

PRODUCT SCORECARD

Ipswitch MOVEit System

Managed File Transfer

**Improving and Accelerating Enterprise
Software Evaluation and Selection**

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United States

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

10,000+ Customers
300 Employees

41

Reviews

Ipswitch MOVEit System Product Scorecard Contents

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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.

NUMBER OF REVIEWS

41

ipswitch

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 Likelihood to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).



8.6/10 COMPOSITE SCORE

Likelihood to Recommend



MANAGED FILE TRANSFER CATEGORY

Plan to Renew



MANAGED FILE TRANSFER CATEGORY

Satisfaction that Cost is Fair Relative to Value



MANAGED FILE TRANSFER CATEGORY

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?

Breadth of Features

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.



Ranked 1st
of 10 in
Managed File
Transfer

83%
SATISFACTION
76%
CATEGORY
AVERAGE

Vendor Support

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.



Ranked 2nd
of 10 in
Managed File
Transfer

83%
SATISFACTION
78%
CATEGORY
AVERAGE

Usability and Intuitiveness

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.



Ranked 5th
of 10 in
Managed File
Transfer

82%
SATISFACTION
80%
CATEGORY
AVERAGE

Quality of Features

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.



Ranked 1st
of 10 in
Managed File
Transfer

82%
SATISFACTION
79%
CATEGORY
AVERAGE

Ease of Data Integration

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.



Ranked 2nd
of 10 in
Managed File
Transfer

83%
SATISFACTION
81%
CATEGORY
AVERAGE

Product Strategy and Rate of Improvement

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.



Ranked 8th
of 10 in
Managed File
Transfer

76%
SATISFACTION
78%
CATEGORY
AVERAGE

Business Value Created

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.



Ranked 4th
of 10 in
Managed File
Transfer

82%
SATISFACTION
80%
CATEGORY
AVERAGE

Ease of Customization

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.



Ranked 8th
of 10 in
Managed File
Transfer

74%
SATISFACTION
75%
CATEGORY
AVERAGE

Ease of IT Administration

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.



Ranked 2nd
of 10 in
Managed File
Transfer

84%
SATISFACTION
80%
CATEGORY
AVERAGE

Ease of Implementation

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.



Ranked 4th
of 10 in
Managed File
Transfer

81%
SATISFACTION
80%
CATEGORY
AVERAGE

Availability and Quality of Training

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.



Ranked 8th
of 10 in
Managed File
Transfer

68%
SATISFACTION
75%
CATEGORY
AVERAGE

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

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

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

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

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

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

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

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

76% SATISFACTION
78% CATEGORY AVERAGE

File Transfer

61% OF CLIENTS ARE DELIGHTED

File transfer services



Ranked 2nd of 10 in Managed File Transfer

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

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

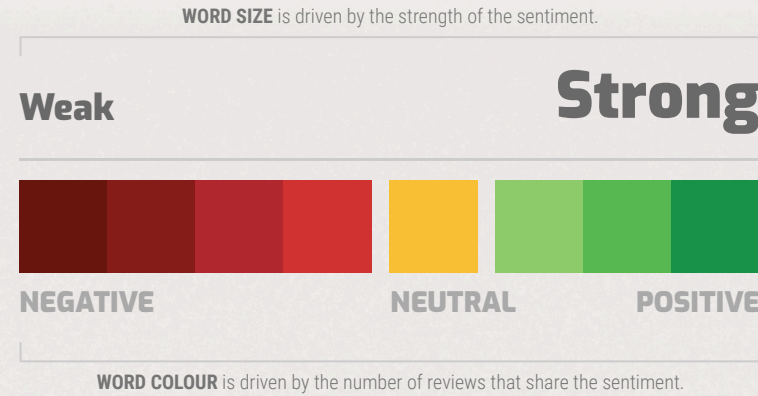


Ranked 9th of 10 in Managed File Transfer

77% SATISFACTION
80% CATEGORY AVERAGE

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.

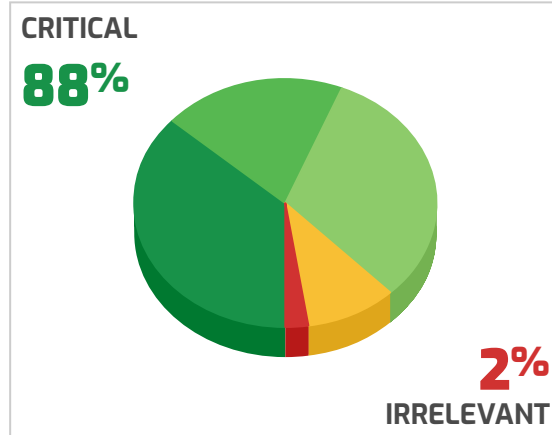


UNDER PROMISED SECURITY PROTECTS LOVE
 GENEROSITY INTEGRITY TRANSPARENT
 PERFORMANCE ENHANCING FRIENDLY NEGOTIATION
 CRITICAL RESPECTFUL SAVES TIME
 UNIQUE FEATURES CARING FAIR
 RELIABLE EFFECTIVE
 EFFICIENT ENABLES PRODUCTIVITY HELPS INNOVATE
 TRUSTWORTHY INSPIRING ALTRUISTIC
 INCLUDES PRODUCT ENHANCEMENTS CLIENT FRIENDLY POLICIES

IPSWITCH MOVEIT SYSTEM Emotional Footprint

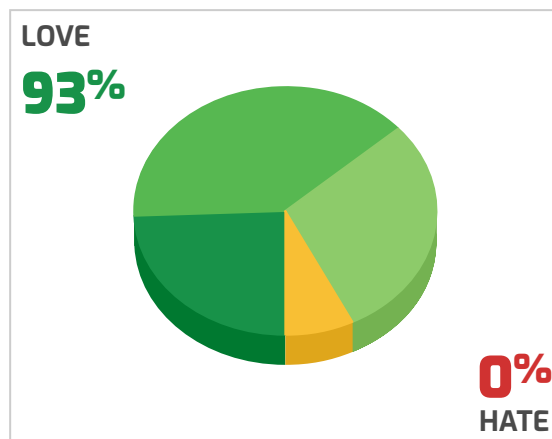
Importance to Professional Success

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



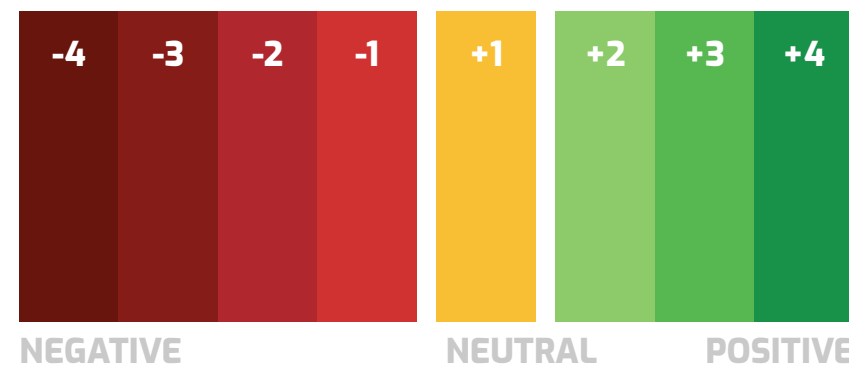
Strength of Emotional Connection

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



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



$\% \text{ POSITIVE} - \% \text{ NEGATIVE} = \text{NET EMOTIONAL FOOTPRINT}$

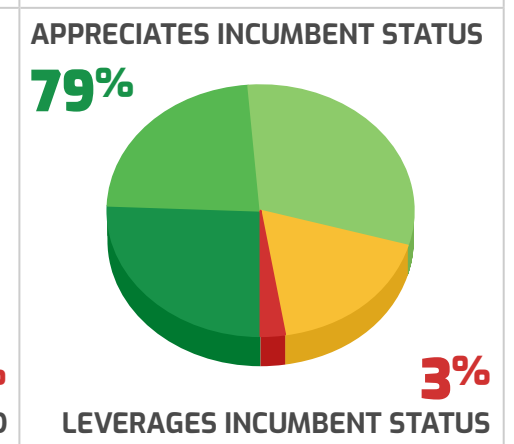
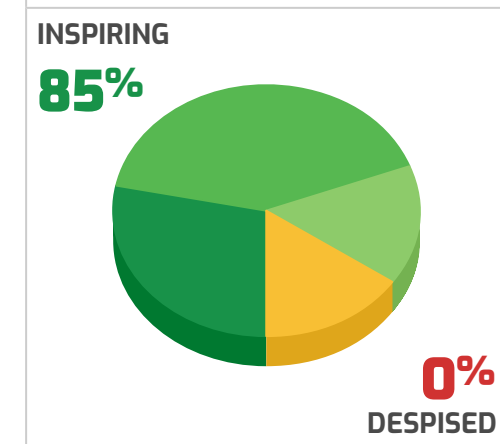
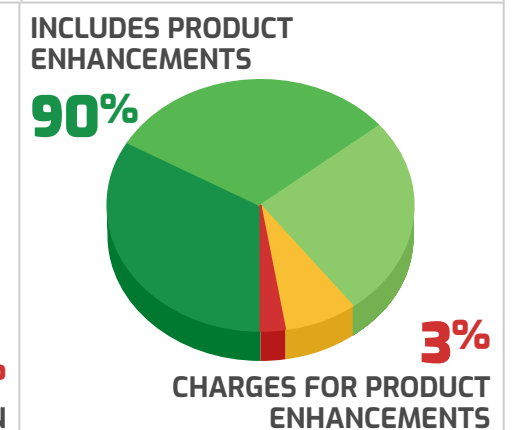
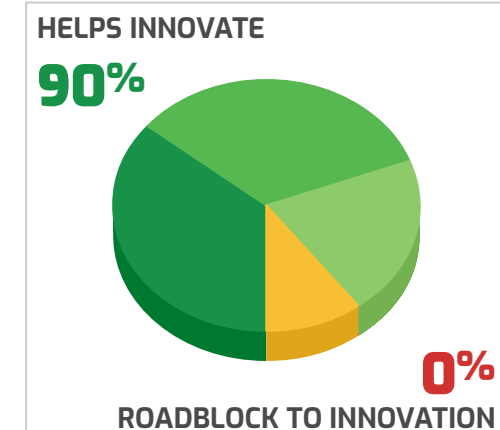
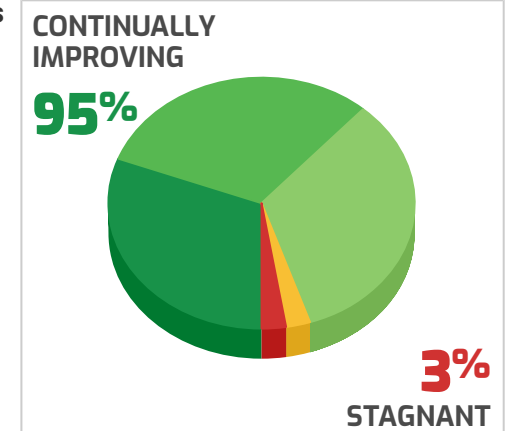
NET EMOTIONAL FOOTPRINT IPSWITCH MOVEIT SYSTEM

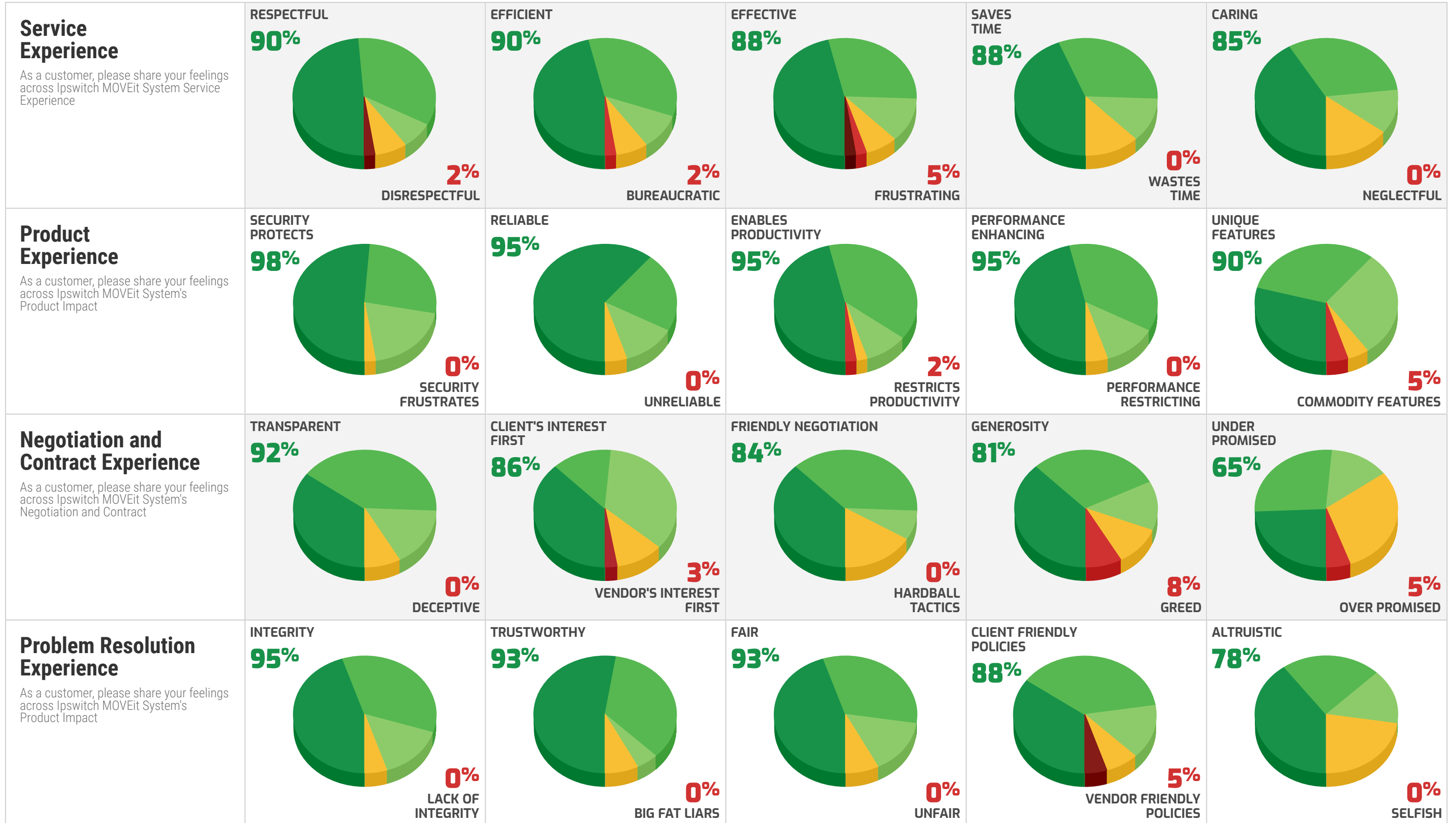
+87

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





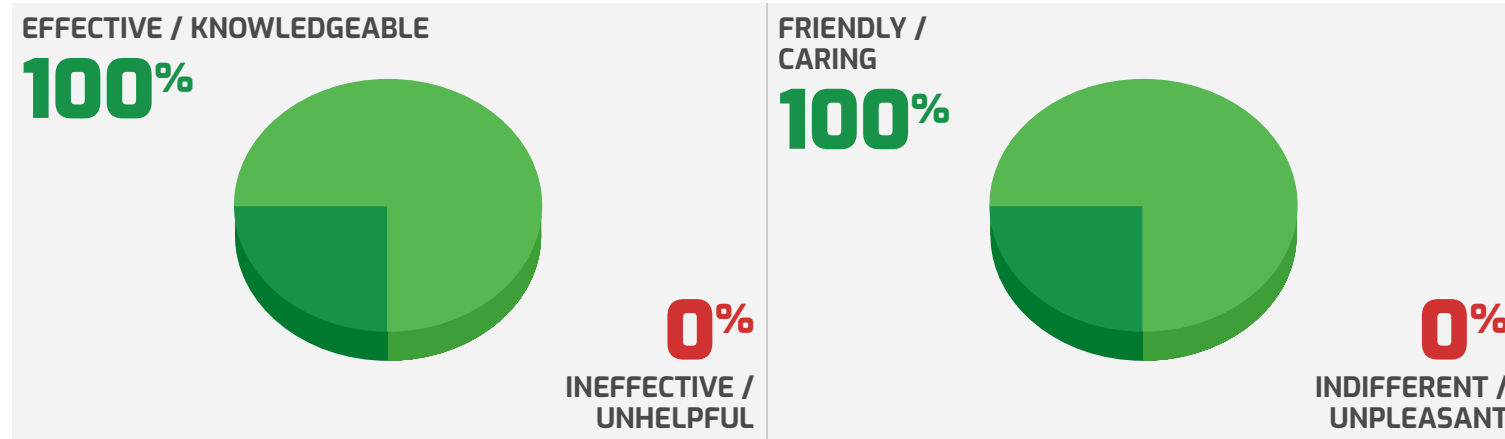
Relationships and Interaction

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.

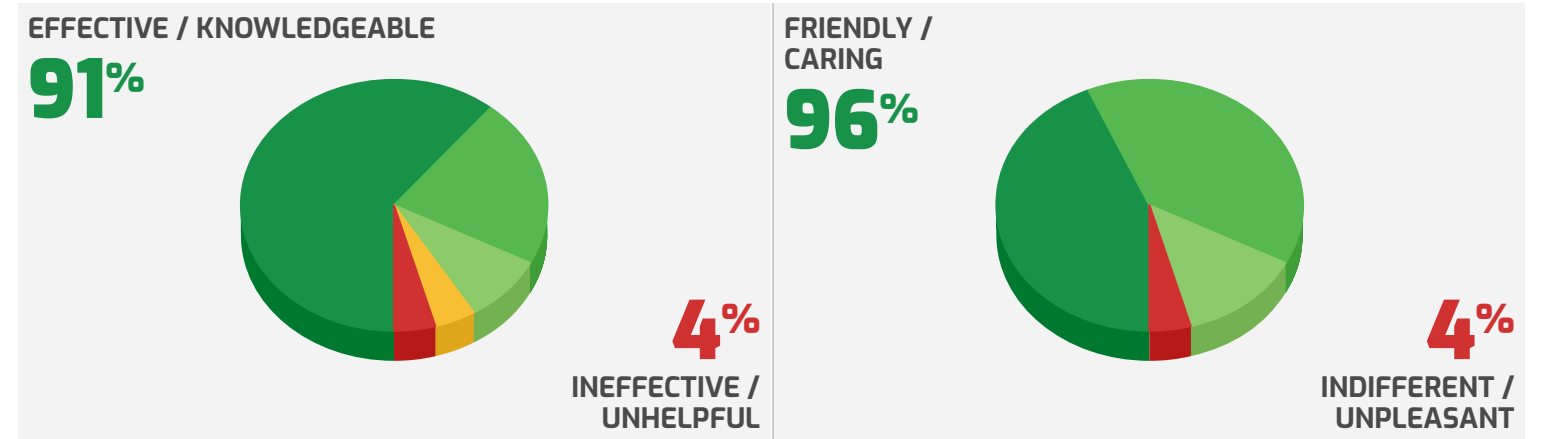
Based on your interactions and relationships with Ipswitch MOVEit System, please summarize what you experienced



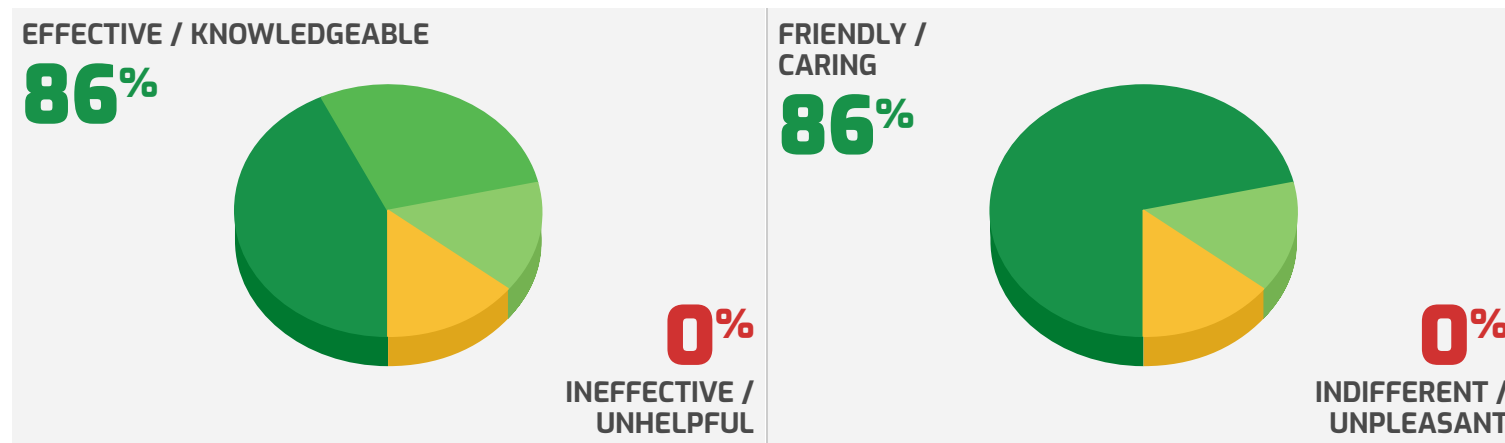
Sales Team



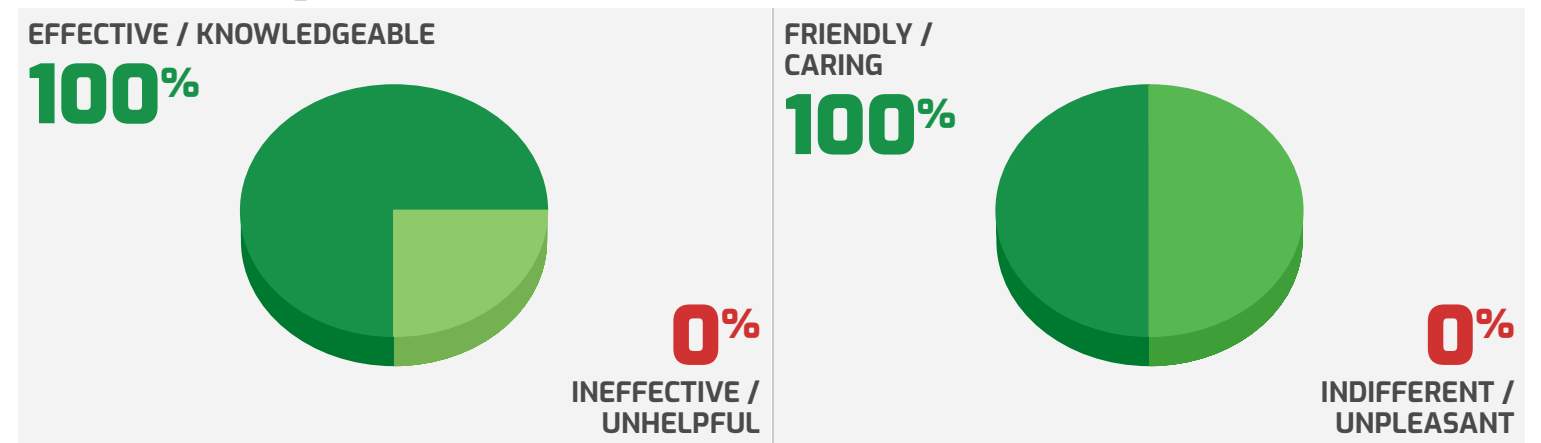
Technical and Product Specialists



Client Service Team



Leadership Team



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?

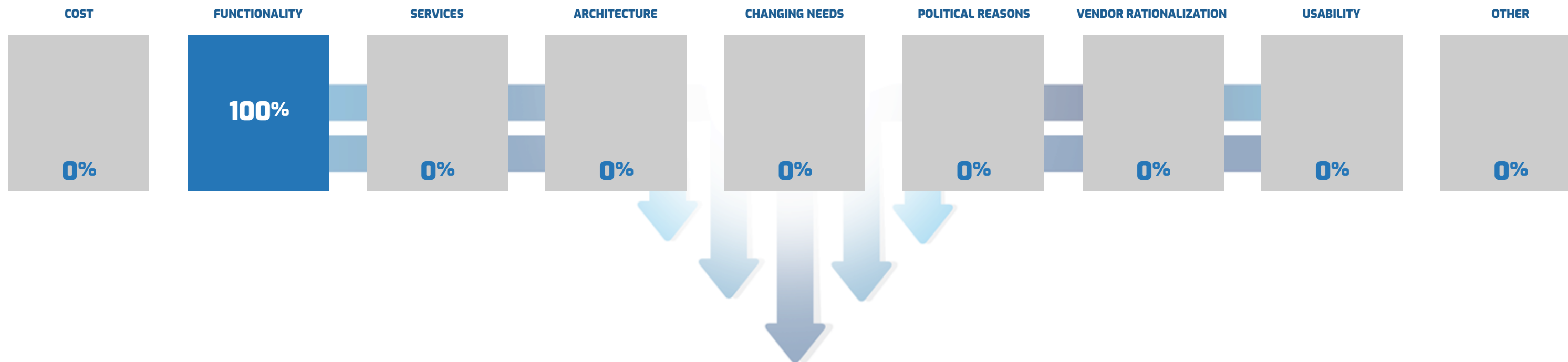


1 person has reported leaving Ipswitch MOVEit System

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.



1 PERSON HAS JOINED

90% LESS SATISFIED

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

**Real Data.
Real Users.
Real Results.**

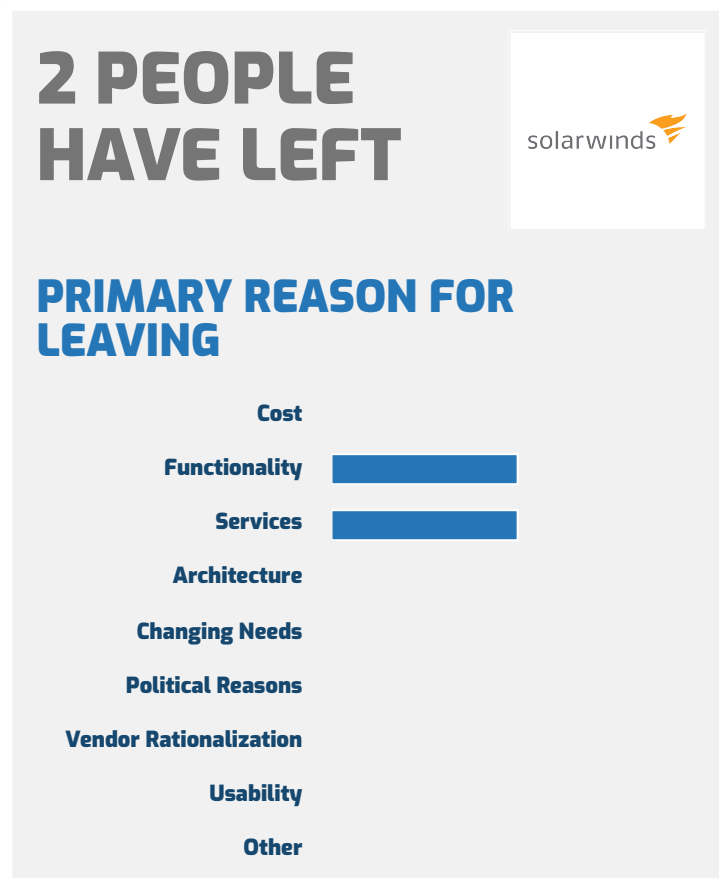
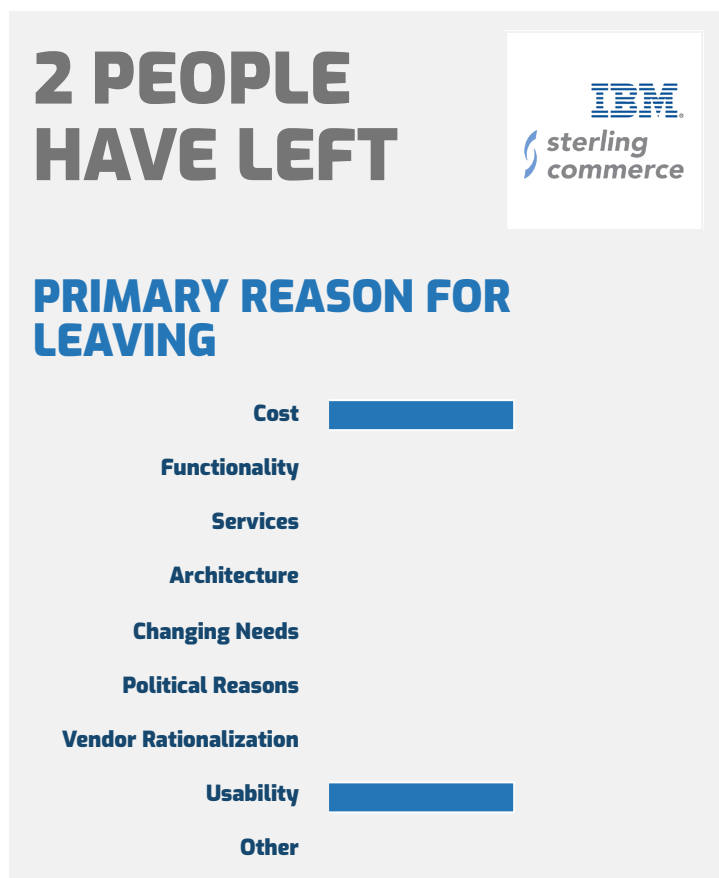
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SoftwareReviews.com**

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.



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.

Is your vendor?

**a) trusted
or b) a big fat liar**

Tell us your software experience by visiting [SoftwareReviews.com](https://www.softwarereviews.com) and **receive a \$5 Amazon gift card today!**

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.



100%
ADOPTION RATE

45%
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.



42%
ADOPTION RATE

25%
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.



89%
ADOPTION RATE

41%
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.



39%
ADOPTION RATE

33%
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.



47%
ADOPTION RATE

17%
CHECKED ARE DELIGHTED



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What Discounts are Available?

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

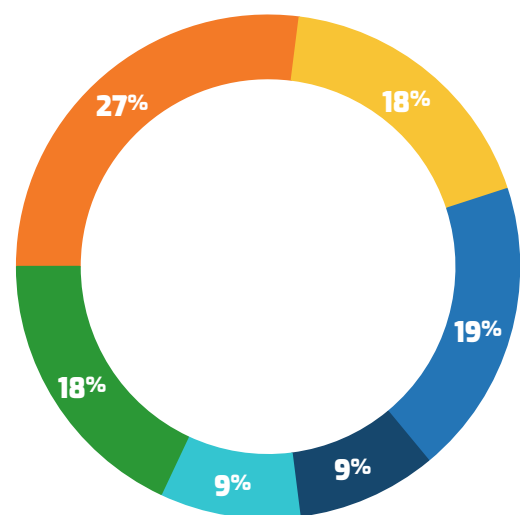
Have you been able to negotiate a discount or price reduction?

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

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.

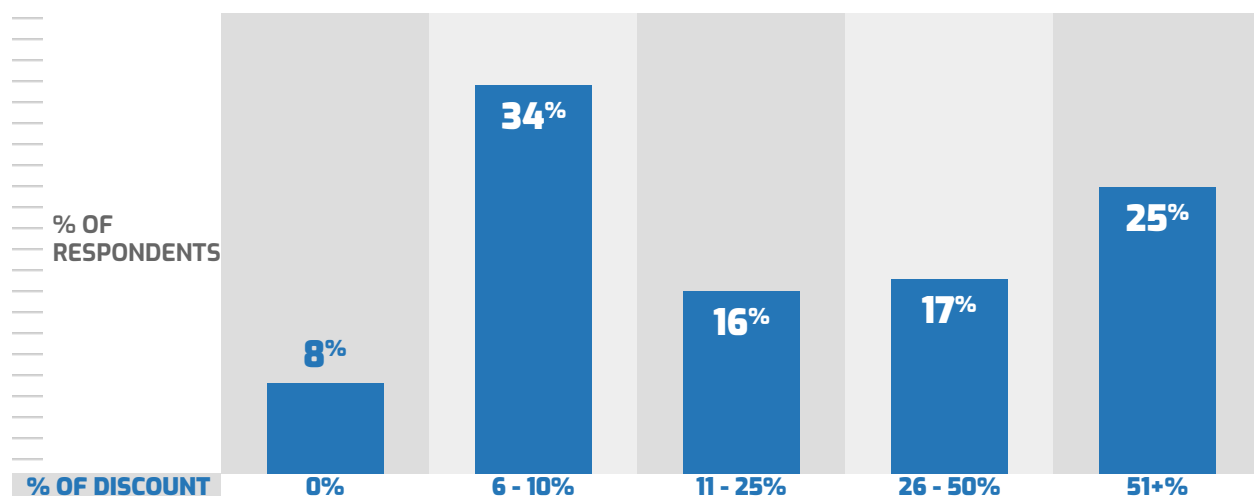


Legend

- 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

Discount % Provided

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



What are Clients of Ipswitch MOVEit System Planning to Spend Next Year?

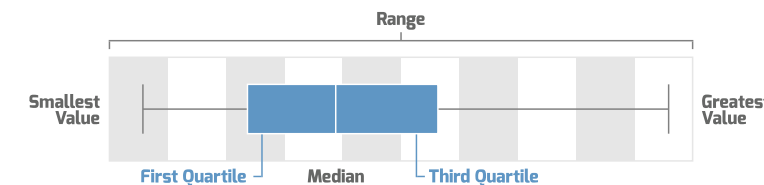
Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.

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%

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.



IMPLEMENTATION TYPE % of respondents	IMPLEMENTATION SATISFACTION	AVG WEEKS	WEEKS TO IMPLEMENT	AVG COST	COST TO IMPLEMENT
With the Vendor 21%	88%	3.3		\$62,833	
With the Vendor and a Third Party 12%	88%	3.5		\$84,568	
Minimal Implementation Required 21%	79%	2.0		\$9,190	
Independent Implementation 44%	78%	4.0		\$16,462	
With a Third Party 3%	75%	2.0		\$1,000	

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



Average Likeliness to Recommend

85%

Organizations Experience a

+3%

Change in Likeliness to Recommend When They Spend an Average of



Average Likeliness to Recommend

88%

Organizations Experience a

+10%

Change in Likeliness to Recommend When They Spend an Average of

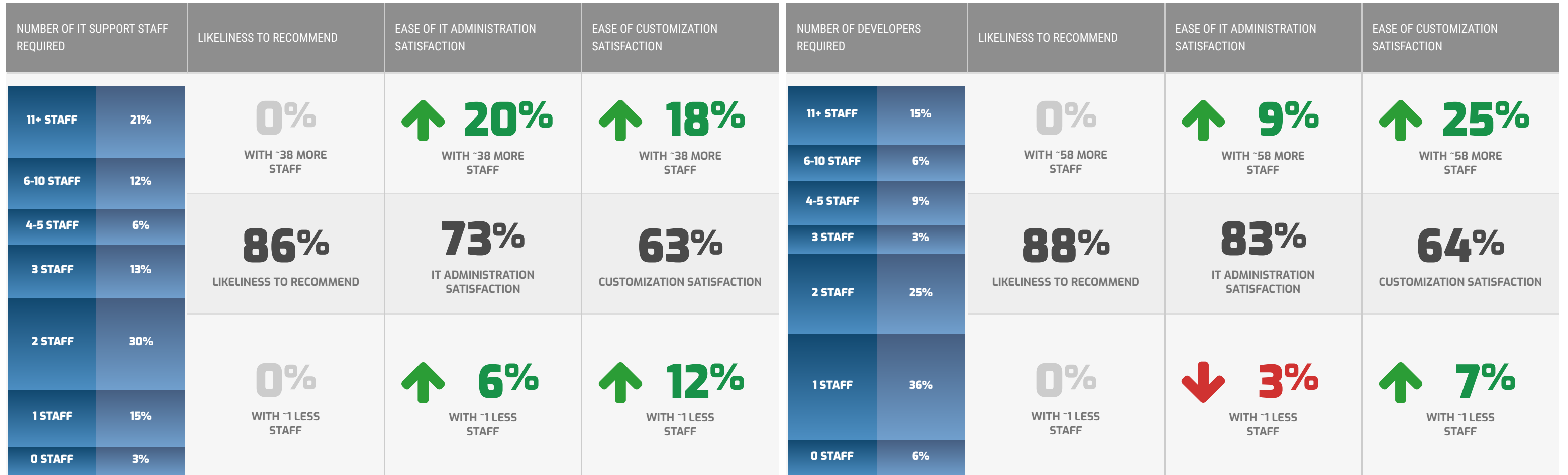


Average Likeliness to Recommend

95%

Staffing and Ownership

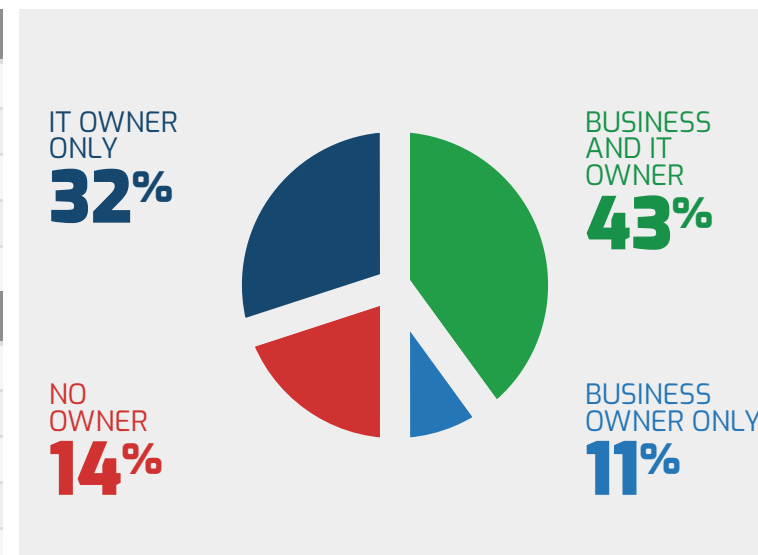
Be prepared. Ensure you staff the maintenance of Ipswitch MOVEit System correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.



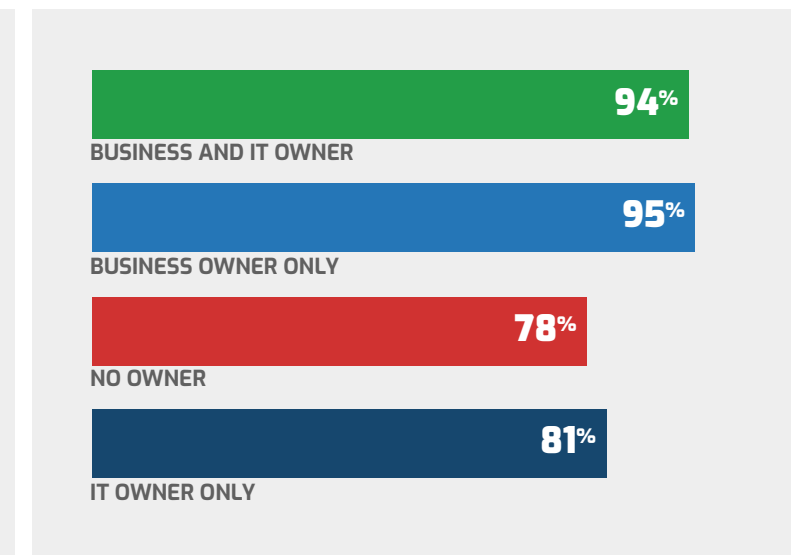
Staff Salaries

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



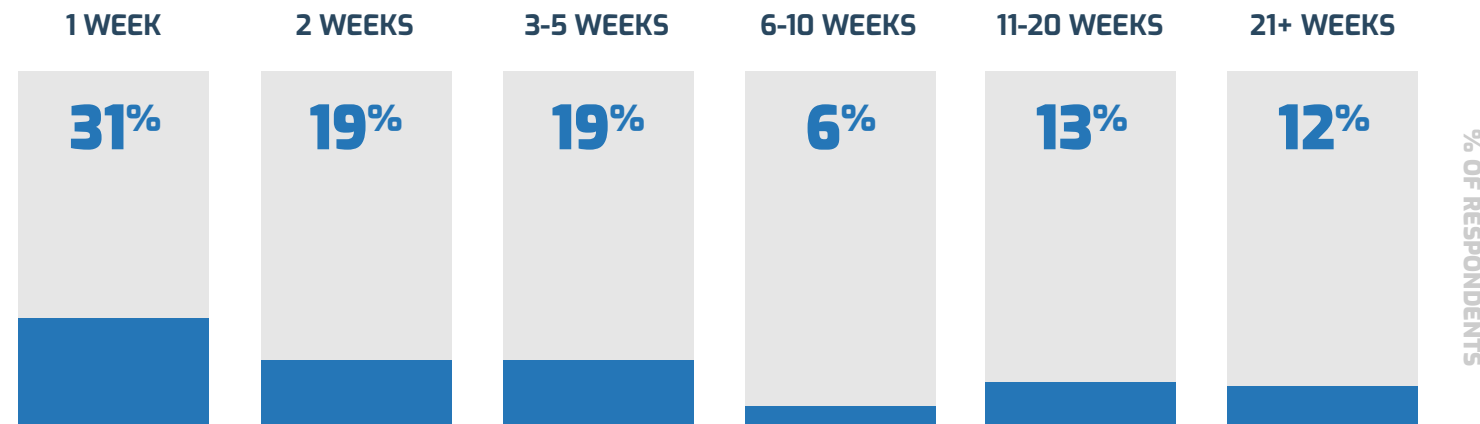
Ownership Satisfaction



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.

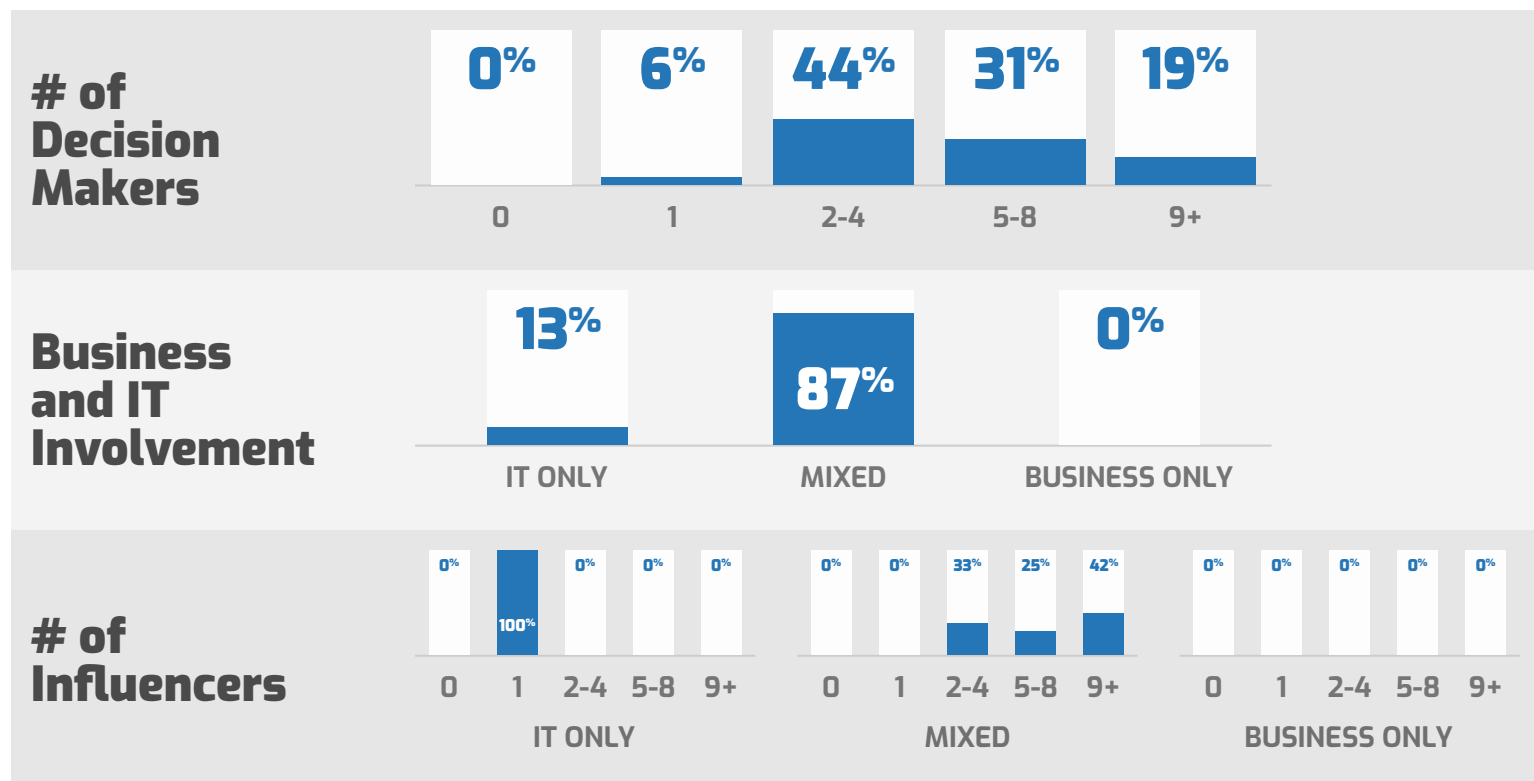
How much time and effort (in weeks) was spent making your selection decision?



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.

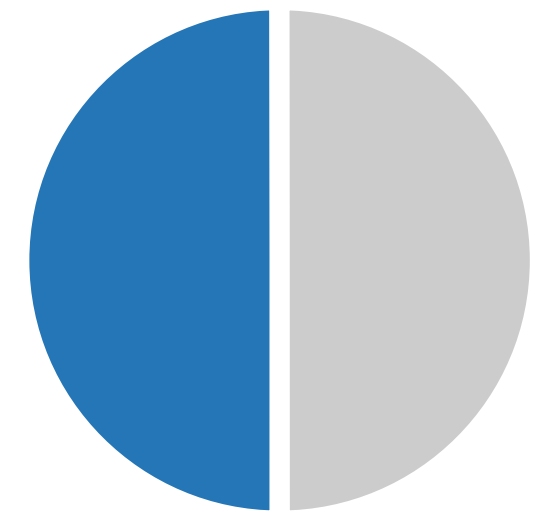
How many people were involved in the following capacities during this vendor selection decision?



Selection Methodology

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.

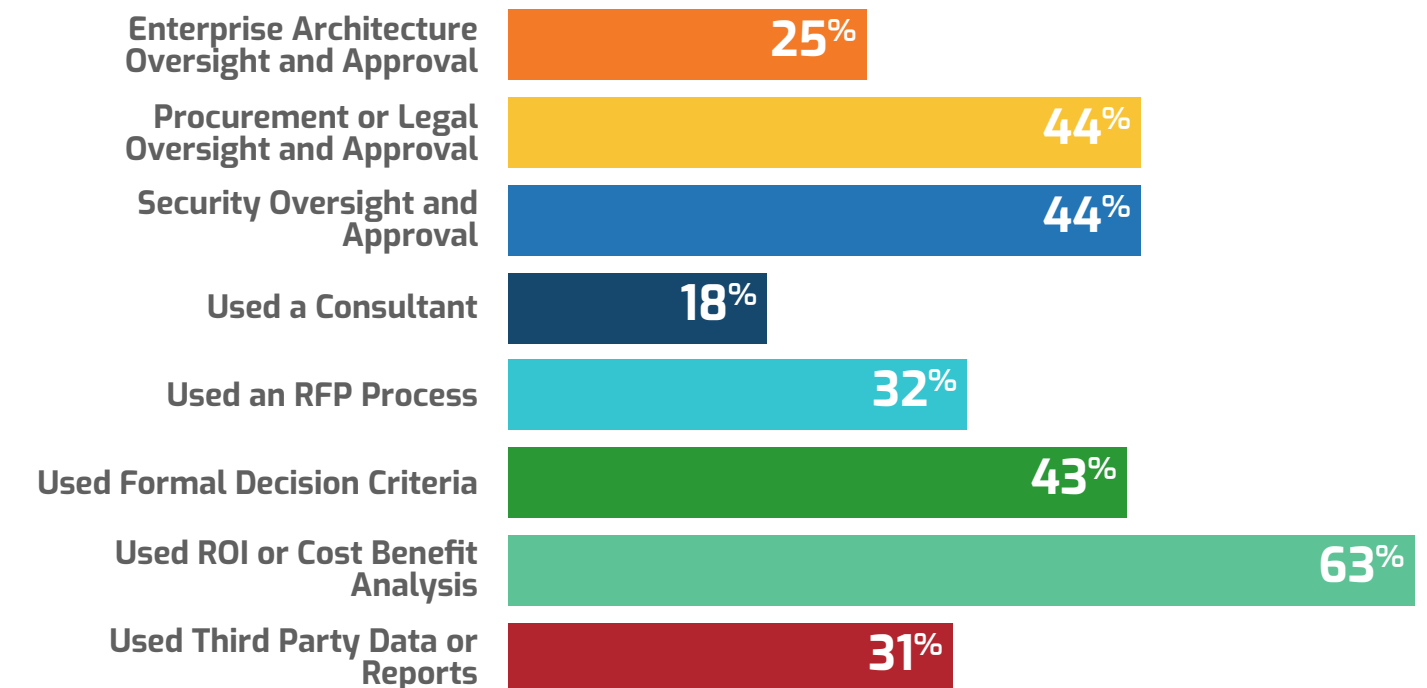
FORMAL INFORMAL



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%.



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

BEST FIT

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%