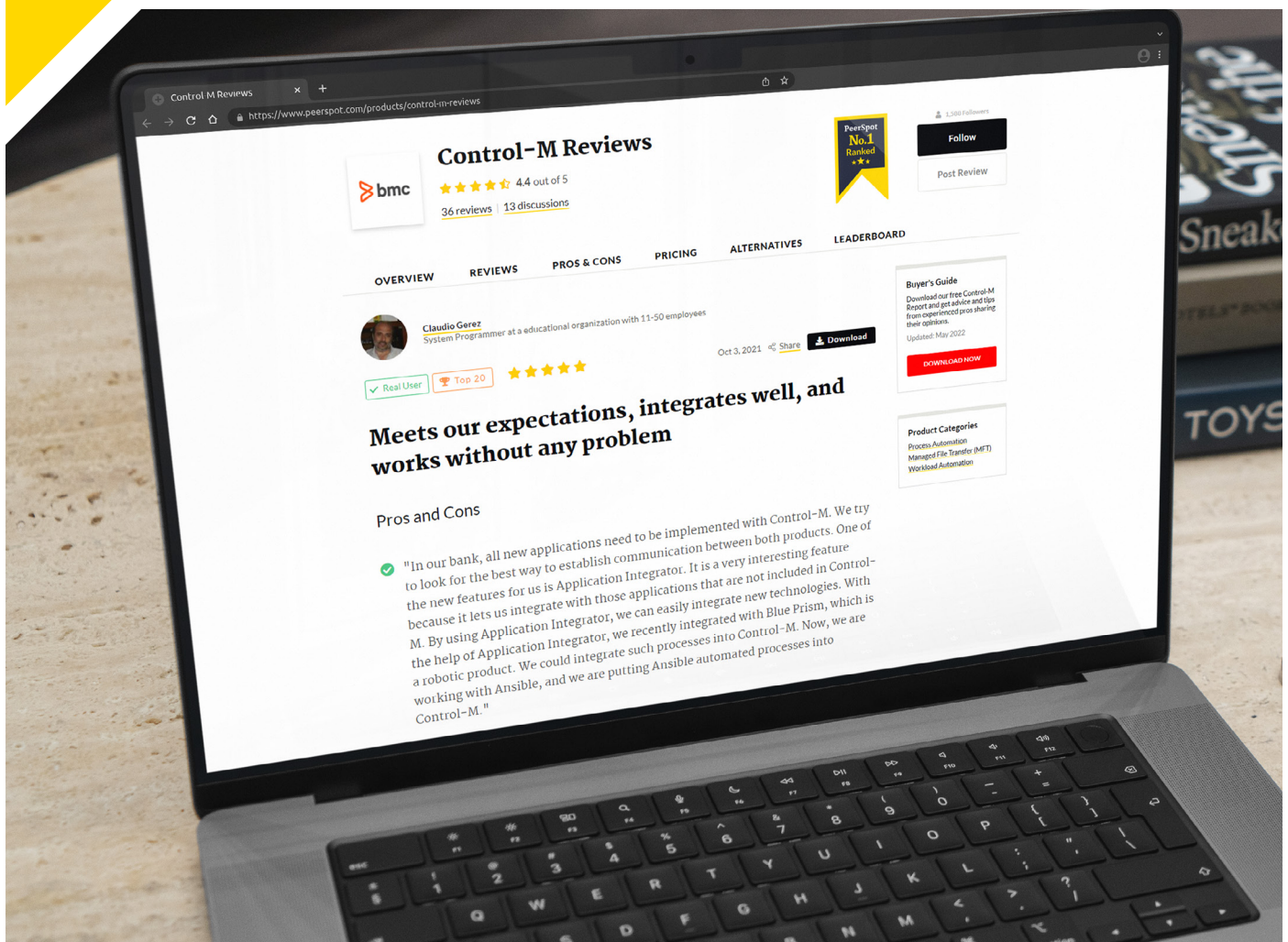


PeerPaper™ Report 2022

Based on Real User Reviews of Control-M

The Value of Selecting a Platform That Can Orchestrate File Transfers Alongside Related Application and Data Workflows



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Introduction

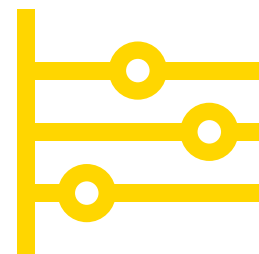
As companies grow and their IT needs become more complex, they often turn to multiple solutions to manage different aspects of their IT estates. For instance, they may be stuck using multiple solutions to manage their file transfers, as well as entirely different tools to orchestrate application and data workflows. This approach can lead to added complexity and risk, as different tools may not work well together or may not have the security features needed to keep data safe.

A better approach is to select one platform that can manage file transfers as well as related application and data workflows in a single view. In this paper, PeerSpot members who use Control-M Managed File Transfer discuss how they went about selecting a holistic solution. Criteria included support for multiple protocols, a 360-degree view of processes, security, and the ability to orchestrate file transfers alongside related application and data workflows.

Managed File Transfer and Workflow Orchestration Use Cases

In order to understand the selection criteria for a holistic platform, it is helpful to first look at the use cases for Managed File Transfer (MFT) and workflow orchestration for applications and data. MFT is the process of transferring files between systems or locations in a secure and reliable manner. Application and data workflow orchestration refers to the coordination of multiple related workflows across different applications and systems. Companies need both MFT and workflow orchestration capabilities to manage their complex IT environments.

For example, a Senior Systems Analyst at a recruiting/HR firm with over 200 employees uses Control-M Managed File Transfer “for a data warehouse, for secure bank payments, banking applications, an externally accessed economics database, database housekeeping, and various housekeeping tasks.” His company also puts Control-M to work “across Windows and Unix in lots of different areas where we need to coordinate the platforms, and also areas where the jobs that are running are critical so that if there’s a problem we can know if they’re not running correctly.” Figure 1 depicts these workflows.



**Improved
our timelines
and SLAs**

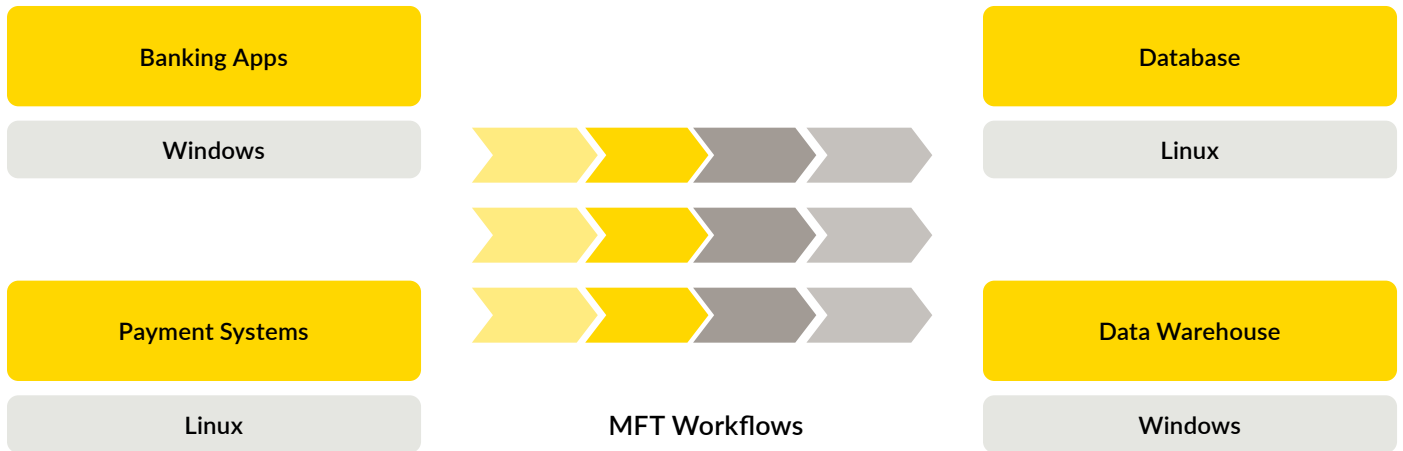


Figure 1 - An MFT solution should be able to handle heterogeneous workflows across multiple systems and technology stacks.

One-to-many and point-to-point security encryption are the use cases for an RPA-WLA BU Director at a tech services company with more than 50 employees. He explained, “I started with version 6.2. After that, I used version 6.4, 7, 8, and 9. Currently, I am using version 9.20, which is a Software-as-a-Service version. I deploy this solution on-premises and cloud.”

“This tool extends support to a number of applications and can be integrated with plugins like PeopleSoft and Informatica,” said a Software Engineer at a computer software company with over 10,000 employees. Their primary use case for Control-M Managed File Transfer is workload automation within clients’ environments. He added, “It’s a centralized monitoring system, so from the controlling client, you can monitor the entire batch environment of your client. It can also be used for disaster recovery.”

A Manager of Application Services at a tech services company with more than 500 employees has a variety of use cases for Control-M Managed File Transfer. He uses it to monitor jobs, transfer files, and do some encryption and decryption. He stated, “We work on insurance-based clients, so we have a lot of files that come in every day. The business does some manipulation on that, which, in turn, reflects in the New York Stock Exchange, so we use Managed File Transfer for all SLEs and things like that.”

A Software Engineer who loves that Control-M Managed File Transfer has high availability stated, “We have multiple customers, and it’s highly available. On an application level, if something goes down with the primary, then the application goes over to the secondary, so it’s very, very easy to do disaster [recovery].”

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Selection Criteria for a Holistic Platform

According to Peerspot members, IT organizations looking for a platform to orchestrate file transfers and related application and data workflows should consider four main criteria:

- Support for multiple protocols, e.g., FTP and SFTP
- Security
- The ability to orchestrate file transfers alongside application and data workflows
- A consolidated platform with a 360-degree view

Support for Multiple Protocols

One of the most important selection criteria for a holistic platform is support for multiple protocols. Such support allows companies to transfer files between systems or locations using the protocol that is most appropriate for their needs. For example, Control-M can easily move files and support S3, FTP, SFTP, FTPS, HTTP/S, and AS2. Figure 2 captures this criterion.



**Ability to
manipulate a file
during a transfer**

“Whether it’s the architecture or the use case. It supports all file transfers.”

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The tech services RPA-WLA BU Director acknowledged the value of Control-M Managed File Transfer offering every feature that a customer could want. He said, “Whether it’s the architecture or the use case. It supports all file transfers.” For this reason, he deemed Control-M to be “a flagship product.”

A Lead Consultant at a media company with over 1,000 employees uses Control-M to run multiple applications for his company, “including SFTP, MFT, Arkin, Informatica, and Java.” He went on to say, “We have also integrated some of our reports with Control-M and I’m running them on my local machines. We are planning on expanding Control-M to other applications in the future. That’s one of our next steps, to go to applications at the organization level.”

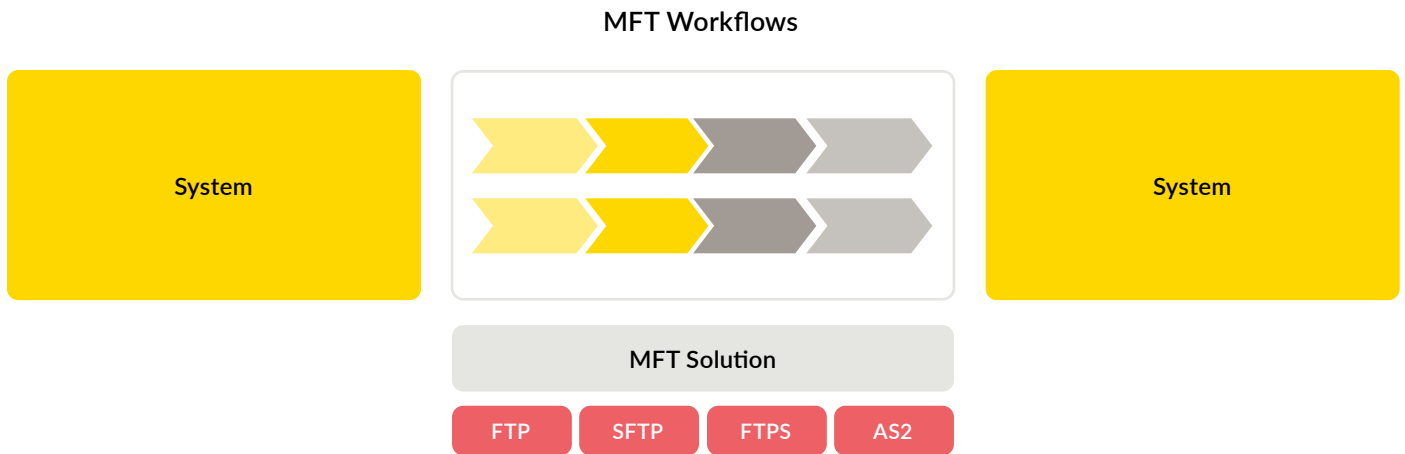


Figure 2 - Support for multiple protocols is an important selection factor for an MFT solution.

Security is, not surprisingly, another critical consideration when selecting a platform. Today's threat environment is too serious for any other approach. The platform should have features that protect data from unauthorized access and theft. Security measures may include encryption and authentication protocols.

The tech services Manager of Application Services values Control-M's innate ability to encrypt and decrypt files. He elaborated by saying, "Usually, with other tools, we do a file transfer, and then we have to encrypt and decrypt it, but in [Control-M] Managed File Transfer, we can do it in one go."

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Ability to Orchestrate File Transfers Alongside Application and Data Workflows

A key benefit of using a holistic platform is the ability to orchestrate file transfers alongside application and data workflows. This allows companies to see all their workflows in one place and makes it easier to troubleshoot and optimize them. Additionally, it can help reduce the complexity of IT environments by consolidating multiple tools.

“Can work with almost all of the applications that are on the market right now.”

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A System Programmer at an educational organization uses Control-M to manage all files at his company. He shared, “Some of our clients...send the data to the bank about their employees’ salaries. The bank takes that data and prepares payments for different people in the company. Control-M [Managed File Transfer] is used for the information transfer between the bank and Visa, American Express, or Mastercard.”

“We work with technologies including Hadoop, Informatica, all kinds of databases, and file transfers with MFT tools,” said a Batch Scheduling Administrator at a software company with over 10,000 employees. For him, Control-M Managed File Transfer’s major benefit is that it “can work with almost all of the applications that are on the market right now.” He expanded on this and mentioned, “The real potential with Control-M is that it can be used for everything you want.”

From an application integration point of view, the software company’s Software Engineer likes the number of APIs offered by Control-M Managed File Transfer. He said, “Every month, they are releasing new APIs and updates, like Java, but more than that. Now they are introducing a couple more APIs, which you can use to integrate your controlling environment with any applications you want.”

“Integrate file transfers more readily, resolve issues quickly, and orchestrate a diverse landscape of vendor products.”

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Meanwhile, the media company Lead Consultant revealed that his company uses Control-M Managed File Transfer to integrate file transfers within its application workflows. This reviewer stated, “We have cross-business functionalities, where one business generates something and another business wants to use those files. We use a lot of MFT...functionalities. As a result, Control-M has definitely improved our timelines and SLAs.”

Control-M Managed File Transfer’s ability to “integrate file transfers more readily, resolve issues quickly, and orchestrate a diverse landscape of vendor products” was what stood out to a VP - Systems Engineer at a financial services firm with over 10,000 employees. The tech services RPA-WLA BU Director reflected a similar sentiment when he said, “it is easy to use and integrate with different solutions. It is a good solution that is easy to implement and deliver.”

“Gives a GUI-based [graphical user interface] view of what’s getting transferred.”

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A Consolidated Platform With a 360-Degree View

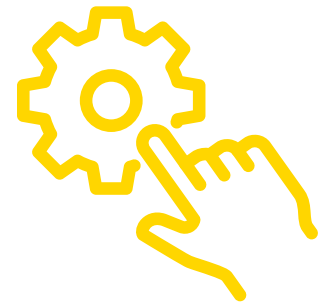
A final consideration when selecting a platform is whether it provides a consolidated view of all application and data workflows with customizable dashboards and advanced analytics. A 360-degree view allows companies to see all aspects of their business in one place and makes it easier to identify and fix issues, including product risks related to a file transfer point. Additionally, a 360-degree view can help companies better understand their business processes and make improvements.

The tech services Manager of Application Services put the criterion in perspective, noting that he valued Control-M Managed File Transfer’s “ability to manipulate a file during a transfer.”

He then related, “... they also have a dashboard which gives a GUI-based [graphical user interface] view of what’s getting transferred, how many files, how much time, and all that - so, from a single point, you can look at what’s happening within the organization. If someone asks, ‘Where is this file?’ or how much time it takes [to transfer], you can just go to the dashboard, search for that file, and your information is there.”

Additionally, a Director at a performing arts institute with more than 5,000 employees loves that Control-M's GUI is so intuitive. The reviewer explained, "Most tools have a huge GUI. You need to open five to seven windows to go to the parameters. Sometimes you don't have all the parameters in the GUI. With Control-M, it is three clicks and we have all the information that we need. We can see that in Control-M...all the perimeters are there for one job, like Managed File Transfer."

A System Engineering Manager at a marketing services firm with over 10,000 employees leverages Control-M for file transfers. He found the "visibility of a successful transfer is very useful, e.g., the ability to report on that or view whether that job succeeded or failed in the dashboard." The Systems Engineering Manager elaborated and said, "You have an alert that would trigger on a failure. So, failure [detection] is automated. The Control-M job could retry that file migration a number of times based on logic that you have programmed into the job..."



Three clicks and we have all the information that we need

Conclusion

Selecting a platform to orchestrate file transfers and related application and data workflows is a significant decision. Companies should consider the use cases for managed file transfer and workflow orchestration, as well as the selection criteria listed above. A single platform that supports multiple protocols, is secure and provides a 360-degree view of all workflows is likely to be the best choice for companies with complex IT environments.

Based on real user reviews of Control-M Managed File Transfer, it is clear the platform meets many of the selection criteria for companies looking for a solution to orchestrate file transfers and related workflows. Users appreciate the consolidated view of all workflows, the intuitive GUI and the ability to manipulate files during transfers. Control-M also offers robust security features and supports multiple protocols. Companies with complex IT environments would be wise to consider Control-M as their platform of choice for workflow and file transfer orchestration.

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