

# How Does JSCAPE Measure Up?

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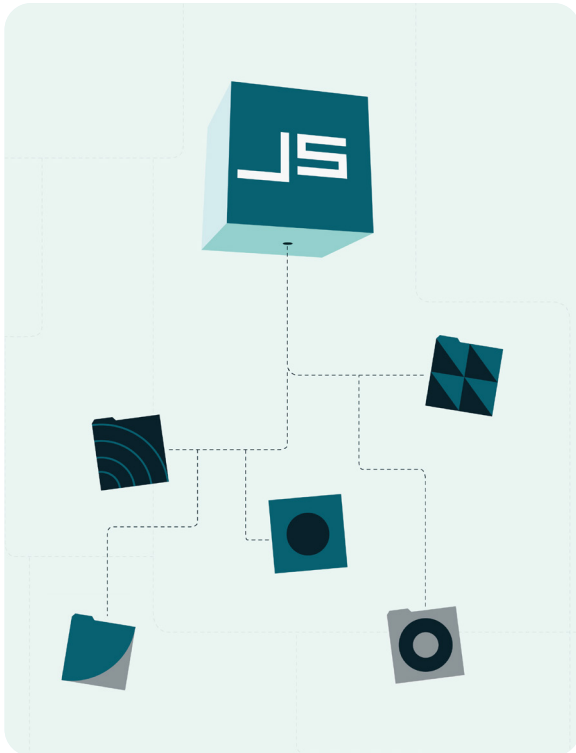
Managed File Transfer Software  
Competitor's Guide

REDWOOD

JSCAPE  
by Redwood

When sharing files, companies tend to use a mishmash of solutions. Some send files through email while others subscribe to cloud-based file sharing services like DropBox and Google Drive or rely on specialized methods like custom scripts or programs. But these solutions aren't fast, reliable or secure enough. Many of them don't even have enough capacity to support large file transfers.

All of these problems can be solved by a single solution – a managed file transfer (MFT) tool that allows you to share large files without worrying about security, reliability, size restrictions, and tracking.



Using a MFT solution for file sharing gives you the flexibility to choose the type of file transfer protocol you require as well as the ability to send files ad hoc. In addition, you get advanced features like high availability, encryption, automation and more.

Implementing a MFT solution can cut down system integration costs, significantly reduce risks, streamline file transfer processes, and ultimately help in achieving business goals. of CIOs are currently redefining business processes, while 61% say the effects of the pandemic are actually accelerating their digital transformation efforts. In the 'new normal', true finance automation Start by looking at implementation. Make sure you know in advance:

## Evaluating MFT solutions

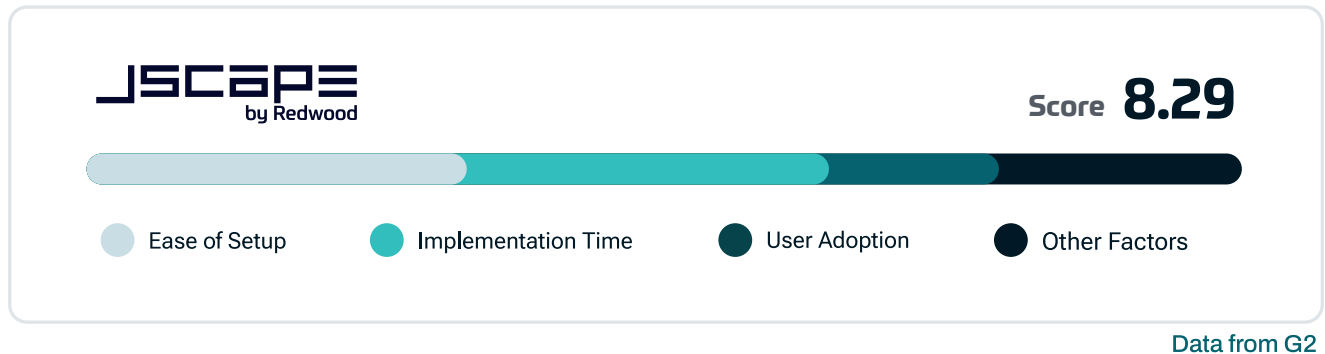
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Working with the right vendor is essential, as choosing the wrong one could mean implementing another solution in a few years, costing your team precious time and resources while slowing down your organization. Selecting a MFT solution can be challenging if you're not familiar with the different options on the market. While it's important to start by evaluating features you need to cover your requirements, there are other areas that are often overlooked.

Start by looking at implementation. Make sure you know in advance:

- How easy the MFT solution is to set up
- Typical implementation time
- User adoption

Start by looking at implementation. Make sure you know in advance:



Next, you need to think about what services and support you'll get beyond implementation. Specifically ask:

- Does the vendor offer 24/7 support? Can I reach them by phone, not only email?
- Does the vendor offer a structured onboarding? Will a Customer Success Manager guide me through the whole process?
- Does the vendor have a product roadmap and will they take into account enhancements I propose?
- Will I have access to training materials?

Navigating the MFT software landscape can be complex, so we've broken down the features and services each of the top MFT vendors have and what essential services they offer.

## Feature Comparison

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To help you evaluate the MFT solutions on the market, we looked at five key areas:

### Security

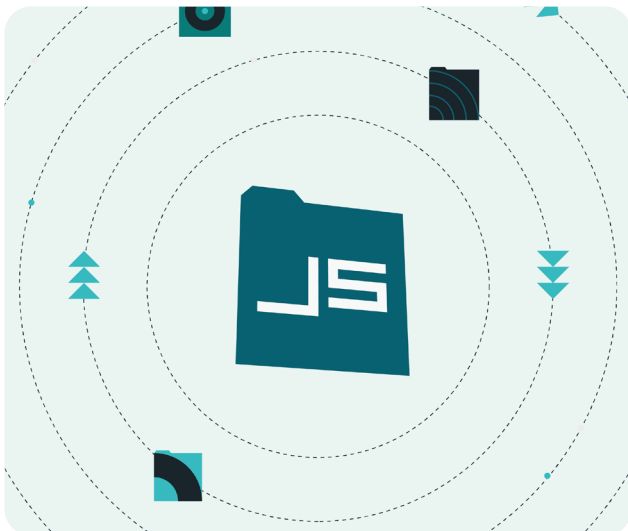
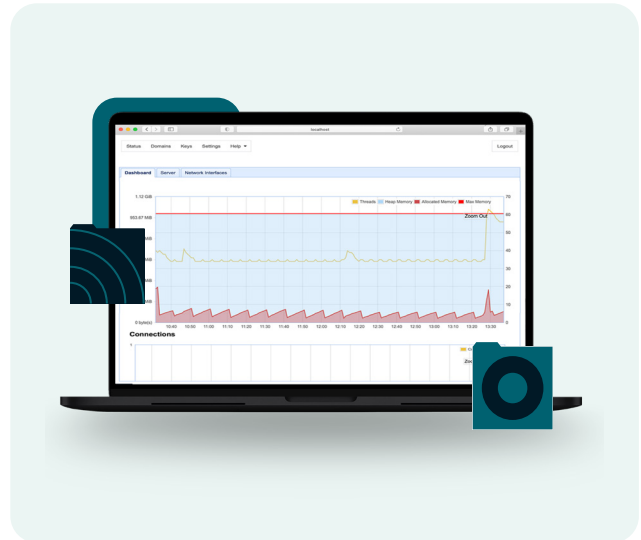
Security is a critical requirement, and depending on your business needs, it may range from basic security like a DMZ server, authentication and encryption to a more secure protocol/environment. We evaluated security based on the following features:

- DMZ server
- Open PGP encryption
- OFTP Server
- Multi-factor authentication
- AS2 Server
- Cypher management
- SSL
- Drop Zones

## Infrastructure

We also looked at how MFT tools provide for a seamless implementation and the key infrastructure requirements. To do this, we evaluated:

- Web interface
- High-availability setup
- Multi-platform usage
- Automation
- Reporting and analytics



## Extensibility

MFT solutions need to be able to transfer files in a variety of different ways to meet business needs, send large files via email, or automate MFT processes. In order to measure extensibility, we looked at these features:

- Ad-hoc file transfers
- REST API
- Outlook plugin

## User services

Beyond features and infrastructure, companies also need to look at the services and resources that vendors offer to ensure user adoption and project success. To help evaluate the support and services MFT solution providers offer, we looked at the following areas:

- On-demand training
- Customer success resources
- Technical support 24/7

# MFT Solution Provider Comparison

The following grid looks at how key MFT vendors stack up across the major areas identified above.

	JSCAPE By Redwood	GLOBALSCAPE	PROGRESS MOVEIT	GO ANYWHERE	CLEO	CERBERUS	THRU
Web Interface	✓	✓	✓	✓	✓	✓	✓
High availability	✓	✓	✓	✓	✓	✗	✓
Any platform	✓	✗	✗	✓	✓	✗	✗
Automation	✓	✓	✓	✓	✓	✓	✓
AS2 Server	✓	✓	✓	✓	✓	✗	✗
PCI DSS compliance	✓	✓	✓	✓	✓	✓	✓
HIPAA	✓	✓	✓	✓	✓	✓	✓
SOX	✓	✓	✓	✓	✓	✗	✓
GLBA	✓	✓	✓	✓	✗	✗	✓
Reporting and Analytics	✓	✓	✓	✓	✓	✓	✗
Multi-factor auth	✓	✓	✓	✓	✗	✓	✓
DMZ server	✓	✓	✓	✓	✓	✗	✓
On-demand training	✓	✓	✗	✓	✓	✗	✗
Customer Success	✓	✗	✗	✗	✗	✗	✗
Support 24/7	✓	✓	✓	✓	✓	✓	✗
Ad-hoc file transfers	✓	✓	✓	✓	✓	✓	✓
REST API	✓	✓	✓	✓	✓	✗	✓
Outlook plugin	✓	✓	✓	✓	✓	✗	✓
Drop Zones	✓	✗	✗	✗	✗	✗	✗
Cypher management	✓	✓	✗	✓	✓	✓	✗
Open PGP encryption	✓	✓	✓	✓	✓	✗	✓
OFTP Server	✓	✗	✗	✓	✓	✗	✗
SSL	✓	✓	✓	✓	✓	✓	✓

## Why JSCAPE?

Now that you see how MFT solutions compare on the key business and technical requirements, let's see JSCAPE can help simplify and empower your managed file transfers.

## Powerful FTP Server, Any Protocol, Any Platform

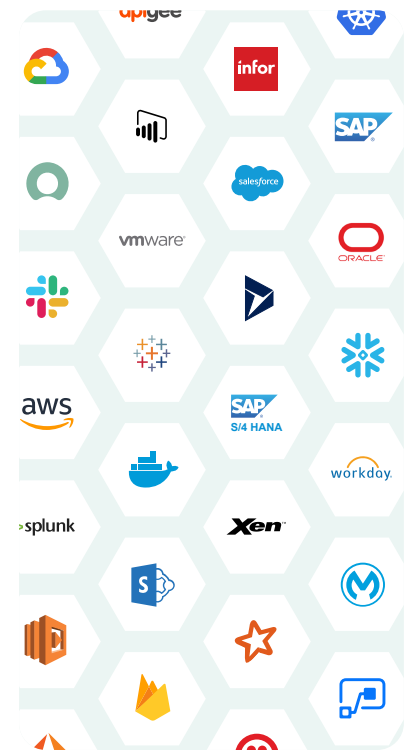
JSCAPE offers a powerful Managed File Transfer solution that doesn't require multiple FTP servers to handle different business needs. JSCAPE is designed to be flexible, so it adapts as your business and IT requirements change. It works with any protocol – AS2, FTP/S, SFTP, HTTP/S, OFTP2, and cloud – and supports any platform – Windows, Linux, Solaris, and MacOS X.

## Industry-Leading Reliability

A reliable MFT tool is a must when working with sensitive information that has to meet internal and external SLAs. JSCAPE Gateway is a high-availability solution that works with a reverse proxy server and DMZ load balancer for use in streaming internal network services without opening inbound ports or storing sensitive information in the DMZ. As a software-only solution, JSCAPE can stream virtually any network service, has installers available for all major platforms and supports key compliance requirements for HIPAA, PCI and GLBA.

## Powerful API

Using open API or JSCAPE'S REST API, users can integrate JSCAPE with any enterprise tool with a REST API, making it possible to consolidate file transfer tools and scripts, and to simplify your organization's managed file transfers.



## Dedicated Support, Customer Success And Migration Teams

Our expert Onboarding and Customer Success team ensure a successful implementation. We'll work with you to ensure your team has the right configurations and know-how to meet your unique business requirements through the life of your engagement. We also offer quarterly Health Checks that assess the maturity of your JSCAPE environment, providing specific recommendations to improve performance, reliability and ROI.

In addition to our Customer Success services, we also have 24/7 SEV-1 support and 24/5 support for all other issues. It's available via phone, email or web portal so you can contact our in-house support team in the channel that works for you.

If you're moving from a different MFT tool, our dedicated Migration and Customer Success team works with you to understand your unique system, data and process requirements and create a detailed migration plan and timeline.

Want to learn more about what JSCAPE can do for your organization? Get a customized demo now.

[Request A Demo](#)