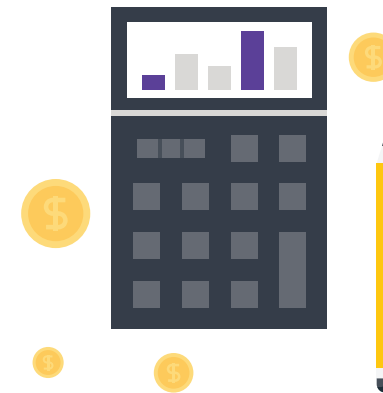
CALCULATE MY ROI

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by HelpSystems

About HelpSystems

HelpSystems is a people-first software company focused on helping exceptional organizations Build a Better IT™. Our holistic suite of security and automation solutions create a simpler, smarter, and more powerful IT. With customers in over 100 countries and across all industries, organizations everywhere trust HelpSystems to provide peace of mind. Learn more at www.helpsystems.com.