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PRODUCT SCORECARD

Ipswitch MOVEit System

Managed File Transfer

Improving and Accelerating Enterprise Software Evaluation and Selection

83 Hartwell Avenue
Lexington, MA
United States

(781) 676-5700

www.ipswitch.com

https://www.linkedin.com/company/ipswitch-inc-

10,000+ Customers
300 Employees

41

Reviews

Ipswitch MOVEit System
Product Scorecard Contents

How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

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NUMBER OF REVIEWS
41

ipswitch

GOLD MEDALIST
Software Reviews
2019

8.6/10 COMPOSITE SCORE

Ipswitch MOVEit System

MANAGED FILE TRANSFER

MOVEit is an automated file transfer system that lets you manage, view, secure, and control all file transfer activity through a single system. You will always know where your files are with predictable, secure delivery and extensive reporting. MOVEit reduces the need for IT hands-on involvement and allows for user self-service as needed. You can choose to implement MOVEit as an On Premise or Cloud solution – or hybrid.

300 Employees
10,000+ Customers
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The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Likeliness to Recommend

			RANK OUT OF 10	LIKELINESS TO RECOMMEND
Promoters		59%	**3rd**	**89%**
Passives		39%		
Detractors		2%		

MANAGED FILE TRANSFER CATEGORY

Plan to Renew

			RANK OUT OF 10	PLAN TO RENEW
Definitely		60%	**4th**	**95%**
Probably		35%		
Probably Not		2%		
Definitely Not		3%		

MANAGED FILE TRANSFER CATEGORY

Satisfaction that Cost is Fair Relative to Value

			RANK OUT OF 10	SATISFACTION
Delighted		25%	**9th**	**78%**
Highly Satisfied		62%		
Almost Satisfied		13%		
Disappointed		0%		

MANAGED FILE TRANSFER CATEGORY

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Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher Ipswitch MOVEit System's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following Ipswitch MOVEit System capabilities?

Vendor Support
Ranked 2nd of 10 in Managed File Transfer
53% OF CLIENTS ARE DELIGHTED
The ability to receive timely and sufficient support. The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.
83% SATISFACTION
78% CATEGORY AVERAGE

Usability and Intuitiveness
Ranked 5th of 10 in Managed File Transfer
39% OF CLIENTS ARE DELIGHTED
The ability to reduce training due to intuitive design. End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.
82% SATISFACTION
80% CATEGORY AVERAGE

Breadth of Features
Ranked 1st of 10 in Managed File Transfer
46% OF CLIENTS ARE DELIGHTED
The ability to perform a wide variety of tasks. Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.
83% SATISFACTION
76% CATEGORY AVERAGE

Ease of Data Integration
Ranked 2nd of 10 in Managed File Transfer
38% OF CLIENTS ARE DELIGHTED
The ability to seamlessly integrate data. Use this data to determine whether the product will cause headaches or make data integration easy.
83% SATISFACTION
81% CATEGORY AVERAGE

Product Strategy and Rate of Improvement
Ranked 8th of 10 in Managed File Transfer
33% OF CLIENTS ARE DELIGHTED
The ability to adapt to market change. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.
76% SATISFACTION
78% CATEGORY AVERAGE

Quality of Features
Ranked 1st of 10 in Managed File Transfer
41% OF CLIENTS ARE DELIGHTED
The ability to perform at or above industry standards. Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.
82% SATISFACTION
79% CATEGORY AVERAGE

Business Value Created
Ranked 4th of 10 in Managed File Transfer
34% OF CLIENTS ARE DELIGHTED
The ability to bring value to the organization. Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.
82% SATISFACTION
80% CATEGORY AVERAGE

Ease of Customization
Ranked 8th of 10 in Managed File Transfer
30% OF CLIENTS ARE DELIGHTED
The ability to scale the solution to a business' unique needs. Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.
74% SATISFACTION
75% CATEGORY AVERAGE

Ease of IT Administration
Ranked 2nd of 10 in Managed File Transfer
44% OF CLIENTS ARE DELIGHTED
Ease of use of the backend user interface. This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.
84% SATISFACTION
80% CATEGORY AVERAGE

Ease of Implementation
Ranked 4th of 10 in Managed File Transfer
30% OF CLIENTS ARE DELIGHTED
The ability to implement the solution without unnecessary disruption. Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.
81% SATISFACTION
80% CATEGORY AVERAGE

Availability and Quality of Training
Ranked 8th of 10 in Managed File Transfer
20% OF CLIENTS ARE DELIGHTED
Quality training allows employees to take full advantage of the software. Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.
68% SATISFACTION
75% CATEGORY AVERAGE

DEGREE OF SATISFACTION: Delights, Highly Satisfies, Almost Satisfies, Disappoints

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Product
Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Managed File Transfer market.

How satisfied are you with the following Ipswitch MOVEit System features and functionalities?

LDAP Support

50%
OF CLIENTS ARE DELIGHTED

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

Ranked 4th of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

84% SATISFACTION
82% CATEGORY AVERAGE

Large File Support

42%
OF CLIENTS ARE DELIGHTED

Support for large (>2GB) file transfers

Ranked 7th of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

79% SATISFACTION
80% CATEGORY AVERAGE

Transport Security

50%
OF CLIENTS ARE DELIGHTED

Security of the data transmission

Ranked 1st of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

86% SATISFACTION
78% CATEGORY AVERAGE

Encryption/decryption

49%
OF CLIENTS ARE DELIGHTED

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

Ranked 5th of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

83% SATISFACTION
84% CATEGORY AVERAGE

Session Monitoring

42%
OF CLIENTS ARE DELIGHTED

Reporting and metrics of the data transferal session

Ranked 7th of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

78% SATISFACTION
79% CATEGORY AVERAGE

Authentication

47%
OF CLIENTS ARE DELIGHTED

Verification of authenticity of identities between the two organizations

Ranked 1st of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

86% SATISFACTION
80% CATEGORY AVERAGE

Data Fidelity

37%
OF CLIENTS ARE DELIGHTED

Consistent data integrity throughout the process

Ranked 6th of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

82% SATISFACTION
82% CATEGORY AVERAGE

Quota & Bandwidth Control

31%
OF CLIENTS ARE DELIGHTED

Ability to control quota and rate of transfer

Ranked 7th of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

76% SATISFACTION
78% CATEGORY AVERAGE

File Transfer

61%
OF CLIENTS ARE DELIGHTED

File transfer services

Ranked 2nd of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

90% SATISFACTION
85% CATEGORY AVERAGE

High Performance

39%
OF CLIENTS ARE DELIGHTED

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

Ranked 6th of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

80% SATISFACTION
80% CATEGORY AVERAGE

Multi-Platform Support

34%
OF CLIENTS ARE DELIGHTED

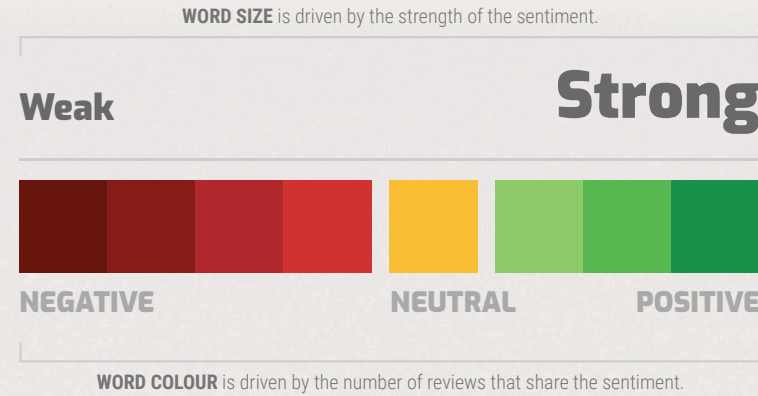Support for multiple clients on either side of the data transfer process

Ranked 9th of 10 in Managed File Transfer

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

77% SATISFACTION
80% CATEGORY AVERAGE

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IPSWITCH MOVEIT SYSTEM
Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

WORD SIZE is driven by the strength of the sentiment.

Weak   **Strong**

NEGATIVE   NEUTRAL   POSITIVE

WORD COLOUR is driven by the number of reviews that share the sentiment.
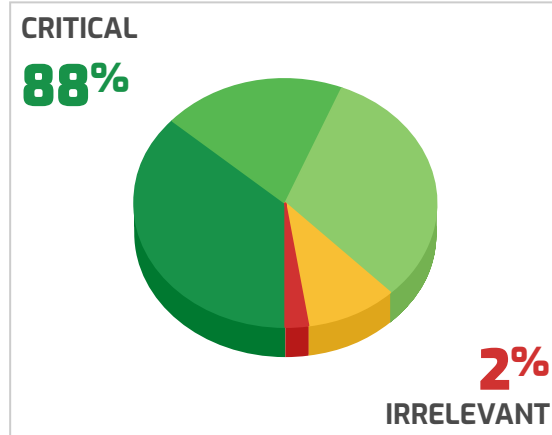
UNDER PROMISED
GENEROSITY
SECURITY PROTECTS LOVE
INTEGRITY TRANSPARENT
PERFORMANCE ENHANCING
FRIENDLY NEGOTIATION
CRITICAL RESPECTFUL
SAVES TIME
FAIR
UNIQUE FEATURES CARING
RELIABLE EFFECTIVE
EFFICIENT ENABLES PRODUCTIVITY HELPS INNOVATE
TRUSTWORTHY INSPIRING ALTRUISTIC
INCLUDES PRODUCT ENHANCEMENTS CLIENT FRIENDLY POLICIES
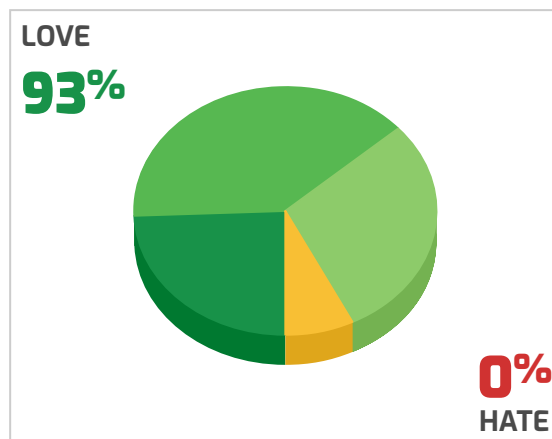
IPSWITCH MOVEIT SYSTEM
Emotional Footprint

Importance to Professional Success

How important is Ipswitch MOVEit System to your current professional success?

CRITICAL
88%

2%
IRRELEVANT

B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

EMOTIONAL SPECTRUM SCALE

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

NEGATIVE   NEUTRAL   POSITIVE

Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Ipswitch MOVEit System

LOVE
93%

0%
HATE
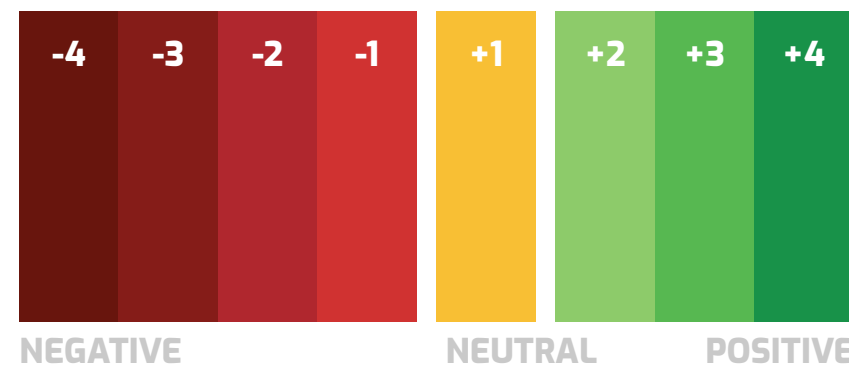
% - **%** = **NET EMOTIONAL FOOTPRINT**
POSITIVE   NEGATIVE

NET EMOTIONAL FOOTPRINT
IPSWITCH MOVEIT SYSTEM

+87

Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across Ipswitch MOVEit System's Strategy and Innovation

CONTINUALLY IMPROVING
95%

3%
STAGNANT

HELPS INNOVATE
90%

0%
ROADBLOCK TO INNOVATION

INCLUDES PRODUCT ENHANCEMENTS
90%

3%
CHARGES FOR PRODUCT ENHANCEMENTS

INSPIRING
85%

0%
DESPISED

APPRECIATES INCUMBENT STATUS
79%

3%
LEVERAGES INCUMBENT STATUS

PRODUCT SCORECARD

Executive Summary | Vendor Capability Satisfaction | Product Feature Satisfaction | Emotional Footprint | Reasons for Leaving & Joining | Module Satisfaction | Implementation | Staffing & Ownership | Selection Decisions | Market Size Comparison | Comparisons | Versions | Comments   7

Service Experience

As a customer, please share your feelings across Ipswitch MOVEit System Service Experience

RESPECTFUL
90%
2%
DISRESPECTFUL

EFFICIENT
90%
2%
BUREAUCRATIC

EFFECTIVE
88%
5%
FRUSTRATING

SAVES TIME
88%
0%
WASTES TIME

CARING
85%
0%
NEGLECTFUL

Product Experience

As a customer, please share your feelings across Ipswitch MOVEit System's Product Impact

SECURITY PROTECTS
98%
0%
SECURITY FRUSTRATES

RELIABLE
95%
0%
UNRELIABLE

ENABLES PRODUCTIVITY
95%
2%
RESTRICTS PRODUCTIVITY

PERFORMANCE ENHANCING
95%
0%
PERFORMANCE RESTRICTING

UNIQUE FEATURES
90%
5%
COMMODITY FEATURES

Negotiation and Contract Experience

As a customer, please share your feelings across Ipswitch MOVEit System's Negotiation and Contract

TRANSPARENT
92%
0%
DECEPTIVE

CLIENT'S INTEREST FIRST
86%
3%
VENDOR'S INTEREST FIRST

FRIENDLY NEGOTIATION
84%
0%
HARDBALL TACTICS

GENEROSITY
81%
8%
GREED

UNDER PROMISED
65%
5%
OVER PROMISED

Problem Resolution Experience

As a customer, please share your feelings across Ipswitch MOVEit System's Product Impact

INTEGRITY
95%
0%
LACK OF INTEGRITY

TRUSTWORTHY
93%
0%
BIG FAT LIARS

FAIR
93%
0%
UNFAIR

CLIENT FRIENDLY POLICIES
88%
5%
VENDOR FRIENDLY POLICIES
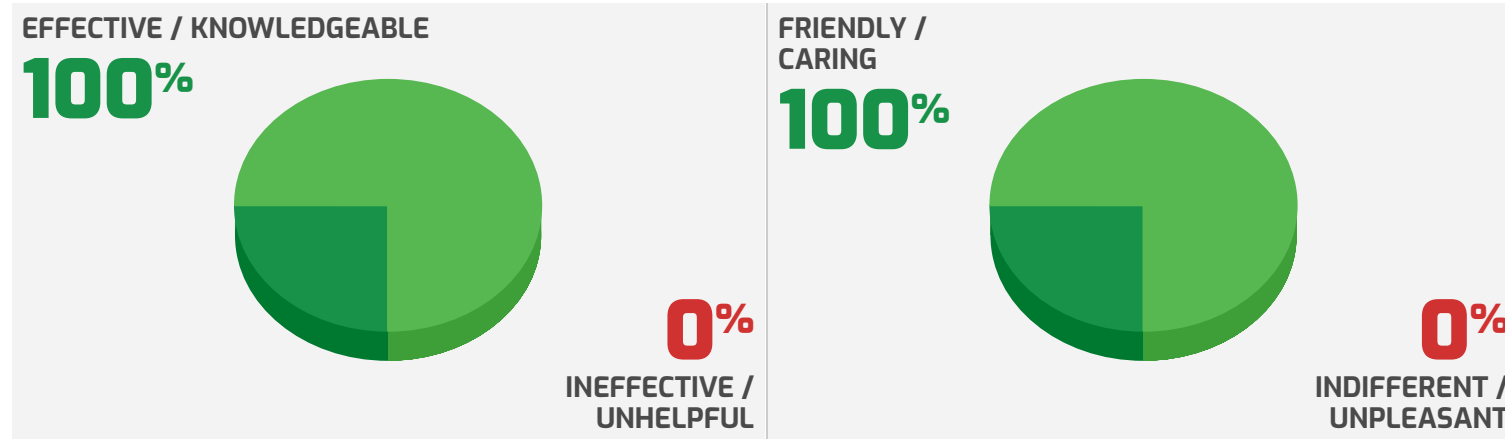
ALTRUISTIC
78%
0%
SELFISH

Relationships and
Interaction

When interacting with Ipswitch MOVEit System your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.
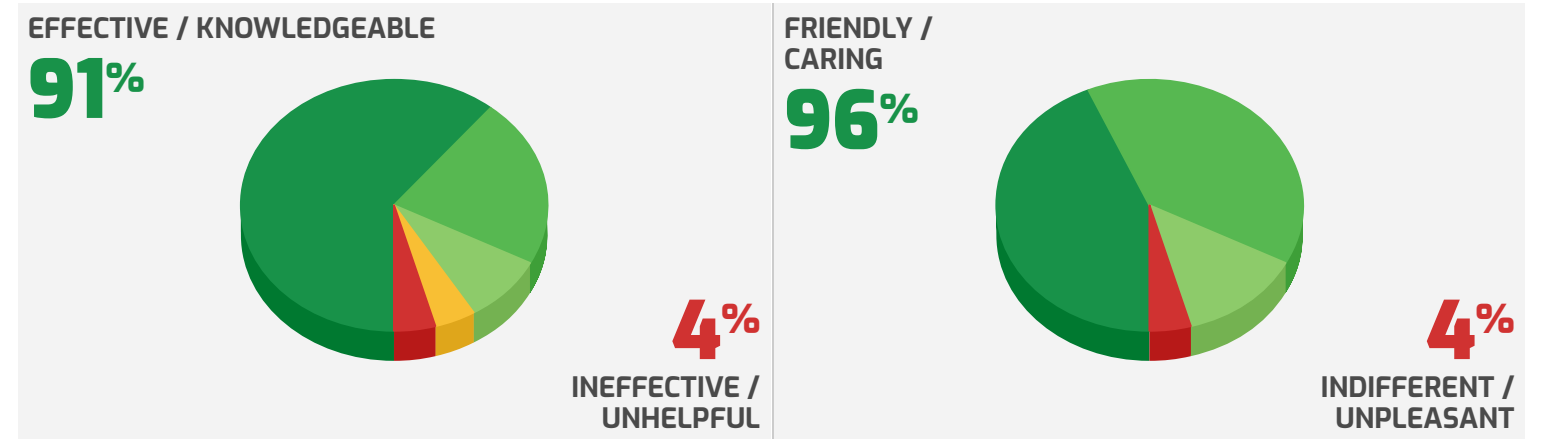
Based on your interactions and relationships with Ipswitch MOVEit System, please summarize what you experienced
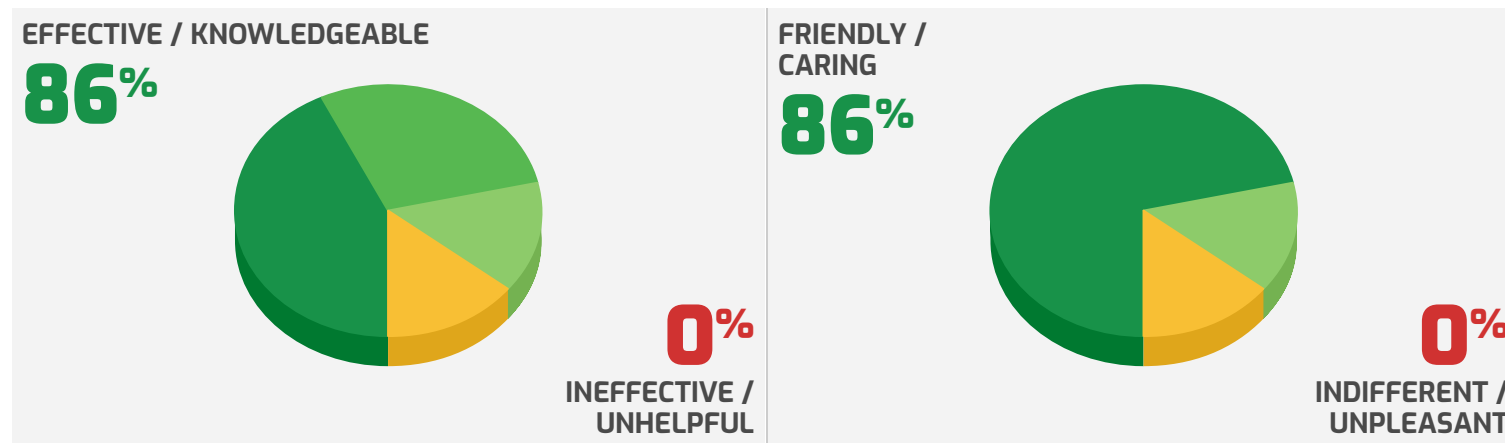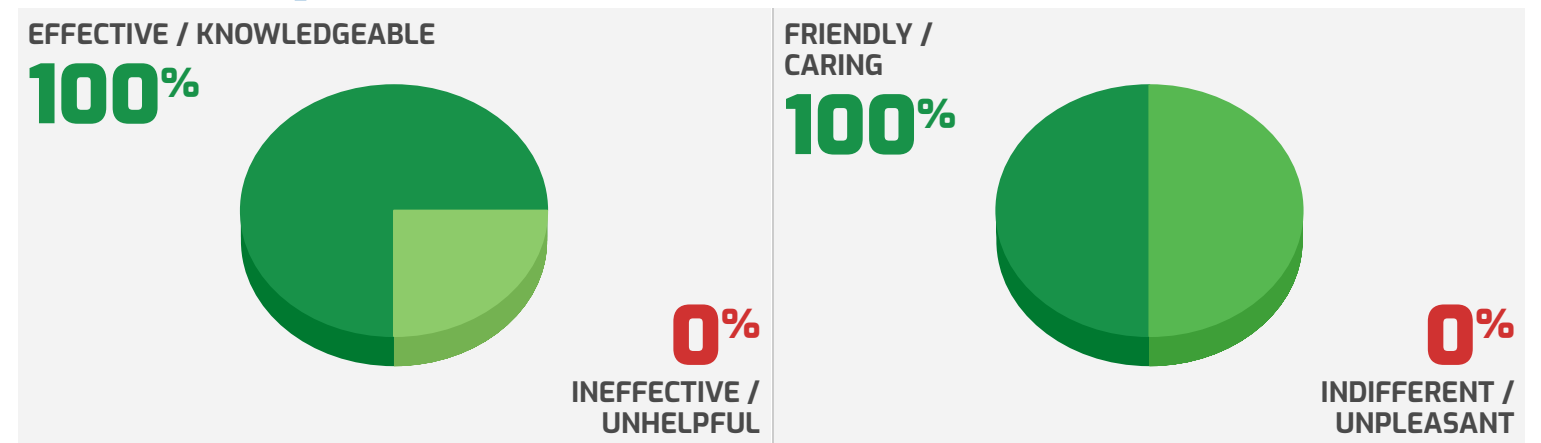
93% **POSITIVE SENTIMENTS**

3% **NEGATIVE SENTIMENTS**

NET RELATIONSHIP FOOTPRINT
+91

Sales Team

EFFECTIVE / KNOWLEDGEABLE
100%
0%
INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING
100%
0%
INDIFFERENT / UNPLEASANT

Technical and Product Specialists

EFFECTIVE / KNOWLEDGEABLE
91%
4%
INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING
96%
4%
INDIFFERENT / UNPLEASANT

Client Service Team

EFFECTIVE / KNOWLEDGEABLE
86%
0%
INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING
86%
0%
INDIFFERENT / UNPLEASANT

Leadership Team

EFFECTIVE / KNOWLEDGEABLE
100%
0%
INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING
100%
0%
INDIFFERENT / UNPLEASANT

Leaving
Ipswitch MOVEit System

When leaving a vendor try to understand whether the move has increased or decreased satisfaction to determine if it was the right decision. Assess how many people are leaving and why to determine if selecting them is the right decision.

Which product did you use prior to Ipswitch? How much more or less satisfied are you with Ipswitch than you were with your previous vendor? Why did you switch?
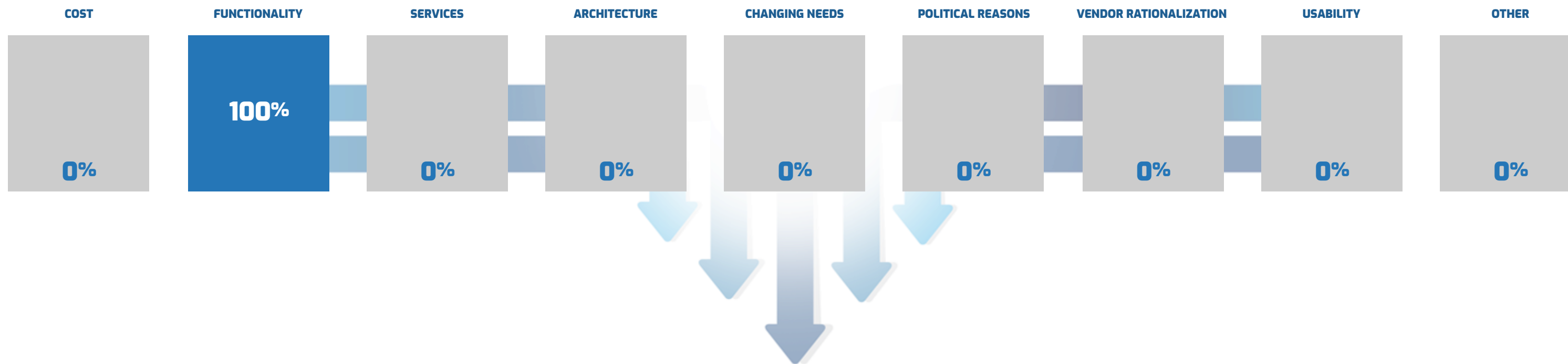
ipswitch

1 person has reported leaving
Ipswitch MOVEit System

PEOPLE ARE 90% LESS SATISFIED WITH THEIR NEW VENDOR ON AVERAGE

Primary Reason for Leaving Ipswitch MOVEit System

Companies face different issues with different vendors that spark a need to change software. See the top reasons peers tend to leave Ipswitch MOVEit System and who they tend to leave for.

COST	FUNCTIONALITY	SERVICES	ARCHITECTURE	CHANGING NEEDS	POLITICAL REASONS	VENDOR RATIONALIZATION	USABILITY	OTHER
0%	100%	0%	0%	0%	0%	0%	0%	0%

1 PERSON HAS JOINED
90% LESS SATISFIED

GO ANYWHERE
A HelpSystems Solution

1 People Have Left

Understand the previous pages in full – including who left , why they left, their reason for adopting another vendor, who they adopted, and further comments

NAME	% MORE SATISFACTION WITH NEW VENDOR	REASON FOR LEAVING	NEW VENDOR	WHY DID YOU LEAVE?
Jay Wehner	**-90%**	Functionality	GoAnywhere Managed File Transfer	Didn't like overall friendly use of product. Didn't have enough features

Joining Ipswitch MOVEit System

See why clients left which previous vendors for Ipswitch MOVEit System and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.

2 PEOPLE HAVE LEFT — IBM sterling commerce

PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

2 PEOPLE HAVE LEFT — solarwinds

PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

1 PEOPLE HAVE LEFT — CYBERARK

PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

2 PEOPLE HAVE LEFT — ALL OTHER VENDORS

PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

65% MORE SATISFIED WITH

95% MORE SATISFIED WITH

100% MORE SATISFIED WITH

75% MORE SATISFIED WITH

ipswitch

7 people are 81% more satisfied with Ipswitch MOVEit System over their previous vendor on average

7 People Have Adopted Ipswitch MOVEit System

Understand the previous pages in full – including who adopted Ipswitch MOVEit System, why they adopted, their reason for leaving, who they left, and further comments

NAME	% MORE SATISFACTION WITH IPSWITCH MOVEIT SYSTEM	REASON FOR LEAVING	VENDOR LEFT	WHY DID YOU LEAVE?
Mark Cifelli	**100%**	Services	SolarWinds Serv-U	File transfers are critical for us. Needed a stable ftp program that works across all types of ftp programs and ability to quickly move large files.
Nicholas Eckhardt	**100%**	Functionality	CyberArk Inter-Business Vault	no comment
Imran Mohammed	**90%**	Usability	IBM Sterling File Transfer	no comment
Dale Thibodeau	**90%**	Functionality	SolarWinds Serv-U	no comment
Ryan Jensen	**80%**	Functionality	Attunity Manged File Transfer	Product no longer being developed. No innovation. Steep learning curve.
Timmy Tse	**70%**	Other	Adobe Send & Track	no comment
J.D. Lombardo	**40%**	Cost	IBM Sterling File Transfer	We needed to set up a DR system and the licensing cost for a "safeguard" was outrageous. so we decided to stand up a MOVEit system instead and it saved us a HUGE chunk of money.

Module Satisfaction

Modules are sub-products that are not mutually exclusive and can be purchased alongside each other. Module satisfaction shows how many clients purchase each sub-product and their feelings toward each one. Use these scores to determine whether additional modules are worth considering. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each sub-product and module of Ipswitch MOVEit System.

How satisfied are you with the following products and modules?

Ipswitch MOVEit File Transfer

What if you could take the guesswork out of the file transfer process? What if you had complete visibility and control over how files were sent, stored, and received? MOVEit File Transfer makes it possible.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

100% ADOPTION RATE

45% CHECKED ARE DELIGHTED

Ipswitch MOVEit Central

MOVEit Central provides a simple but powerful user interface for defining business workflows that anyone on your IT team can use.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

89% ADOPTION RATE

41% CHECKED ARE DELIGHTED

Ipswitch MOVEit Analytics

Ipswitch Analytics is a flexible reporting and monitoring solution for MOVEit Managed File Transfer that ensures reliable, cost-effective, and auditable file transfers between employees, customers and trading partners.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

47% ADOPTION RATE

17% CHECKED ARE DELIGHTED

Ipswitch MOVEit Failover

Ipswitch Failover delivers zero downtime, no data loss, and unified failover management by maximizing availability of MOVEit Managed File Transfer with automated failover.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

42% ADOPTION RATE

25% CHECKED ARE DELIGHTED

Ipswitch MOVEit Cloud

MOVEit Cloud offers the best of both worlds ? the full functionality of MOVEit? with the convenience of cloud-based deployment.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

39% ADOPTION RATE

33% CHECKED ARE DELIGHTED

What Discounts are Available?

92%
OF ORGANIZATIONS HAVE RECEIVED DISCOUNTS AT INITIAL PURCHASE OR AT RENEWAL

Every company provides discounts, but pricing flexibility changes per vendor.

Have you been able to negotiate a discount or price reduction?

Primary Reason For Discount

Reasons for discounts vary. Analyze the most popular types of discounts provided from Ipswitch MOVEit System.

Please select the primary reason for the discount or price reduction.
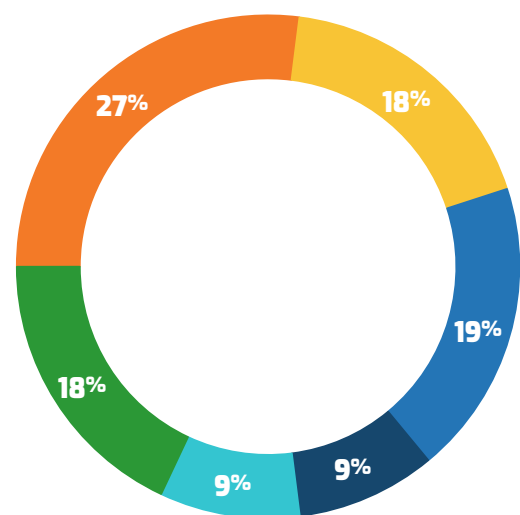
Legend
- Multi-Year Commitment
- Optimized Usage or Licenses
- Threatened to Switch Vendors
- Used Vendor Negotiation Service or Advisory Group
- Vendor Management and Negotiation Tactics
- Volume Purchase

(Donut chart values: 27%, 18%, 19%, 9%, 9%, 18%)

Discount % Provided

What percent discount or price reduction did you receive or negotiate from the initial list price?

% OF RESPONDENTS

% OF DISCOUNT	0%	6 - 10%	11 - 25%	26 - 50%	51+%
	8%	34%	16%	17%	25%
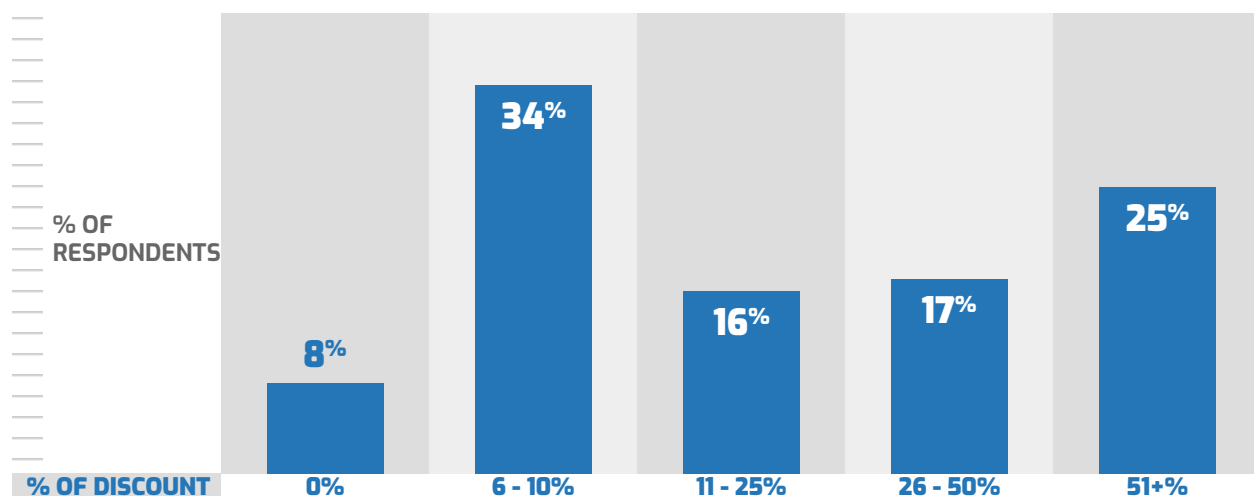
# What are Clients of Ipswitch MOVEit System Planning to Spend Next Year?

Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.

Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.

BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE ↑ 14%	COST PER LICENSE ↑ 45%	COST PER LICENSE ↑ 8%
# OF LICENSES ↑ 7%	# OF LICENSES ↑ 40%	# OF LICENSES ↑ 25%
ADD-ON COSTS ↑ 9%	ADD-ON COSTS ↑ 53%	ADD-ON COSTS ↑ 31%

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Implementation
VS Satisfaction

See how popular different types of implementation can influence satisfaction with Ipswitch MOVEit System, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.

Range

Smallest Value — Greatest Value

First Quartile | Median | Third Quartile
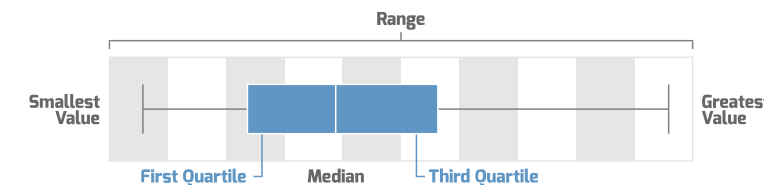
IMPLEMENTATION TYPE % of respondents	IMPLEMENTATION SATISFACTION		AVG WEEKS	WEEKS TO IMPLEMENT	AVG COST	COST TO IMPLEMENT
With the Vendor 21%	88%	🧍🧍🧍🧍🧍🧍🧍🧍🧍	3.3	(1–9 scale)	$62,833	(25k–225k scale)
With the Vendor and a Third Party 12%	88%	🧍🧍🧍🧍🧍🧍🧍🧍🧍	3.5	(2–6.5 scale)	$84,568	(20k–180k scale)
Minimal Implementation Required 21%	79%	🧍🧍🧍🧍🧍🧍🧍🧍🧍	2.0	(1–3.3 scale)	$9,190	(5k–45k scale)
Independent Implementation 44%	78%	🧍🧍🧍🧍🧍🧍🧍🧍🧍	4.0	(1–10 scale)	$16,462	(20k–180k scale)
With a Third Party 3%	75%	🧍🧍🧍🧍🧍🧍🧍🧍🧍	2.0	(3–12 scale)	$1,000	(1k scale)

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

18%
of Companies Spent Zero Dollars on Training

NO TRAINING

Average Likeliness to Recommend
85%

Organizations Experience a **+3%**
Change in Likeliness to Recommend When They Spend an Average of

$8,000 ON TRAINING

Average Likeliness to Recommend
88%

Organizations Experience a **+10%**
Change in Likeliness to Recommend When They Spend an Average of
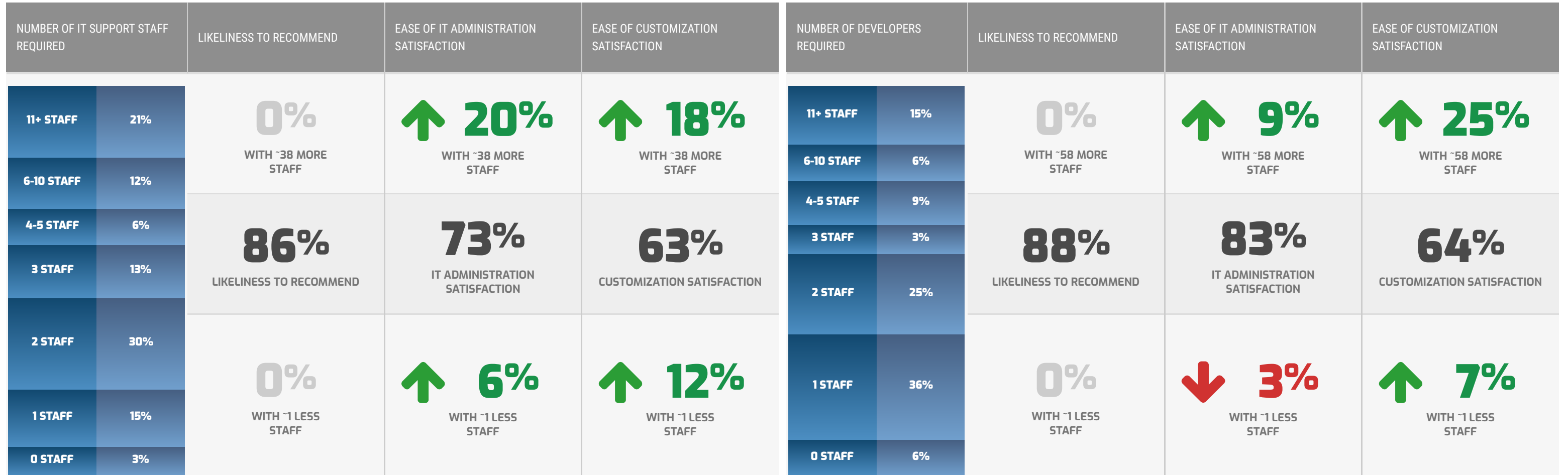
$107,500 ON TRAINING

Average Likeliness to Recommend
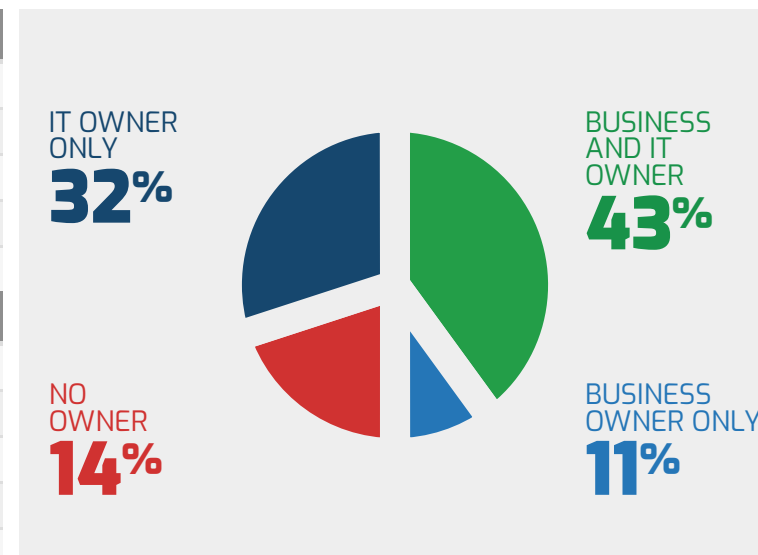**95%**

Staffing and Ownership

Be prepared. Ensure you staff the maintenance of Ipswitch MOVEit System correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.
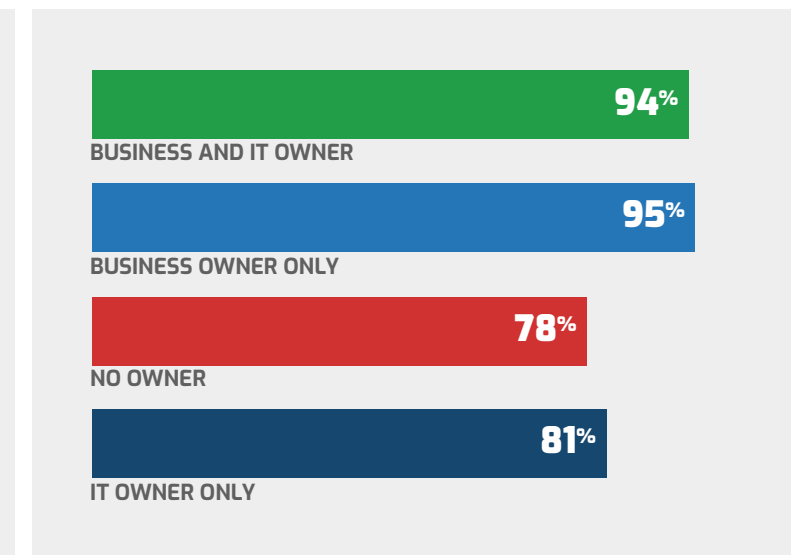
NUMBER OF IT SUPPORT STAFF REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	21%	0% WITH ~38 MORE STAFF	↑ 20% WITH ~38 MORE STAFF	↑ 18% WITH ~38 MORE STAFF
6-10 STAFF	12%			
4-5 STAFF	6%	86% LIKELINESS TO RECOMMEND	73% IT ADMINISTRATION SATISFACTION	63% CUSTOMIZATION SATISFACTION
3 STAFF	13%			
2 STAFF	30%			
1 STAFF	15%	0% WITH ~1 LESS STAFF	↑ 6% WITH ~1 LESS STAFF	↑ 12% WITH ~1 LESS STAFF
0 STAFF	3%			

NUMBER OF DEVELOPERS REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	15%	0% WITH ~58 MORE STAFF	↑ 9% WITH ~58 MORE STAFF	↑ 25% WITH ~58 MORE STAFF
6-10 STAFF	6%			
4-5 STAFF	9%			
3 STAFF	3%	88% LIKELINESS TO RECOMMEND	83% IT ADMINISTRATION SATISFACTION	64% CUSTOMIZATION SATISFACTION
2 STAFF	25%			
1 STAFF	36%	0% WITH ~1 LESS STAFF	↓ 3% WITH ~1 LESS STAFF	↑ 7% WITH ~1 LESS STAFF
0 STAFF	6%			

Staff Salaries

SALARY	SUPPORT	
$100K +	14%	👤 $125K 👤 $120K 👤 $116K
$76 - $100K	38%	👤 $90K 👤 $90K 👤 $82K 👤 $80K 👤 $80K 👤 $100K 👤 $100K 👤 $100K
$51 - $75K	29%	👤 $75K 👤 $72K 👤 $70K 👤 $65K 👤 $65K 👤 $65K
$31 - $50K	19%	👤 $50K 👤 $50K 👤 $45K 👤 $35K
<= $30K	0%	
SALARY	DEVELOPERS	
$100K +	30%	👤 $125K 👤 $125K 👤 $120K 👤 $120K 👤 $110K 👤 $105K
$76 - $100K	35%	👤 $98K 👤 $90K 👤 $90K 👤 $86K 👤 $85K 👤 $80K 👤 $100K
$51 - $75K	15%	👤 $75K 👤 $70K 👤 $65K
$31 - $50K	15%	👤 $50K 👤 $50K 👤 $45K
<= $30K	5%	👤 $25K

Established Clear Ownership

IT OWNER ONLY 32%

BUSINESS AND IT OWNER 43%

NO OWNER 14%

BUSINESS OWNER ONLY 11%

Ownership Satisfaction

BUSINESS AND IT OWNER — 94%

BUSINESS OWNER ONLY — 95%

NO OWNER — 78%

IT OWNER ONLY — 81%

INFO~TECH
RESEARCH GROUP
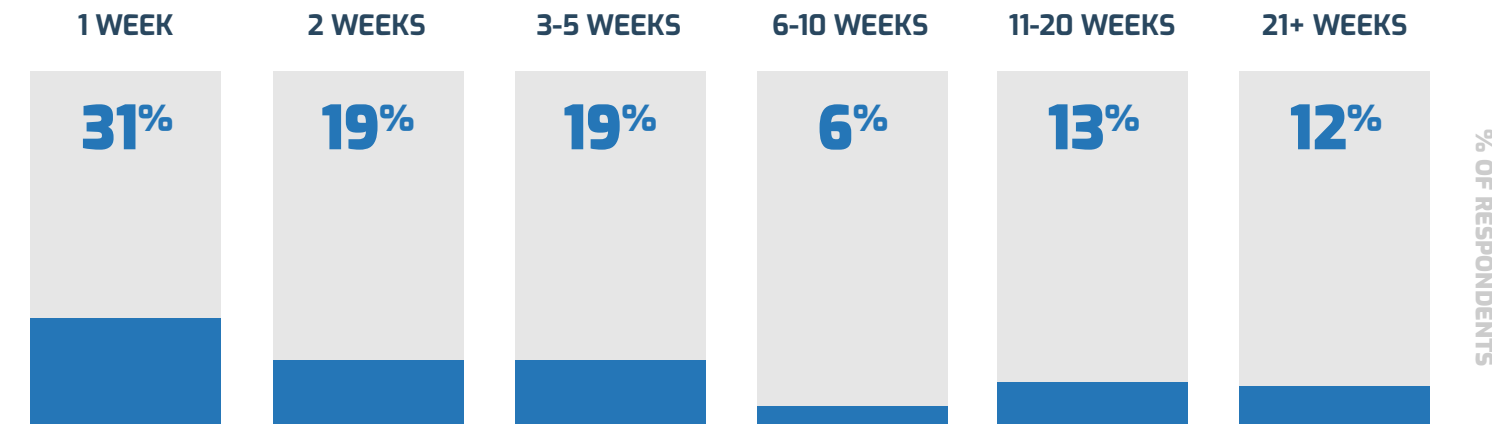
How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.
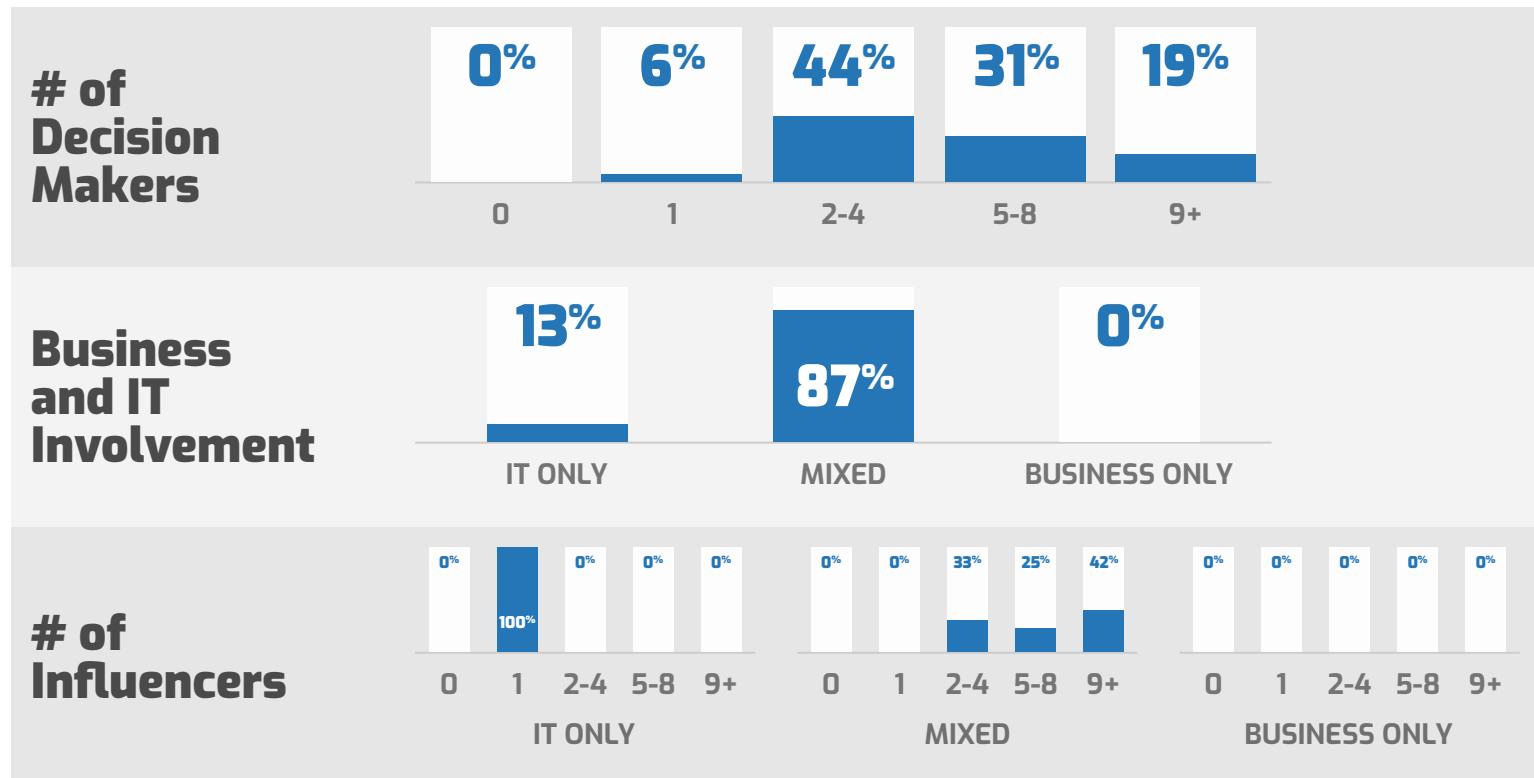
How much time and effort (in weeks) was spent making your selection decision?

1 WEEK	2 WEEKS	3-5 WEEKS	6-10 WEEKS	11-20 WEEKS	21+ WEEKS
31%	**19%**	**19%**	**6%**	**13%**	**12%**

% OF RESPONDENTS

Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

How many people were involved in the following capacities during this vendor selection decision?

of Decision Makers

0	1	2-4	5-8	9+
0%	**6%**	**44%**	**31%**	**19%**

Business and IT Involvement

IT ONLY	MIXED	BUSINESS ONLY
13%	**87%**	**0%**

of Influencers

	IT ONLY					MIXED					BUSINESS ONLY			
0	1	2-4	5-8	9+	0	1	2-4	5-8	9+	0	1	2-4	5-8	9+
0%	100%	0%	0%	0%	0%	0%	33%	25%	42%	0%	0%	0%	0%	0%

Selection Methodology

FORMAL   INFORMAL

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.
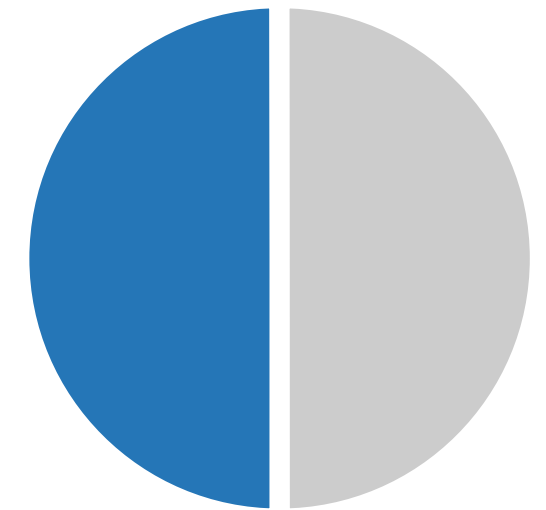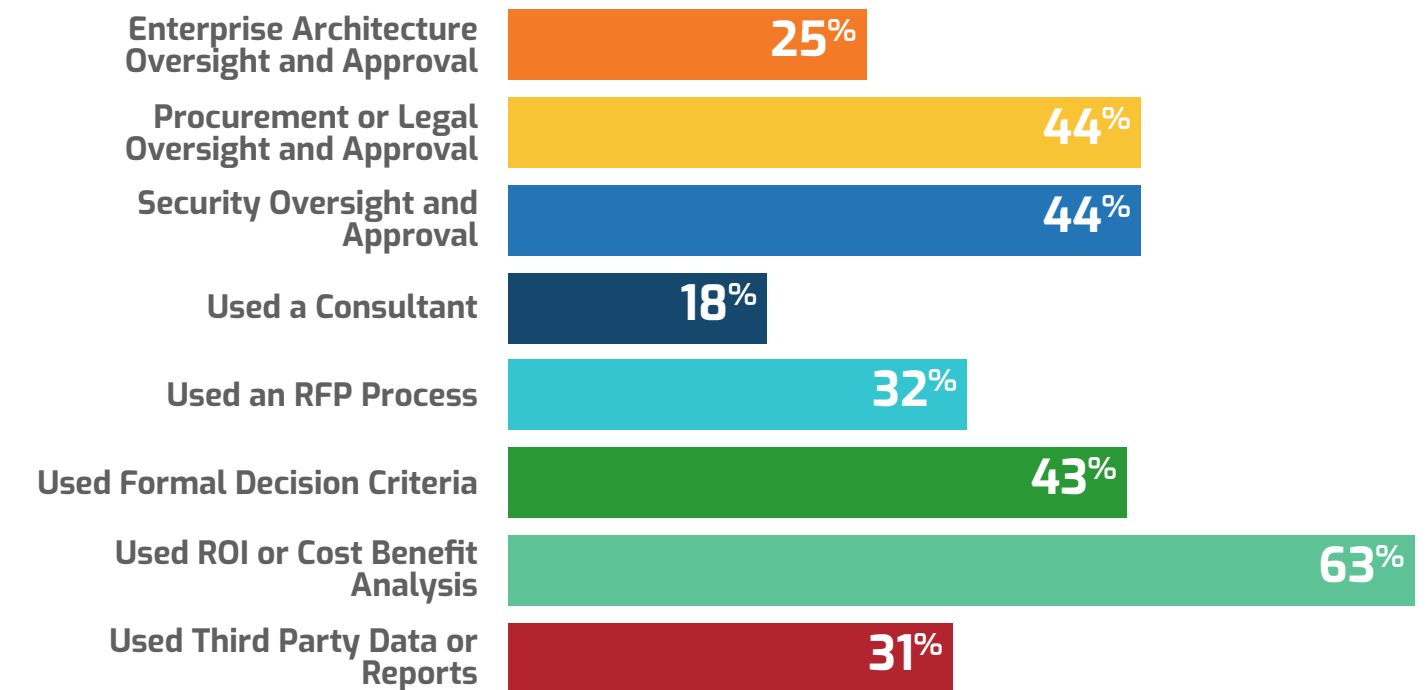
Selection Process, Oversight, and Approval

What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for Ipswitch MOVEit System. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.

Enterprise Architecture Oversight and Approval	**25%**
Procurement or Legal Oversight and Approval	**44%**
Security Oversight and Approval	**44%**
Used a Consultant	**18%**
Used an RFP Process	**32%**
Used Formal Decision Criteria	**43%**
Used ROI or Cost Benefit Analysis	**63%**
Used Third Party Data or Reports	**31%**

How Effective is the Selection Process

87% EFFECTIVE

Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Ipswitch MOVEit System fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

	SMALL	MEDIUM	LARGE — BEST FIT
NET PROMOTER	+30 NET PROMOTER SCORE	+63 NET PROMOTER SCORE	+67 NET PROMOTER SCORE
Promoters	40%	62%	67%
Passives	50%	38%	33%
Detractors	10%	0%	0%
CAPABILITY SATISFACTION			
Delighted	27%	42%	40%
Highly Satisfied	43%	42%	53%
Almost Satisfied	30%	14%	7%
Disappointed	0%	2%	0%
FEATURE SATISFACTION			
Delighted	25%	50%	51%
Highly Satisfied	45%	38%	44%
Almost Satisfied	30%	11%	4%
Disappointed	0%	1%	1%
IMPLEMENTATION SATISFACTION			
Delighted	40%	27%	27%
Highly Satisfied	60%	53%	73%
Almost Satisfied	0%	20%	0%
Disappointed	0%	0%	0%
COST SATISFACTION			
Delighted	14%	37%	0%
Highly Satisfied	72%	50%	100%
Almost Satisfied	14%	13%	0%
Disappointed	0%	0%	0%
ORG FIT	1: ARCHITECTURAL PLATFORM FIT 2: COMPELLING SALES EXPERIENCE 3: COST	1: ARCHITECTURAL PLATFORM FIT 2: COMPELLING SALES EXPERIENCE 3: COST	1: ARCHITECTURAL PLATFORM FIT 2: COMPELLING SALES EXPERIENCE 3: COST
IMPORTANCE	CAP 45% COST 4% FEAT 32% ORG 19%	CAP 47% COST 5% FEAT 33% ORG 15%	CAP 54% COST 6% FEAT 31% ORG 9%
PLAN TO RENEW	90%	100%	93%

Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement Ipswitch MOVEit System?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	15%	88%	75%	76%	100%
2	26%	81%	81%	79%	89%
3	24%	91%	82%	82%	100%
4	5%	85%	69%	68%	100%
5	3%	90%	77%	80%	100%
6-10	21%	94%	84%	97%	86%
11+	6%	100%	86%	85%	100%
AVERAGE		**89%**	**80%**	**82%**	**95%**

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	73%	90%	82%	85%	93%
IT LEADER OR MANAGER	32%	84%	80%	80%	92%
INITIAL IMPLEMENTATION	29%	89%	84%	84%	90%
VENDOR SELECTION AND PURCHASING	28%	89%	83%	84%	90%
VENDOR MANAGEMENT AND RENEWAL	21%	93%	88%	89%	86%
END USER OF APPLICATION	20%	81%	67%	71%	100%
BUSINESS LEADER OR MANAGER	11%	88%	85%	88%	100%
AVERAGE		**89%**	**80%**	**82%**	**95%**

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
INFORMATION TECHNOLOGY	83%	89%	80%	84%	97%
HUMAN RESOURCES	5%	95%	77%	81%	100%
C-LEVEL	5%	90%	89%	70%	100%
OPERATIONS	3%	50%	75%	64%	--
VENDOR MANAGEMENT	2%	80%	82%	82%	100%
CONSULTANT	2%	100%	70%	64%	100%
INDUSTRY SPECIFIC ROLE	--	--	--	--	--
PUBLIC SECTOR	--	--	--	--	--
FINANCE	--	--	--	--	--
SALES AND MARKETING	--	--	--	--	--
STUDENT OR ACADEMIC	--	--	--	--	--
AVERAGE		**89%**	**80%**	**82%**	**95%**

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
DAILY	59%	93%	84%	87%	96%
WEEKLY	24%	80%	76%	77%	90%
OCCASIONALLY	14%	87%	73%	73%	100%
PREVIOUSLY USED	3%	80%	59%	57%	100%
RARELY OR NEVER	--	--	--	--	--
AVERAGE		**89%**	**80%**	**82%**	**95%**