

APRIL 2025

GOANYWHERE MFT COMPARISON REPORT

FEATURING

JSCAPE MFT Server
Progress MOVEit

CATEGORY

Managed File Transfer – Enterprise

Produced on behalf of GoAnywhere MFT using data sourced from the SoftwareReviews
2025 Managed File Transfer – Enterprise category. © Info-Tech Research Group, 2025.



Table of **Contents**

- | | | | |
|----|---|----|---|
| 03 | Picking the Right Technology Partner for Your Business | 15 | The Crucial Role of Vendor Training in Software Utilization |
| 04 | Always Leverage Data During Your Selection Process | 16 | Features Are the Gateway to Driving Customer Satisfaction |
| 05 | Comparison Report Featuring Fortra and Competitors | 17 | Enhancing User Satisfaction: The Role of Software Features in Delivering ROI |
| 06 | Key Providers at a Glance | 18 | Setting Your Partnership Up the Right Way Through Positive Contracts and Negotiations |
| 08 | How Vendors Performed in the Data Quadrant | 19 | Why Service Is So Essential in Your Software Partnerships |
| 10 | Beyond Conventional Metrics: Measuring Business Value Created Through Software Partners | 20 | Conflict Resolution: Choose a Partner That Has Your Back |
| 11 | Empowering Growth Through Forward-Thinking Product Strategy | 21 | Choose a Partner That Will Innovate and Inspire Growth |
| 12 | Implementation Satisfaction: Kicking Off a Partnership the Right Way | 22 | Measure Your Product Experience Beyond Feature Performance |
| 13 | Vendor Support: The Front Door to Satisfied Customers | 23 | Focus on What Matters to You |
| 14 | Elevating Success With User-Friendly Software | 24 | About This Report |
| | | 25 | About SoftwareReviews |

Picking the Right Technology Partner for Your Business

Choosing the right software is a decision that has far-reaching implications for your business.

The software and systems you implement are not just tools; they're the backbone of your organization's operations and play a crucial role in delivering value to both your customers and your employees.

Finding the right technology partner is a complex but vital task. It requires a decision that's based not only on the software's features and performance but also on how well the vendor will support you throughout your journey with its software.

Bridge the Satisfaction Gap

Furthering the importance of choosing the right software is the fact that organizations tend to keep the software they purchase. According to data collected by SoftwareReviews, 92% of users said they were likely to renew their existing enterprise software, while only 64% indicated they were likely to recommend their current provider. This gap between renewal rates and satisfaction highlights the significant risk and opportunity involved in your next software purchase.

Top Factors to Consider When Selecting a Vendor

Traditionally, selection projects have focused on features and price. To close the satisfaction gap, you need to consider other aspects of the software and the vendor when making your decision.

01

How the software will contribute to business value and support your organization's most important goals.

02

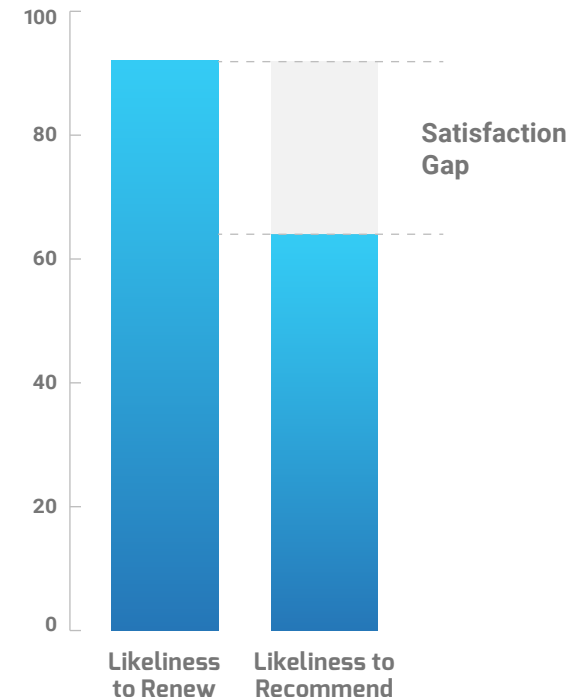
How the software will integrate with your existing processes and align with your unique needs, industry-specific requirements, and growth trajectory.

03

Whether functionality and user experience from the outset will reduce learning curves, heighten adoption, ensure user satisfaction, and maximize productivity.

04

How the software provider will continuously improve and grow with you as your business evolves.



Always **Leverage Data** During Your Selection Process

SoftwareReviews' goal is to guide software buyers through a complex and evolving market by collecting insights from real users of enterprise software.

SoftwareReviews believes you need data to make any decision, and purchasing software is no different. SoftwareReviews reports encompass over 100 data points to measure customer satisfaction across multiple aspects of the software experience.

Incorporating data into your selection process enhances your ability to assess the strengths and weaknesses of potential software solutions objectively. This eliminates bias from the decision-making process and increases the likeliness of a successful long-term partnership with your new vendor.

Top factors affecting **user satisfaction**
across all software categories

Business
Value

Customer
Relationship

Reliability

Performance

Innovation

Features

Comparison Report Featuring **Fortra and Competitors**

SoftwareReviews reports provide comprehensive insight into the experience of evaluating, purchasing, and using enterprise software.

The data is collected from real users who have worked with solutions intimately from procurement to implementation and everyday use.

This Comparison Report is designed to compare GoAnywhere MFT against JSCAPE MFT Server and Progress MOVEit. The report uses select data from the SoftwareReviews' 2025 Managed File Transfer – Enterprise reports.

The goal of this report is to compare top providers across a variety of metrics and assist buyers in choosing the software that best matches their organizational needs.

What Do We Measure?

SoftwareReviews compares over 100 data points on the performance of enterprise software across a number of areas, including:



Product features and functionality customized for each category.



Table-stakes capabilities expected of all software providers.



Customer satisfaction metrics that measure the experience of working with the vendor.



Overall user satisfaction metrics.

To view the full category report, please visit
[softwarereviews.com](https://www.softwarereviews.com)

Key Providers at a Glance

COMPARE TOP SATISFACTION METRICS

This report will summarize select metrics valued by users in the Managed File Transfer – Enterprise category, specifically for the following vendors and products.



GoAnywhere MFT

GoAnywhere MFT is a managed file transfer solution that simplifies, automates, and secures file transfers using a centralized enterprise-level approach. Installed on premises or in the cloud, GoAnywhere MFT can save your organization time and money, improve security, and help you meet compliance requirements with detailed reports. It is multi-platform compatible.

9.1
Composite
Score

9.3
Customer
Experience
(CX) Score

92%
Likelihood to
Recommend



JSCAPE MFT Server

JSCAPE MFT Server's intuitive user interface makes it easy to set up and configure FTP clients, SFTP clients, FTPS servers, and more. Save time and improve reliability with features that make security and file management simple and convenient.

7.5
Composite
Score

7.6
Customer
Experience
(CX) Score

82%
Likelihood to
Recommend



Progress MOVEit

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 hands-on IT involvement and allows for user self-service as needed. You can choose to implement MOVEit as an on-premises or cloud solution – or hybrid.

8.4
Composite
Score

8.5
Customer
Experience
(CX) Score

91%
Likelihood to
Recommend

Key Metrics

COMPOSITE SCORE

The primary ranking of overall software performance. This score is a proprietary algorithm comprising end-user feedback on vendor capabilities, feature scores, user satisfaction, and Net Emotional Footprint and is adjusted for the volume and recency of vendor reviews.

CUSTOMER EXPERIENCE (CX) SCORE

This score rates vendors on the overall customer experience. It is based on a proprietary algorithm comprising all relationship metrics and business value drivers and is adjusted for the volume and recency of vendor reviews.

LIKELINESS TO RECOMMEND

This metric measures how likely a qualified user would be to recommend the product to their peers or colleagues.

How Vendors Performed in the **Data Quadrant**

What Is the Data Quadrant?

The Data Quadrant is a comprehensive evaluation of the top software in the Managed File Transfer – Enterprise market.

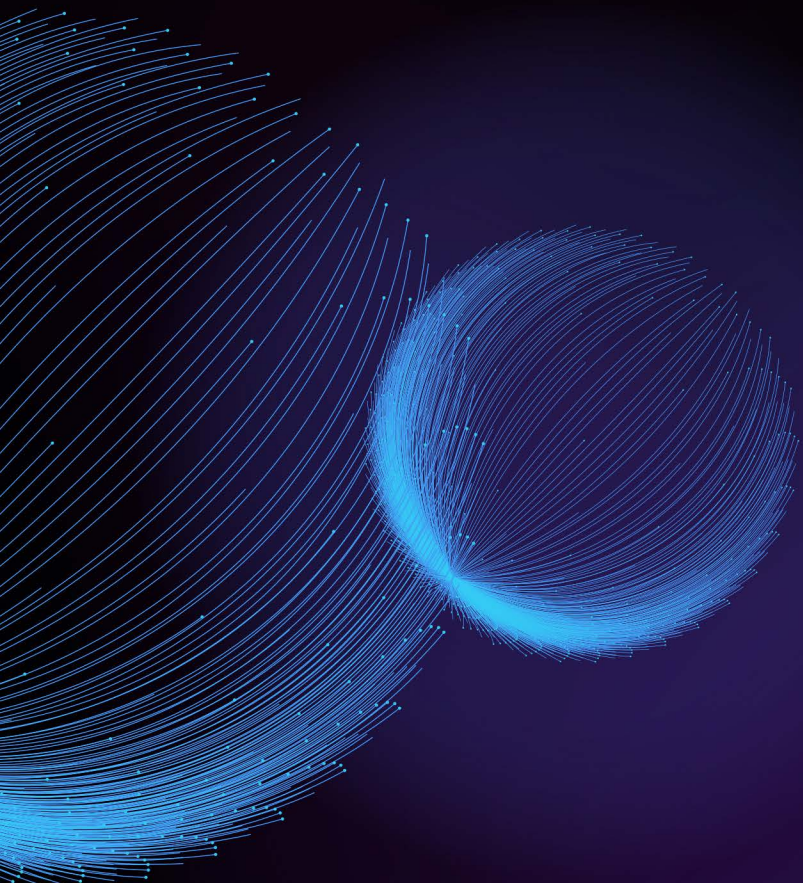
The SoftwareReviews Data Quadrant evaluates and ranks products based on feedback from real, verified users and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

Data is collected from real users, meticulously verified, and visualized in easy-to-understand charts and graphs. Each product is compared against others in its market to create a holistic, unbiased view of the product landscape.

The Data Quadrant is a summation of hundreds of data points that gives you a quick snapshot of the market. Use this detailed report to quickly validate your top features and shortlist your top contenders.

The remainder of this report highlights data points chosen by Fortra to illustrate performance in the market and what you should consider when making your next software purchase.





DIVING INTO THE DATA

Comparison of GoAnywhere MFT, JSCAPE MFT
Server, and Progress MOVEit

Beyond Conventional Metrics: Measuring Business Value Created Through Software Partners

While features and functionality are certainly important when choosing a particular platform, long-term satisfaction is most often correlated with how the platform provides value to the business and its users.

Business value serves as a much more comprehensive measure of how a software solution contributes to an organization's strategic objectives, growth plans, and overall success.

The best software doesn't simply meet immediate needs but also actively contributes to helping an organization manage costs, grow revenue, increase employee productivity, and create a competitive edge.

The image below highlights how users feel their provider supports their business goals and objectives.

Business value satisfaction

distribution and average rating across featured technology providers.



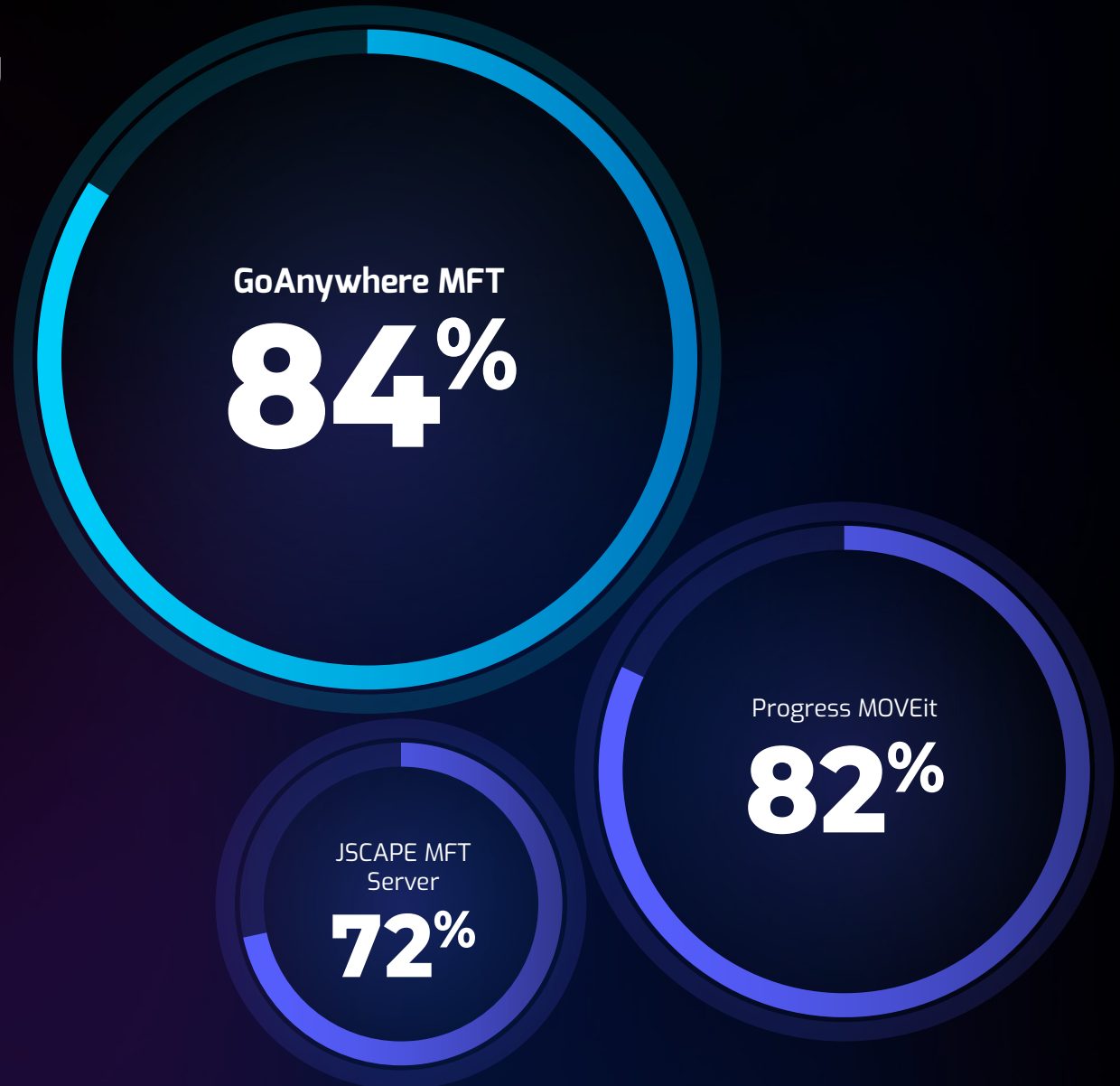
Empowering Growth Through **Forward-Thinking Product Strategy**

Business needs change, but often our software providers do not. How your software partners continuously invest in their products can be the difference between a high-performing tool enabling your business and a legacy application holding you back.

Regular updates and enhancements not only keep the software up to date but also provide opportunities for organizations to leverage new features and capabilities. Furthermore, a vendor's product strategy can signal its commitment to innovation and the alignment of its product roadmap with changing market needs and industry opportunities.

When you choose technology providers that prioritize ongoing development and improvements, you can be confident they are dedicated to delivering long-term value to their customers.

Average user satisfaction with the
technology provider's product strategy.

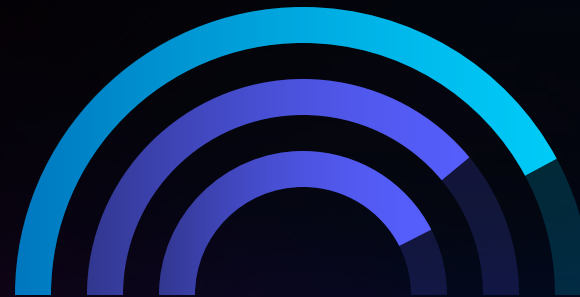


Implementation Satisfaction: Kicking Off a Partnership the Right Way

A well-executed software implementation ensures that organizations can leverage the full potential of the technology to enhance productivity, optimize processes, and deliver superior customer experiences.

Software that is easy to implement, adapt, and integrate into your environment minimizes disruptions and configuration effort, saving valuable time and resources.

In essence, successful software implementation is the linchpin ensuring you maximize value – and minimize risk – from your software investments.



Ease of Implementation

GoAnywhere MFT
88%
JSCAPE MFT Server **78%**
Progress MOVEit **85%**



Ease of Data Integration

GoAnywhere MFT
86%
JSCAPE MFT Server **77%**
Progress MOVEit **85%**

User satisfaction with various factors that support a successful software implementation among technology providers within the **Managed File Transfer – Enterprise** market.

Vendor Support: The Front Door to Satisfied Customers

The support organization is often the first point of contact for users, so it has a pivotal role in setting the overall tone for the vendor-customer relationship. When contacting support, whether for general questions or to report an emergency, users expect their issues to be resolved quickly and effectively by a supportive and empathetic partner.

The level and quality of vendor support should be a critical factor in choosing the right software provider. It is important for organizations to choose a partner that demonstrates a commitment to customer success and has the capability to ensure its applications are performing optimally.

Vendor support satisfaction from disappointed to delighted across indicated vendors. Percentage indicates customers' overall average satisfaction with vendor support.

GoAnywhere MFT

86%



JSCAPE MFT Server

72%



Progress MOVEit

84%



User Sentiment Feedback



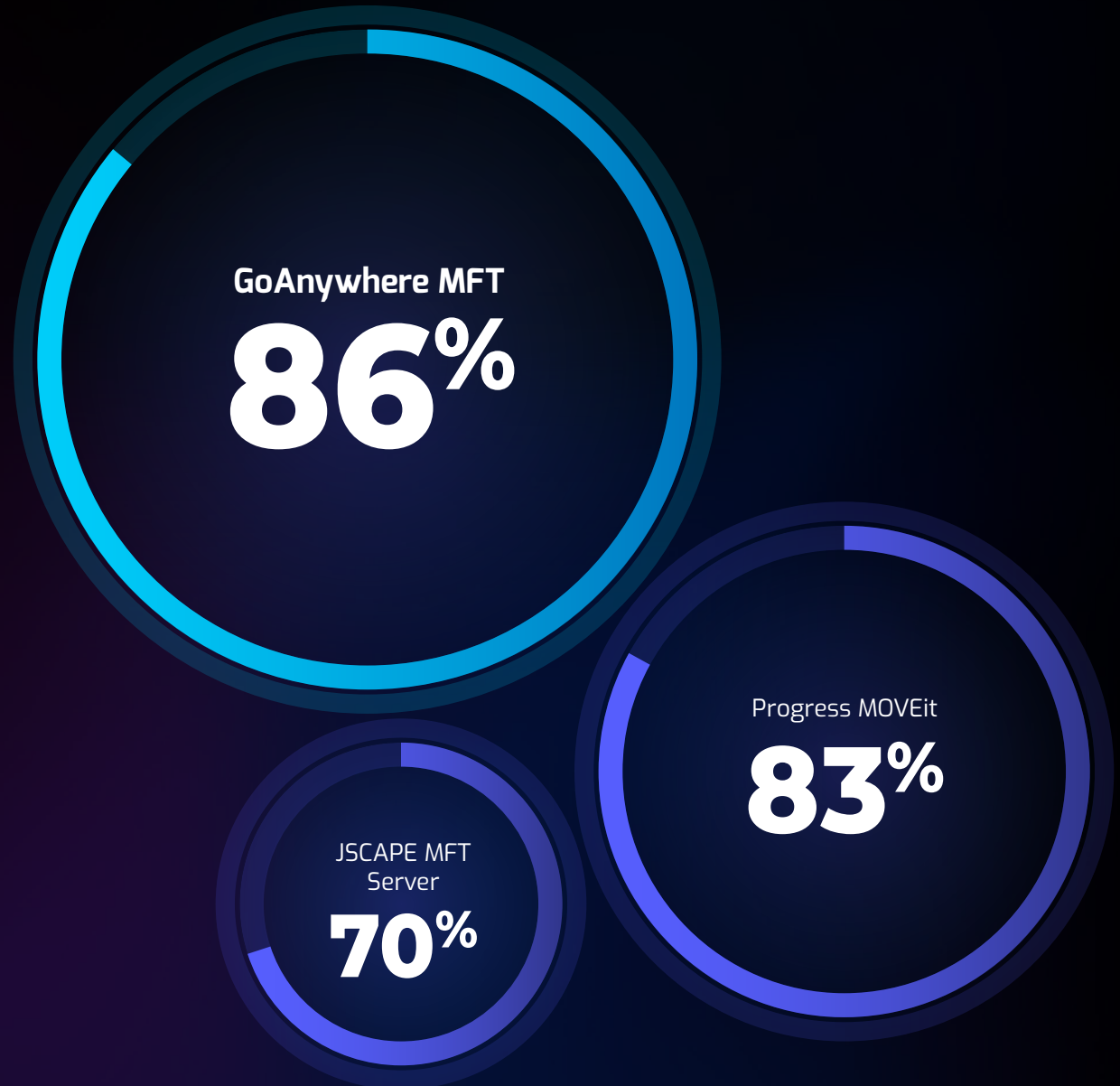
Elevating Success With User-Friendly Software

Software's ease of use is closely linked to adoption rate, time to value, and employee job satisfaction.

Software solutions that are user friendly and require minimal training not only reduce the learning curve but also empower employees to use the tools to their fullest potential.

Ultimately, a strong user experience leads to increased productivity, fewer errors, and a smoother workflow, allowing organizations to maximize the return on investment from their software purchases.

Users reported **satisfaction with the usability and intuitiveness** of their software.

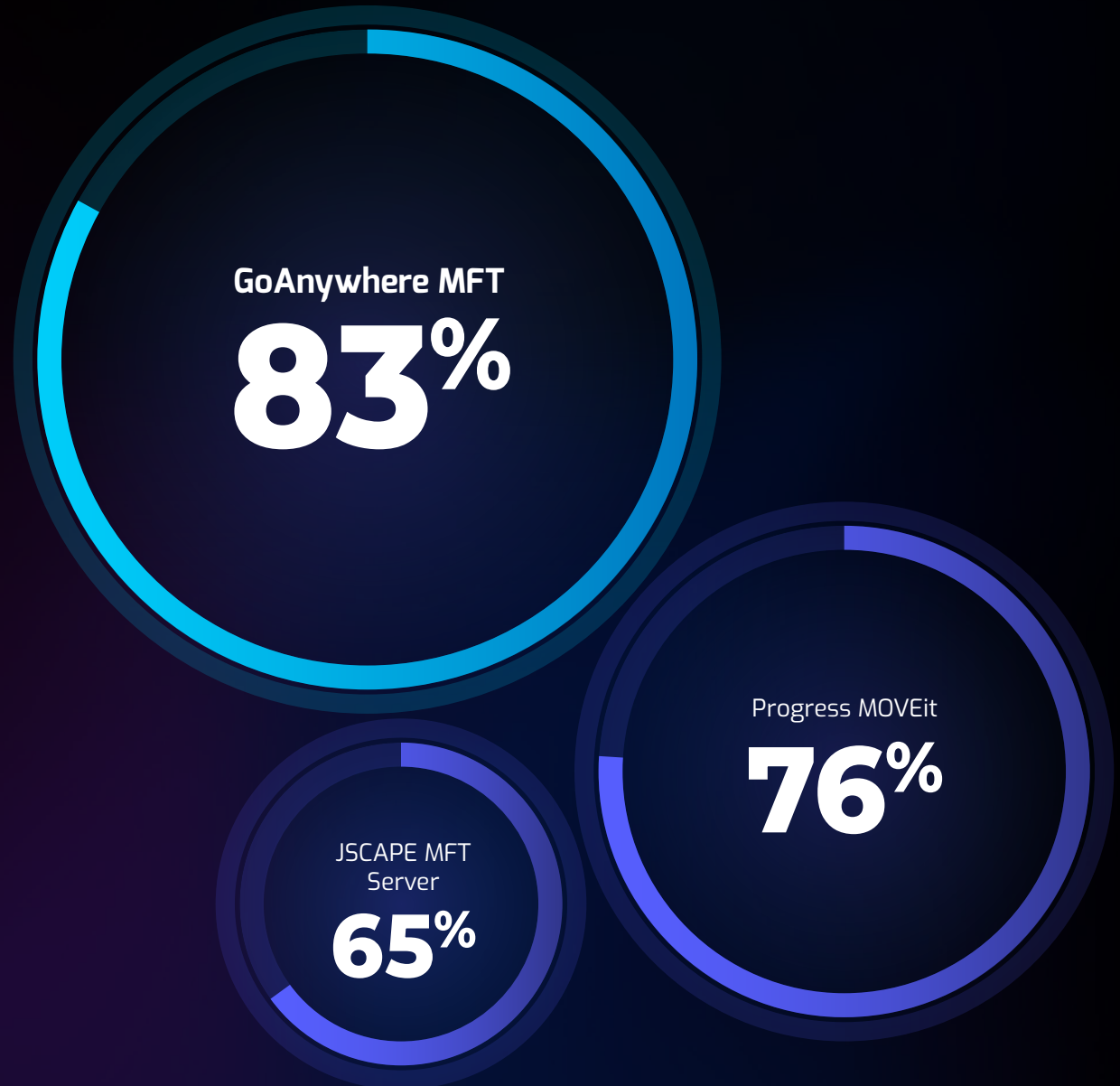


The Crucial Role of **Vendor Training** in Software Utilization

Training support provided by the vendor is critical to the successful adoption and utilization of the software solution.

Effective training ensures that users understand how to maximize the potential of the system, leading to increased efficiency, productivity, and user satisfaction. Proper training also reduces the likelihood of user errors and helps achieve a faster return on investment. It empowers users to leverage the full capabilities of the software, ultimately enhancing the overall value proposition for the buyer.

Users reported **satisfaction with the availability and quality of training** from their vendor.



Features Are the Gateway to Driving Customer Satisfaction

Organizations buy software to address the capabilities needed to run their businesses.

A rich selection of high-quality features enables users to address a diverse set of requirements efficiently and effectively in a single platform. Buyers benefit from software vendors that offer a wide range of features, as it ensures they can tailor the solution to their specific needs and drive maximum value from their investment.

Just as important as the breadth is the quality of those software capabilities. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively.



Breadth of Features

GoAnywhere MFT
86%
JSCAPE MFT Server **75%**
Progress MOVEit **82%**



Quality of Features

GoAnywhere MFT
87%
JSCAPE MFT Server **72%**
Progress MOVEit **85%**

Users reported **satisfaction with the breadth and quality of features** of their software.

Enhancing User Satisfaction: The Role of Software Features in Delivering ROI

When buying software, you are buying a tool to support business processes and help provide value to your customers, employees, and partners.

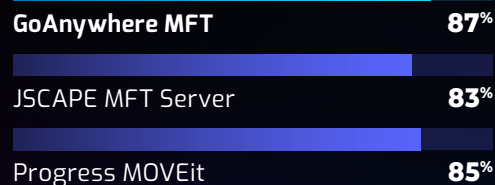
Features are the foundation for software performance and usually the first stage of the evaluation process. A well-designed set of features not only addresses immediate needs but also anticipates future demands.

The features to the right are some of the key features to consider when searching for Managed File Transfer – Enterprise software.

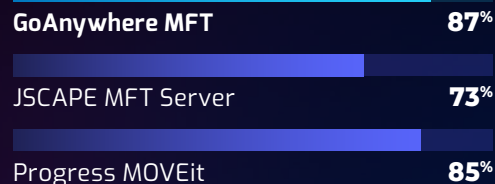
These top-listed features are a subset of the total features reviewed in the category and serve as a guideline for anyone evaluating software in this space.

Users reported **satisfaction with key features** of the software.

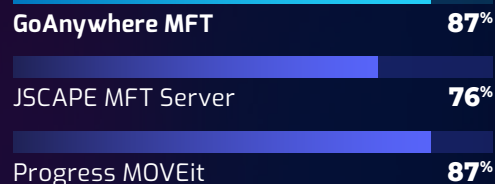
Large File Support



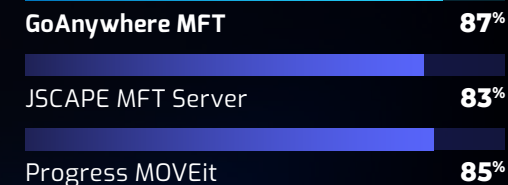
Session Monitoring



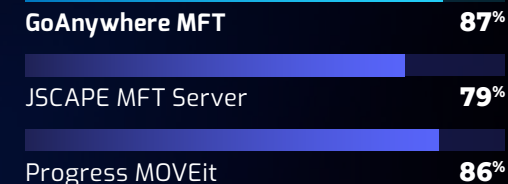
High Performance



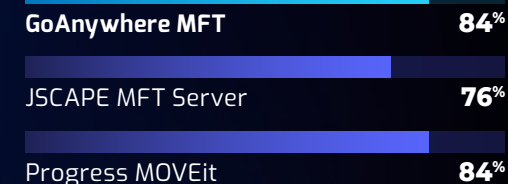
Multi-Platform Support



LDAP Support



Quota Bandwidth Control



Setting Your Partnership Up the Right Way Through **Positive Contracts and Negotiations**

The initial contract and negotiation phase with a software provider is crucial, marking your first real interaction with them. This stage not only reveals the character of the organization and its people but also sets the foundation for your future partnership.

A successful partnership is built on transparency, trust, and collaboration, all of which should be reflected in a fair and clear contract.

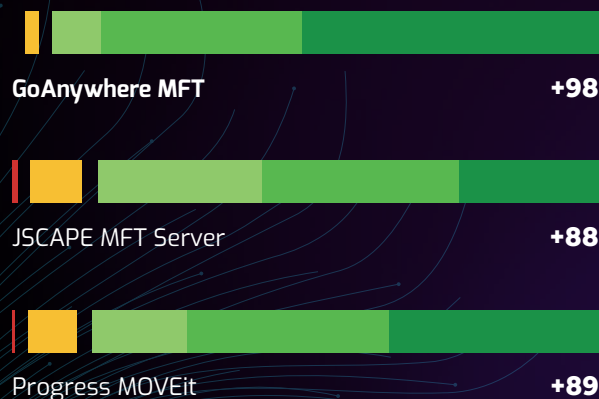
The negotiation process is more than a formality; it establishes the relationship's tone, indicating the level of cooperation you can expect. This early interaction is key to determining the success and nature of your working relationship, emphasizing the importance of thoughtful and strategic contract negotiations.

Scoring is based on the Net Promoter methodology using components of the **contract and negotiation experience with the vendor.**

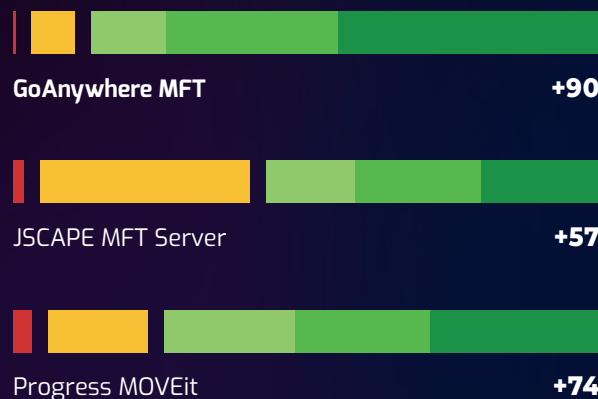
Emotional Spectrum



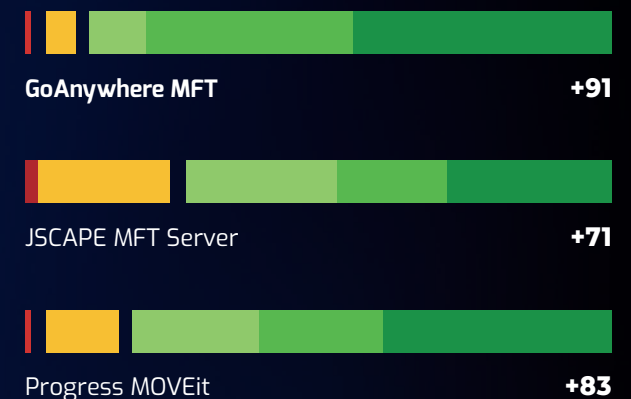
Transparent vs. Deceptive



Over Delivered vs. Over Promised



Client vs. Vendor Interests First



Why **Service Is So Essential** in Your Software Partnerships

The service experience is more than just a friendly voice on the other end of a phone or a cheerful email response. It is about efficiently and effectively addressing client issues, regardless of the source or impact of the request.

With the heavy reliance organizations have on their business software, the service interactions you have with your software provider are instrumental in ensuring value from the partnership.

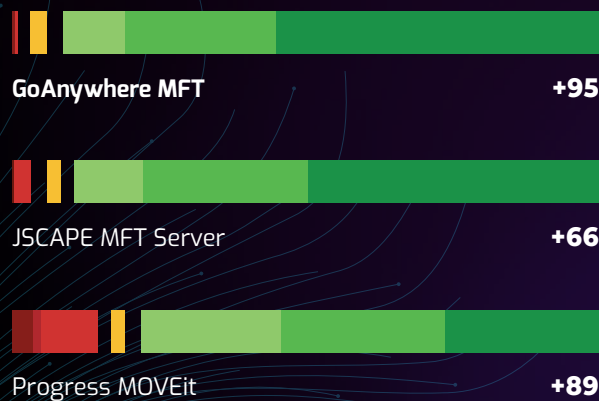
Service experience emerges as a pivotal factor to consider when selecting a software provider because it exerts a direct influence on your overall experience with the software and your satisfaction as a user. While the software itself may be robust and feature-rich, without responsive and effective service, you can encounter obstacles during implementation, troubleshooting, and ongoing support.

Scoring is based on the Net Promoter methodology using selected components of the **service experience** working with the vendor.

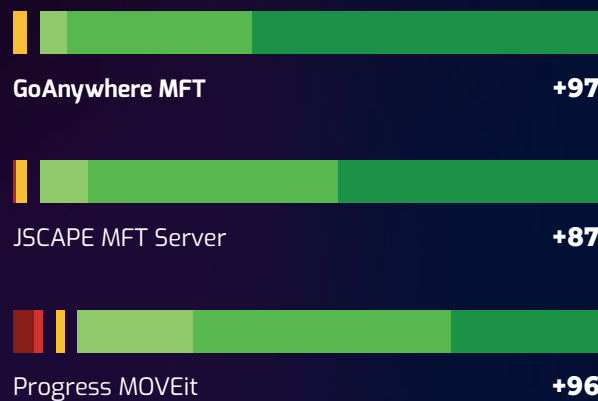
Emotional Spectrum



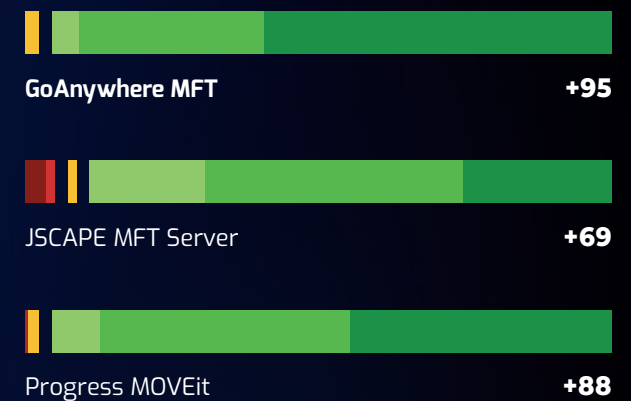
Effective vs. Frustrating



Respectful vs. Disrespectful



Saves Time vs. Wastes Time



Conflict Resolution: Choose a Partner That Has Your Back

A provider's ability to effectively manage and resolve conflicts is a vital component of a healthy partnership. Unfortunately, predicting how a partner will react to issues is difficult until a problem actually occurs.

Conflicts are a natural part of any relationship. The best vendors will navigate and resolve disputes fairly while maintaining the integrity of the partnership.

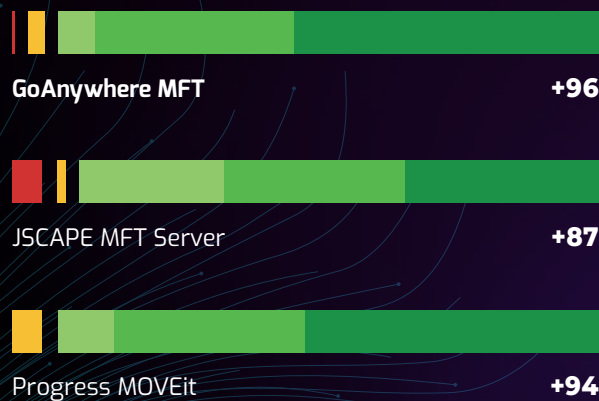
Having confidence that your chosen vendor will approach issues with professionalism, fairness, and a cooperative attitude is essential for peace of mind, and that is possibly the most important factor in a healthy, productive relationship.

Scoring is based on the Net Promoter methodology using selected components of the **conflict resolution experience of working with the vendor.**

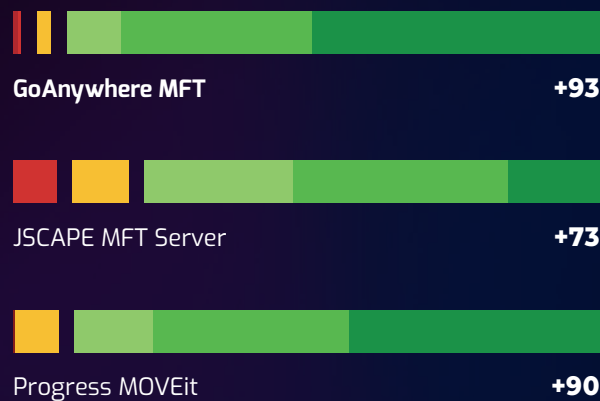
Emotional Spectrum



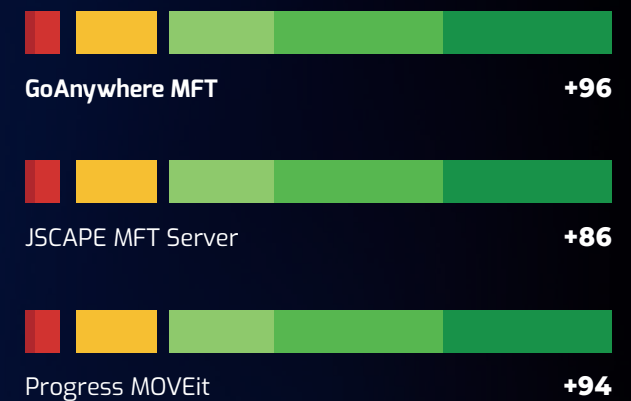
Fair vs. Unfair



Client Friendly Policies vs. Vendor



Integrity vs. Lack of Integrity



Choose a Partner That Will Innovate and Inspire Growth

No organization is stagnant, which means our software must evolve as well.

The ability of your software partner to react to changes within your organization and the broader market is essential to the long-term success of your partnership. Whether it involves addressing emerging compliance regulations, accommodating shifts in customer behavior, or scaling to meet surging demand, a software partner's agility can prevent disruptions and uphold operational continuity.

When choosing a technology provider, ensure the vendor is continuously investing in its product but also committed to ensuring your organization is informed and able to take advantage of the new functionality.

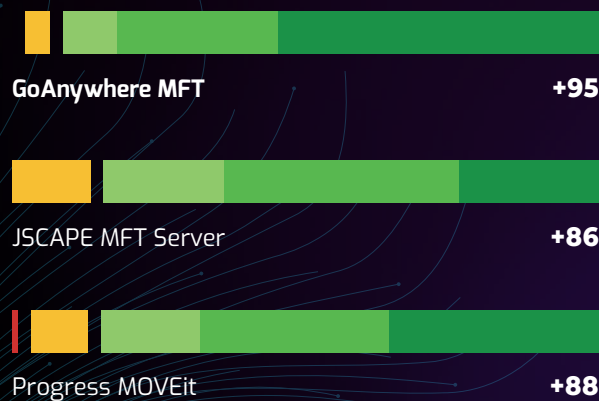
The below graphs represent how real users felt regarding their partner's strategy and innovation practices.

Scoring is based on the Net Promoter methodology using selected components of the **strategy and innovation experience working with the vendor.**

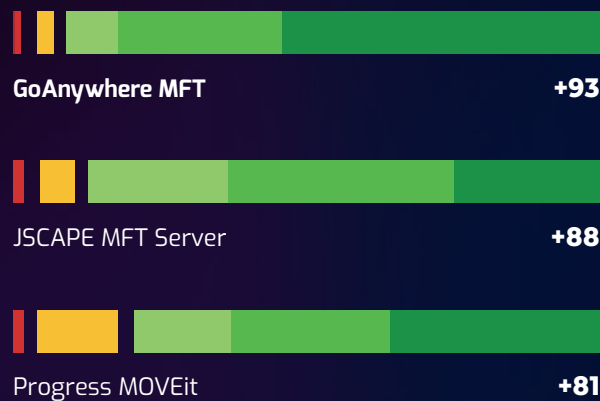
Emotional Spectrum



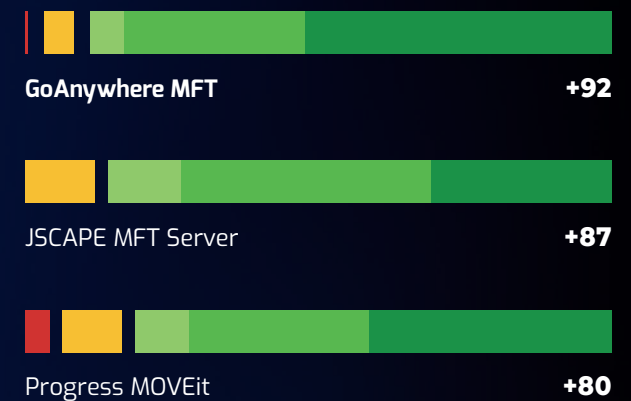
Helps Innovate vs. Roadblock



Continually Improving vs. Stagnant



Includes Enhancements vs. Charges



Measure Your **Product Experience** Beyond Feature Performance

Software is acquired to support a business process or capability, therefore the best software needs to reliably enable your business performance and productivity. This can be the difference between a product propelling your organization forward or being dead weight that costs your organization time and money.

For software buyers, understanding the product experience category is paramount in making informed purchasing decisions. A positive product experience signifies that the software

meets or exceeds user expectations across critical dimensions, indicating reliability, efficiency, security, and innovation. Comparing the product experience serves as a crucial benchmark for software buyers, guiding them toward solutions that not only meet their immediate requirements but also promise long-term value and user satisfaction.

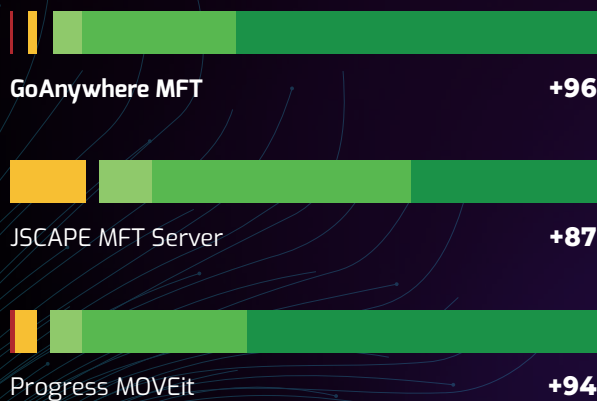
The below graphs represent how real users felt regarding their partner's product experience, offering a detailed picture of its strengths and weaknesses.

Scoring is based on the Net Promoter methodology using selected components of the **product experience working with the vendor.**

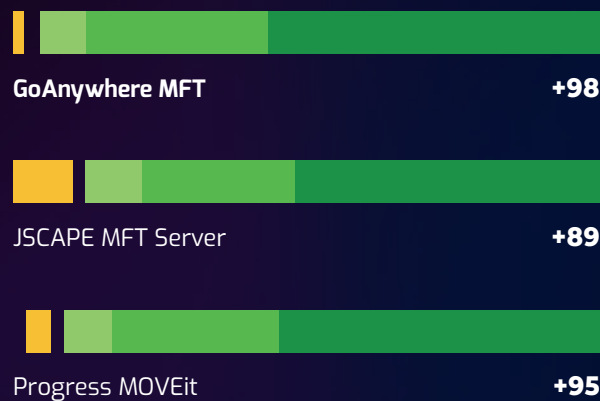
Emotional Spectrum



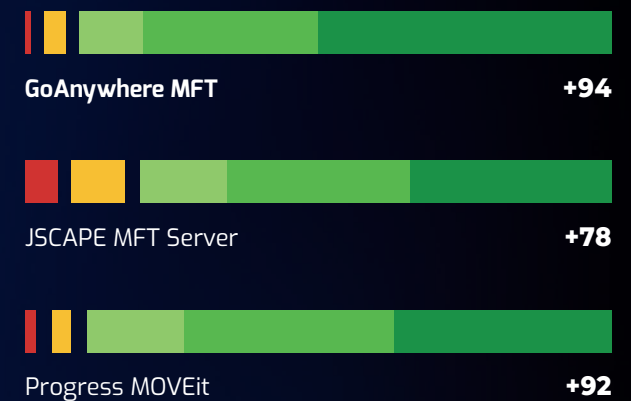
Reliable vs. Unreliable



Enables Productivity vs. Restricts



Unique Features vs. Commodity



Focus on What Matters to You

Regardless of whether you are at the beginning of your journey or reevaluating your software needs, finding a solution that will meet the needs of your business, your employees, and your customers today starts with good data.

When first evaluating software, avoid being drawn in by those surface-level factors that catch your attention and instead focus on what will drive satisfaction in the long run. When finally making that decision, remember that satisfaction with your software vendor extends well beyond strong features at a competitive price point.

Long-term partnerships do start with a product that meets your functional needs, but long-term satisfaction relies on your relationship with your vendor: the vendor's ability to understand your business priorities and commit to its software supporting your business processes not just after the initial sale, but into the future.

SURFACE-LEVEL SATISFACTION DRIVERS

Surface-level satisfaction has immediate effects, but these are sometimes short-term or limited to certain groups of users. These factors include:

- Novelty of New Software
- Ease of Implementation
- Financial Savings
- Breadth of Features

DEEP SATISFACTION DRIVERS

Deep satisfaction drivers have long-term and meaningful impact on the way that organizations work. They maintain and increase satisfaction over time by reducing complexity and delivering exceptional quality. These factors include relationship sentiments such as:

- Strategy and Innovation
- Service Experience
- Product Experience
- Negotiation and Contract

About This Report

What Is Managed File Transfer – Enterprise?

Managed File Transfer is a secure file transfer service that manages the secure transfer of data from one computer to another through a public network, such as the internet. Data was collected from reviewers in organizations with 5,000 or more employees.

About Fortra

Fortra simplifies today's complex automation landscape by bringing complementary products together to solve problems in innovative ways. These integrated, scalable solutions address the fast-changing challenges you face in streamlining and securing your organization. With the help of Automate, JAMS, and GoAnywhere MFT, Fortra is here for you throughout every step of your automation journey

For more information, visit
fortra.com

Data Sources

This report was created on behalf of Fortra, using selected data from the March 2025 Managed File Transfer – Enterprise award cycle. The opinions and data represented in this report are not based on the opinions of SoftwareReviews or Info-Tech Research Group analysts.

Data for **GoAnywhere MFT** was sourced from the March 2025 Product Scorecard Report.

Data for **JSCAPE MFT Server** was sourced from the March 2025 Product Scorecard Report.

Data for **Progress MOVEit** was sourced from the March 2025 Product Scorecard Report.

About **SoftwareReviews**

With practical advisory services and a data-driven approach, SoftwareReviews' mission is to improve the B2B software experience for all software buyers and providers.

SoftwareReviews' pragmatic tools and detailed customer insights help software buyers maximize success with their technology decisions. SoftwareReviews collects the most in-depth customer review data from both business and IT professionals to shorten the time to decision and action for software purchasers and improve overall buyer satisfaction.

Combining deep buyer knowledge and experience, SoftwareReviews' go-to-market practice helps technology providers better understand customer needs and accelerates planning and execution of go-to-market and product strategy.

SoftwareReviews is a division of Info-Tech Research Group, a world-class technology research and advisory firm with over two decades of research-based IT advice and technology implementation experience.

Our Methodology

SoftwareReviews collects in-depth quantitative and qualitative feedback data directly from verified end users about their experience with top enterprise software providers. Its proprietary online survey platform gathers more than 130 data points on each product, allowing end users to thoroughly evaluate their experiences using the software, from selection through purchase and service.

Every review is meticulously checked through a robust quality assurance process to ensure it is submitted by a real person with valid credentials for using the software. End-user experience and sentiment measures revealing product feature fit, perceived capabilities, business value drivers, and the quality of the provider relationship are accessible at both a high-level rollup and a more detailed drill-down.

Software reports are available to download at softwarereviews.com/categories

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