



GUIDE

Is it time to reevaluate your current file transfer vendor?

If your MFT solution is not keeping up with your needs,
you may need a new provider.

Know when – and how – to make the switch.

Overview

When change is constant, change is needed

Like most business enablers, managed file transfer plays a vital and increasingly consequential role in ensuring that the most critical file transfers and data exchanges never stop. But like all data integration technologies, MFT isn't immune to the peripheral evolutionary forces that can tank a digital ecosystem not equipped for change.

The emergence of more sophisticated data security threats, disruptive technologies such as AI, cost pressures, and tightening regulatory standards in industries from healthcare to finance to supply chains, will continue to upset the status quo. Can your company's MFT solution hold out against inevitable change – or better yet, leverage it? If not, how can you move from your current MFT vendor to a new partner who'll provide a stable, yet agile MFT solution you can count on in the long term – regardless of disruptive forces, foreseen or otherwise?

This brief guide will help you understand the factors that are driving companies to switch MFT gears and that will require the most scrutiny when evaluating a potential new MFT vendor:

- Data security and compliance requirements
- The need to transition to the cloud
- Workflow disruption and workforce scarcity

Each of these factors affect the specific responsibilities of various IT roles differently. We'll offer some insight on how each role can test the wind to see if the company's current MFT vendor measures up to hopes and expectations.

You may think you're stuck with your current MFT vendor. You're not.

First things first. It's fair to assume you'll stop right here because you feel you're not in a position to switch to a different MFT solution – maybe even the ideal one. You've decided it's too cost-prohibitive. Or perhaps that it will be so difficult and disruptive, you're forced to stay put. These are, of course, valid concerns.

Don't be misled. You absolutely can improve your MFT operations with a new partner who has produced and continues to practice a proven data integration business model designed to help companies like yours find consistency and reliability. And it's easier than you might think. Read on.

? QUESTIONS YOU SHOULD BE ASKING

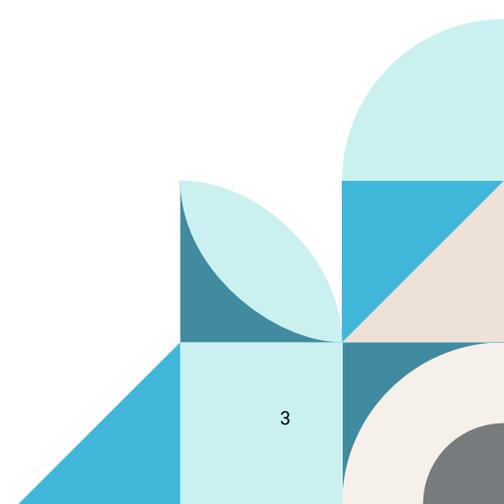
MFT Product Administrator

- Can I easily map to existing roles in our IDP when defining access controls?
- Can I get self-help to make better choices when setting up apps and flows?
- Can I easily test configurations from the UI or via an API when I set them up?
- Can I export and catalog system configurations for our archives for recovery?
- Can I monitor product health and track files across all product instances from a single point of control?



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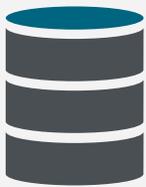
01

Navigating the security and compliance environment

You've seen the headlines — high-value data transfers are increasingly under threat by malicious actors determined to hijack the lifeblood of today's business processes for profit:



2,100 organizations have been affected either directly or indirectly by a MOVEit flaw in 2023 with ransomware exploitation¹



15+ critical vulnerabilities have surfaced in 2023 adding to the 136 vulnerabilities impacting MFT documented by the National Vulnerability Database since 2014¹



70% of MFT vulnerabilities were rated as high-risk over the last 5 years¹



70 million people have had their personal data compromised in the last 2 years due to MFT vulnerabilities exploited by hackers¹

¹ [2023 intel471, The 471 Cyber Threat Report, 2023-24](#)

The list goes on. These statistics have raised the stakes in expanding meaningful compliance initiatives, across industries and geographies, to thwart the current crop of cyberattacks on MFT and other critical, data-rich business processes and to anticipate future data risks.

To best survive this environment, your company and your IT partners need to proactively identify and address data vulnerabilities and respond quickly to even the hint of a data breach. For your IT teams engaged in MFT and other processes, this means increasing controls over user accessibility and activity without sacrificing improved productivity. Your company brand – and that of your customers – hangs in the balance, not to mention potentially disastrous fines and litigation costs for noncompliance.

? QUESTIONS YOU SHOULD BE ASKING

Account Manager (business or partner)

- Can I definitely support onboarding a business partner's SLAs when I engage with them?
- Can I provide self-service and monitor onboarding proactively once I initiate it?

What a security-minded MFT partner and solution look like

If you want to migrate to another MFT solution with hopes of breaking free of the restrictions and security risks of your current one, be sure it conforms to the highest compliance standards, both geographically specific and sector-specific (i.e., HIPAA in healthcare).

Your next MFT vendor will comply with NIST 800-53, ISO 27001, AICPA/SOC2 Type II, Common Criteria, and shared responsibility models offered through public cloud providers (AWS, Azure). They will also go above and beyond to secure your data and that of your partners and customers with:



Airtight file encryption. Some solutions encrypt files in transit using SSH or TLS, but that isn't always enough. Any future MFT solution partner worth pursuing will go above and beyond basic encryption practices with AES256 encryption to meet FIPS 140-3 or PCI DSS-compliant standards. It will protect data-in-transit and safeguard it against hostile intent at-rest.



Expanded management controls. An MFT vendor who offers an array of management controls to bolster data transfer security is your best bet. These include granular folder permissions and authentication mechanisms that restrict data access so that only authorized individuals can interact with your sensitive information.



Gateway proxy redundancy. Having a gateway proxy in the DMZ between you and your external MFT ecosystem adds an extra layer of protection that fortifies your network perimeter. It's a simple and effective way to prevent unauthorized access to critical data and mitigate exposure to hackers.



Advanced scanning. Solid MFT providers know the value of automation in their customers' MFT processes. They incorporate the latest scanning technologies into their MFT server, so incoming files are automatically scanned by antivirus engines, blocking any malicious infiltration into your MFT systems.



Secure software development. A secure software development lifecycle that includes attack surface analysis, dynamic application security testing (DAST), static application security testing (SAST), container security analysis, and manual penetration testing provides the transparency and information you need to make the best security decisions.



Notifications and alerts. Vendors that put security first provide out-of-the box capabilities for monitoring security and compliance-related events and issues and setting up multi-channel alerts. This ensures minimum delay in notifying of developing problems, giving you the opportunity to diagnose and correct as soon as possible.

You know you can't skimp on data security. If you are hearing it from your security teams to comply with new security requirements for your on-premises or cloud environment where you're engaged in MFT, find a vendor that offers advanced encryption, security protocols, and access controls you can easily migrate to.



QUESTIONS YOU SHOULD BE ASKING

Principal Engineer/Architect

- Can I guarantee my vendor's products will meet new security requirements as they surface?
- Can I separate services when I design extensions so they don't bring down the core engine?
- Can I access samples so I know I'm following best practices when designing integrations?

02

Moving your MFT operations to the cloud

The cloud is the future of MFT and you need to be part of it. Your partners want to collaborate in the cloud. Your customers want new API-fueled services and experiences that are made possible in the cloud. And your talent prospects want to work with APIs and AI using cloud technologies.

But moving to the cloud is not a zero-sum proposition. Greater operational security, efficiency, availability, cost-savings, accountability, and control also await companies who move operations into a cloud ecosystem. If, for whatever reason, you're not able to take advantage of file transfer in the cloud with your current MFT solution provider, it's time to switch to one who can. It's totally doable right now no matter where you are in your MFT maturity journey.

Modernize or delegate?

Large enterprises can leverage new MFT operational deployment models with a cloud-enabled solution that uses the most secure products and services, and will help you save costs and meet demanding SLAs. One way is to modernize your on-premises or homegrown MFT solution with cloud capability to satisfy your strategic corporate objectives for continued innovation and business growth. Some MFT providers are experts at helping you do this and have a proven record of success with companies like yours.

Another way to move to the cloud that's really gaining momentum is to enlist those same experts to manage your MFT operations for you. Delegating all or part of your MFT to a managed cloud service provider can bring your organization into the future, like, tomorrow.

Managed cloud services are perfect for organizations facing the complexities of responding faster and with more resiliency to business demands and external security threats. It instantly supplants insufficient cloud resources and skills with a team of experts versed in MFT best practices and cloud architectures.

Scalability is unsurpassed, and it has to be since you'll be dealing with an exploding volume of MFT transactions to serve new digital experiences brought to fruition by moving to the cloud. You'll also be able to meet new or stricter regulatory compliance, IT governance policies, and SLAs in the face of greater data breach threats. What's more, you're able to move MFT operations from a capital expenditure (CapEx) to an operational expenditure (OpEx) in the form of a predictable subscription fee.



QUESTIONS YOU SHOULD BE ASKING

Integration Manager

- Can I make concrete plans for more automation and efficiency to cut costs when planning?
- Can I get cloud-ready product and migration tools to support a mandatory move to the cloud?
- Can I leverage recently trained talent even if they lack knowledge in legacy integration flows?

Here's what you can expect from a capable MFT cloud provider:



Future enablement. You'll receive hybrid cloud-based MFT solutions that will adapt to your current cloud adoption strategy and be ready for cloud-native applications yet to come.



Confidence. You'll be able to trust an MFT cloud provider who enables you to modernize your integration operations and infrastructure to handle new data exchanges during transition to a subscription model in the cloud.



Security. You'll gain a single-tenant environment with MFT provider-controlled hosting and the ability to deploy to any regions with all security and certifications credentials provided.



Resiliency. You'll get a commitment from your MFT cloud partner to provide high availability (99.5%-99.99%), high-performance, and flexible scale-out capabilities.



Flexibility. You can expect low-impact migration for ground-to-cloud, cloud-to-ground, or hybrid deployment and a full range of cloud services through a range of service packages all covered by a predictable subscription fee.



Control. You'll be able to bring any or all of your cloud services back in-house if your MFT needs change.



QUESTIONS YOU SHOULD BE ASKING

Engineering Manager

- Can I access critical reports, certifications, and system telemetry when doing vendor reviews?
- Can I make fast decisions on complex requirements when I'm engaging my business partners?
- Can I get easy-to-follow documentation and usage examples I can share with my partners?
- Can my vendor align with my needs or provide alternative solutions based on their expertise?

03

Overcoming workflow and workforce disruption

Businesses need to be able to innovate, an endeavor that involves lots of people from many different areas: IT leaders and teams, line-of-business (LOB) leaders, financial teams, and external partners. Any innovative initiative worth pursuing must meet the challenges of introducing new apps and services faster while balancing the concurrent needs of the business. That's hard to do with reduced resources and tightening operational budgets. And it's nearly impossible if your data integration ecosystem – including file transfer operations – cannot step up to meet the moment. Slow partner onboarding, for example, or poor support of third-party apps and file transfer APIs, hamper the collaboration needed to innovate.

In the race for innovation, enterprise IT teams face constant pressure to invest in the newest and latest technologies. Upgrading your MFT may be the most important step you can take. More modern MFT solutions can help you meet the growing complexities of day-to-day business while allowing you to innovate and scale to handle new and variable workflows. Automating and streamlining file transfer workflows also work to minimize errors and improve efficiencies.

MFT solutions need to move at the speed of business. But too often, LOB managers don't have the time to put in a ticket to the IT team and wait days for it to be acted on. Yet many MFT vendor solutions create costly and time-draining administration from IT, which can bottleneck workflows. Self-service plays a key role in ameliorating the backup of file transfers and should be a part of any MFT solution.

The talent crunch

Managing workflows is only part of the challenge. The global lack of available IT talent only adds to the frustration for in-house teams, which is further compounded for specific solution types such as MFT where experience is now becoming ever rarer. This has become acutely apparent with the rise in demand for managed and professional services, a symptom of customers opting to outsource the operations of their solutions due to these challenges and in a desire to become more operationally lean.

It may seem that the only choices are to maintain costly in-house expertise (if you can find them), or retain just a more generally skilled workforce, without the depth of experience and rely on outsourcing for anything more than basic troubleshooting and application management.

? QUESTIONS YOU SHOULD BE ASKING

MFT IT Administrator

- Can I monitor product and system health with 20,000-foot visibility and deep observability into products, files, and flows?
- Can I track files across every product instance with a consolidated view?
- Can I keep my front door open when I update an application to a new version?
- Can I scale up and scale down based on triggers I define when testing resiliency?
- Can I give new members a custom learning path including vendor info when onboarding them?
- Can I get system and application telemetry for proactive infrastructure management?

Prioritize innovation with an MFT innovator

If you want to introduce new applications and services quickly while acknowledging the realities your MFT operations face in terms of resource scarcity, budget limitations, talent availability, and legacy systems, it's not a pipe dream.

Managed file transfer vendors come in a range of sizes and capabilities. Relative newcomers to the MFT integration scene may profess to have technical skills, product advancements, API and AI bells and whistles, and support that can help carry your MFT operations into the future. But a lack of proven experience and expertise that can only be honed over decades of enduring disruption – whether it's technological, commercial, or geographical – is a real wild card.

You need an MFT solution provider who checks all the boxes: a record of technological innovation, business stability, and agility to absorb disruption – even leverage it – that goes back 10, 20, or more years. The right company will know the terrain and have solutions geared to fit the need whether you're using legacy systems or emergent API and AI technologies, or you need to deploy on-premises or in any hybrid cloud.

A true MFT pioneer that continues to succeed over time is also the best MFT innovator when it comes to perpetuating the success of their customers – deftly meeting evolving concerns as they happen.

IF YOU'RE CONCERNED ABOUT:	YOUR NEXT MFT VENDOR WILL OFFER:
Data security and compliance	An exhaustive range of certifications, auditability, and security standards for your MFT operations are provided off-the-shelf to meet the most stringent requirements and compliance needs.
Human resources	Self-service capability that lets business teams use preconfigured templates to set up and publish file transfers. Managed cloud services for MFT that come with all the expertise you need ready-to-go.
Operational resiliency	Flexible scale-out capabilities through managed services and operational intelligence that keeps your operation at peak performance and responsiveness to threats.
Cost pressures	Managed cloud services available in a range of subscription packages including fully managed MFT or iPaaS.
Aging infrastructure	Modernization strategies that can include APIs and AI-enabled technologies or managed services that let you outsource to a modern infrastructure.
Visibility, observability and control	Technology that delivers a centralized point of visibility, observability, and automation for the full scope of your MFT operations.

What you need to know is that the ideal MFT solution partner is out there – right now – waiting to help serious business and IT leaders who are wondering whether or not they can improve their MFT operations and position themselves for the future by switching vendors. You can do it.

04

Deciding on a new MFT solution provider

Not all MFT solutions are equal, nor should they be. That's why it's important to partner with an MFT vendor who can adapt a solution to serve the goals you want to achieve and the strategies you want to follow. At Axway, we feel we can really deliver for you.

We've been defining MFT technologies since the 1980s and can offer the stability and agility you need to overcome MFT workflow and workforce disruption, protect data in a hostile digital world, and help you operate in the cloud with the best of them. We'll help you minimize the cost pressures associated with the aged infrastructure and lack of expertise that are holding you back, and give you the tools, support, and confidence that will move your business forward.

WHY YOU SHOULD MAKE AXWAY YOUR NEXT MFT PARTNER

Focus on security	<ul style="list-style-type: none"> • Secure development practices including DAST and SAST program principles • Regular attack surface analysis and manual penetration testing • Enforced end-to-end data encryption • Externalized key vaults so you remain in control of your keys
Breadth of capabilities	<ul style="list-style-type: none"> • Firewall-friendly MFT gateway solution, supporting the most common RFC compliant file transfer protocols • High-speed internal peer-to-peer transfer solution, operating in a decentralized manner to ensure reliability • Application updates can be applied with zero downtime to minimize disruption • Track file outcomes and paths to ensure business processes are effective and SLAs are being met • Centralized transfer visibility, system insight, and operational control across products and environments
Self-service	<ul style="list-style-type: none"> • Role-based access administration and delegation • Nontechnical MFT admin empowerment and monitoring • Out-of-the-box product health and performance dashboards requiring no special technical expertise • Centralized certificate management, making it easy to detect expired or revoked certificates, and applying replacements • API-based tailored MFT experience for partners including onboarding
Managed cloud services	<ul style="list-style-type: none"> • Flexible subscription including hosting, DR, security, and administration delegation options • SLA guarantees of 99.99% availability 24/7 • Full reversibility if your requirements change
Assists with compliance	<ul style="list-style-type: none"> • NIST 800-53 • ISO 27001:2022 • AICPA/SOC2 Type II • Common Criteria • Shared responsibility model with AWS and Azure

? QUESTIONS YOU SHOULD BE ASKING

Operations Manager

- Can I plan to provide more operation automation and less labor to meet my budget?
- Can I count on sufficient redundancy and a continuous, automated process when testing?
- Can I get easy-to-follow documentation and usage examples I can share with my partners?
- Can I leverage proactive measures to avoid emergent problems as I design operation practices?

Go all in on file data security

No managed file transfer solution can be made completely bullet proof, but in nearly a quarter century of doing business – whether it's any of our core products, including MFT – Axway has not been hacked. It's not by chance. When it comes to data security, we invest heavily in research and development and have been committed to providing the utmost security for all our partners and customers since day one.

We use an independent third-party to do pen tests of our reference cloud at least annually, and reports are available under NDA. We also offer pen testing to specific customer environments under three areas of scope: network security testing assessment, dynamic application security testing (DAST), and comprehensive penetration testing. Read our [Security Statement](#) and [Responsible Disclosure Policy](#) to learn more.

Certified expertise

Axway employs certified engineers for security health checks and documented best practices for security reference architecture. User groups and CABs are a global program to collaborate with a group of customers and improve on any business or technical consideration especially related to security.

Proven credibility

Axway has a huge footprint in the financial industry, including large banks, major exchanges, the U.S. treasury, and the Federal Reserve, all of which are subject to very strict SLAs. Our MFT products process \$10 trillion of value in transactions daily – over 40 percent of the United States GDP.



A leading airline strengthens internal and external collaboration with ultra-efficient MFT processes, powered by Axway

Alaska Airlines replaced multiple legacy tools with a central MFT solution, helping its 25 business units to work effectively with over 300 external partners and provide outstanding travel experiences to millions of guests each year.

"We cannot live without SecureTransport; it's an integral part of our operation."

Kat Cooper, Technical Product Owner at Alaska Airlines

90% of file transfers migrated to a central MFT solution

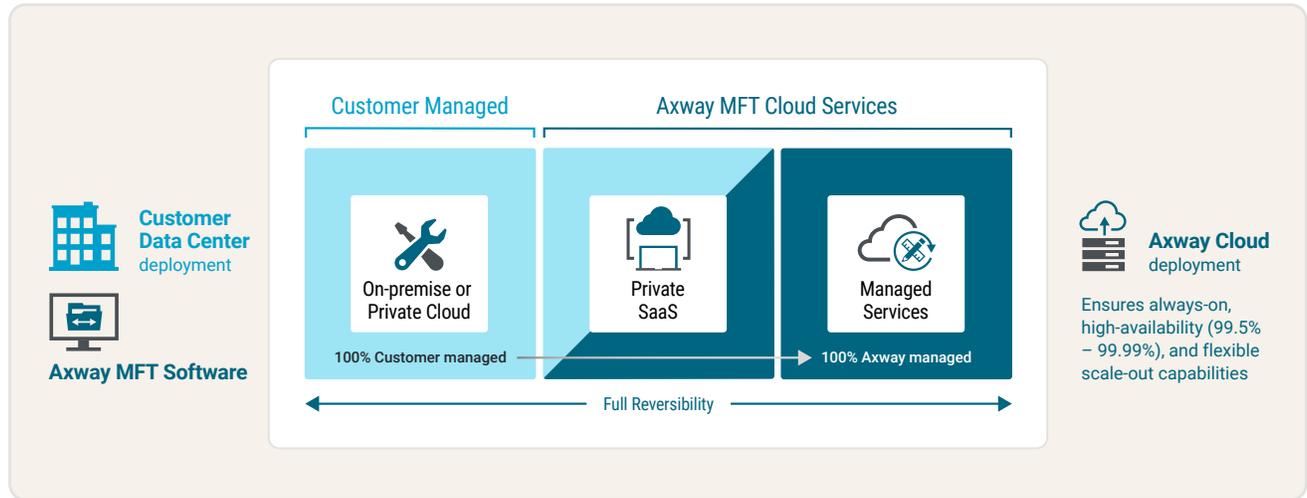
50% increase in MFT process efficiency

Enables seamless scalability for long-term business growth

[Read the Case Study](#) →

Complete your journey to the cloud

Axway MFT Cloud Services take you from best-in-class to best-in-cloud. As a partner for companies like yours who need to move to the cloud, our experts can handle some or all of your MFT operations in the cloud, so you can focus on business.





Textron enhances the security of mission-critical file transfers with Axway

To keep core activities running smoothly, Textron exchanges over 20,000 files of various size every day. Axway MFT Cloud Services enables them to support more than six million exchanges a year – with 24/7 tracking, automated alerts for delivery failures, and around-the-clock technical support.

Provides 24/7 tracking for every file transfer

Frees time to focus on service innovation

Eliminates manual work by moving MFT to the cloud

[Read the Case Study](#) →



QUESTIONS YOU SHOULD BE ASKING

Product Manager/Owner

- Can I get a clear vision of how our MFT plans can be mapped back to our internal roadmap?
- Can my MFT vendor help me evangelize solutions with internal business stakeholders?
- Can I generate data to help me calculate cost savings and revenue when doing ROI assessments?

Simplifying your switch to a new MFT vendor

We know concerns about costs, worries about business disruption, and the practicalities of switching to a new MFT vendor are real. But at the end of the day, you're looking to maximize ROI and we're ready to work with you to help you do that. In fact, we have a simple process for migrating you to Axway Managed File Transfer, whether it's on-premises, in the cloud, or a hybrid of both.

It is 100 percent possible to level up your current file transfer security and efficiency if that's what you feel you need to do. Now may be the time.

Ready to start switching to the MFT provider you've been hoping for?

[Here's How It's Done](#) →



When we evaluated Axway Managed Cloud Services for MFT, the benefits were clear. By moving our MFT capabilities to the cloud, we knew we would eliminate the manual work associated with our on-premises platform.

Matt Miller, IT Business Analyst at Textron