The Forrester Wave™: Strategic iPaaS And Hybrid Integration Platforms, Q1 2019

The 15 Providers That Matter Most And How They Stack Up

by Henry Peyret
January 3, 2019

Why Read This Report

In our 25-criterion evaluation of strategic integration-platform-as-a-service (iPaaS) and hybrid integration platform (HIP) providers, we identified the 15 most significant ones — Adeptia, Axway, Dell Boomi, IBM, Jitterbit, Liaison Technologies, Microsoft, MuleSoft, Pantheon, Red Hat, SnapLogic, Software AG, Talend, TIBCO Software, and Workato — and researched, analyzed, and scored them. This report shows how each provider measures up and helps enterprise architecture (EA) professionals make the right choice.

Key Takeaways

TIBCO Software, Workato, And Dell Boomi Lead The Pack

Forrester's research uncovered a market in which TIBCO Software, Workato, Dell Boomi, Software AG, MuleSoft, and SnapLogic are Leaders; Liaison Technologies, Jitterbit, Talend, IBM, Adeptia, Pantheon, and Axway are Strong Performers; Red Hat is a Contender; and Microsoft is a Challenger.

EA Pros Are Looking For Coverage Of Integration Scenarios

The strategic iPaaS/HIP market is growing because more EA professionals see strategic iPaaS/HIP as a key element of their digital transformation agility. This market growth comes from previous service-oriented architecture (SOA) and enterprise application integration (EAI), enterprise service bus (ESB) renewal from large enterprises, and the opening midsize market for integration technology.

Making Integration Easier Is A Key Differentiator

Vendors that can make integration easier as well as provide a broad set of integration scenarios position themselves to successfully deliver in any public, private, hybrid, and/or multicloud environment.

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by Henry Peyret
with Gene Leganza, Elizabeth Hoberman, and Sara Sjoblom
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iPaaS/HIP Are Strategic Elements Of Digital Transformation

The integration technologies strategic iPaaS and HIP are a cornerstone of the evolution required to support digital transformation. They:

› **Manage data in motion in a faster landscape using software-as-a-service (SaaS).** Data is the new oil, and not only due to its value as a resource. The fluidity of data is becoming a key factor in data management, and managing data in motion well is a differentiator for firms. Making data usable for analysis in 12 to 24 hours was just fine in 2010 — but for 2018's real-time businesses, data needs to be available in less than 60 seconds. A retailer that wants to compete on time-to-deliver must consolidate stock in all warehouses and in all regions to manage real-time delivery to its customers, and the data must be available for processing by all relevant applications — and must be visible to customers.

› **Improve the automation of IT and the business.** Firms need more automation to gain efficiency and agility. Hard-coded interfaces between applications cannot continuously evolve the way businesses need them to. As interfaces become more complex — with larger volumes, event treatments rather than batches, increased data structure complexity, and more — there's no alternative to using integration technologies to automate the monitoring, development, and maintenance of interfaces. According to global services decision makers who are involved in their company's digital transformation, IT processes are by far the leading focus of transformation.[1]

Integration Technologies Are Renewing Midsize Markets And Opening New Ones

In the first wave of investments in EAI and SOA middleware, it was difficult to build the business case because these foundational investments benefited the vague goal of reuse or automated little-understood IT processing. But the new pricing models with OSS, freemium, and cloud solutions avoid upfront license and hardware investments and are helping even midsize enterprises adopt integration technologies.[2] As a result, the market is growing, with solutions like iPaaS in the cloud not requiring architect or developer training. Today's iPaaS solutions are also faster to implement than previous technologies, supporting the pace of Agile development cycles and governance.

At the same time, large enterprises that first heavily invested in message-oriented middleware (MOM), integration architectures, and proprietary solutions like EAI and ESB are showing interest in integration technology to lower their licensing costs. They are also increasingly challenged by lines of business (LOBs) that desire more autonomy for their systems of engagement and are finding integration solutions that fit their requirements without involving central IT.

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Strategic iPaaS And HIP Evaluation Overview

To assess the state of the strategic iPaaS and HIP market and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of top strategic iPaaS and HIP vendors. After examining past research, user need assessments, and vendor and expert interviews, we developed a comprehensive set of 25 evaluation criteria, which we grouped into three high-level buckets:

› **Current offering.** Each vendor's position on the vertical axis of the Forrester Wave graphic indicates the strength of its current offering. Key criteria for these solutions include integration scenarios, management functions, capabilities to ease integration development, and platform characteristics.

› **Strategy.** Placement on the horizontal axis indicates the strength of the vendors' strategies. We evaluated product strategy and market approach.

› **Market presence.** Represented by the size of the markers on the graphic, our market presence scores reflect each vendor's revenue and number of customers.

Evaluated Vendors And Inclusion Criteria

Forrester included 15 vendors in the assessment: Adeptia, Axway, Dell Boomi, IBM, Jitterbit, Liaison Technologies, Microsoft, MuleSoft, Pantheon, Red Hat, SnapLogic, Software AG, Talend, TIBCO Software, and Workato. Each of these vendors (see Figure 1):

› **Provides a breadth of integration functionality.** The functionality included application and data integration, B2B integration, and API management capabilities (or connection to such capabilities).

› **Currently markets integration products.** Evaluated products were generally available on or before July 31, 2018.

› **Meets revenue minimums by category.** We restricted the strategic iPaaS category to vendors above $20 million in revenue and the HIP category to vendors above $100 million in revenue.

› **Has mindshare among Forrester's enterprise clients.** These offerings appear frequently in Forrester client inquiries, shortlists, consulting projects, and case studies.

Vendor Profiles

We intend this evaluation of the strategic iPaaS and HIP market to be a starting point only and encourage clients to view detailed product evaluations and adapt criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool (see Figure 2 and see Figure 3). Click the link at the beginning of this report on Forrester.com to download the tool.

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FIGURE 1 Evaluated Vendors And Product Information

Vendor	Product evaluated	Product version evaluated
Adeptia	Adeptia Connect	v. 2.9
Axway	Axway AMPLIFY Platform	Spring release
Dell Boomi	Dell Boomi AtomSphere	N/A
IBM	IBM Cloud Integration	N/A
Jitterbit	Jitterbit Harmony	Harmony 9.0
Liaison Technologies	Liaison ALLOY Platform	ALLOY user interface versions: LENS: v. 3.5.0 Data Steward: v. 1.8.0 Conveyor: v. 4.0.0 Contivo Analyst: v. 6.3.1 Launcher: v. 1.1.0
Microsoft	Microsoft Azure	N/A
MuleSoft	MuleSoft Anypoint Platform	April 2018
Pantheon	Pantheon Odyssey	v. 12.1
Red Hat	Red Hat Fuse, Red Hat OpenShift Container Platform	v. 7.0
SnapLogic	SnapLogic Enterprise Integration Cloud	v. 4.12
Software AG	Software AG webMethods Hybrid Integration Platform	v. 10.2
Talend	Talend Data Fabric	Talend 7
TIBCO Software	TIBCO Cloud Integration	N/A
Workato	Workato Platform	N/A

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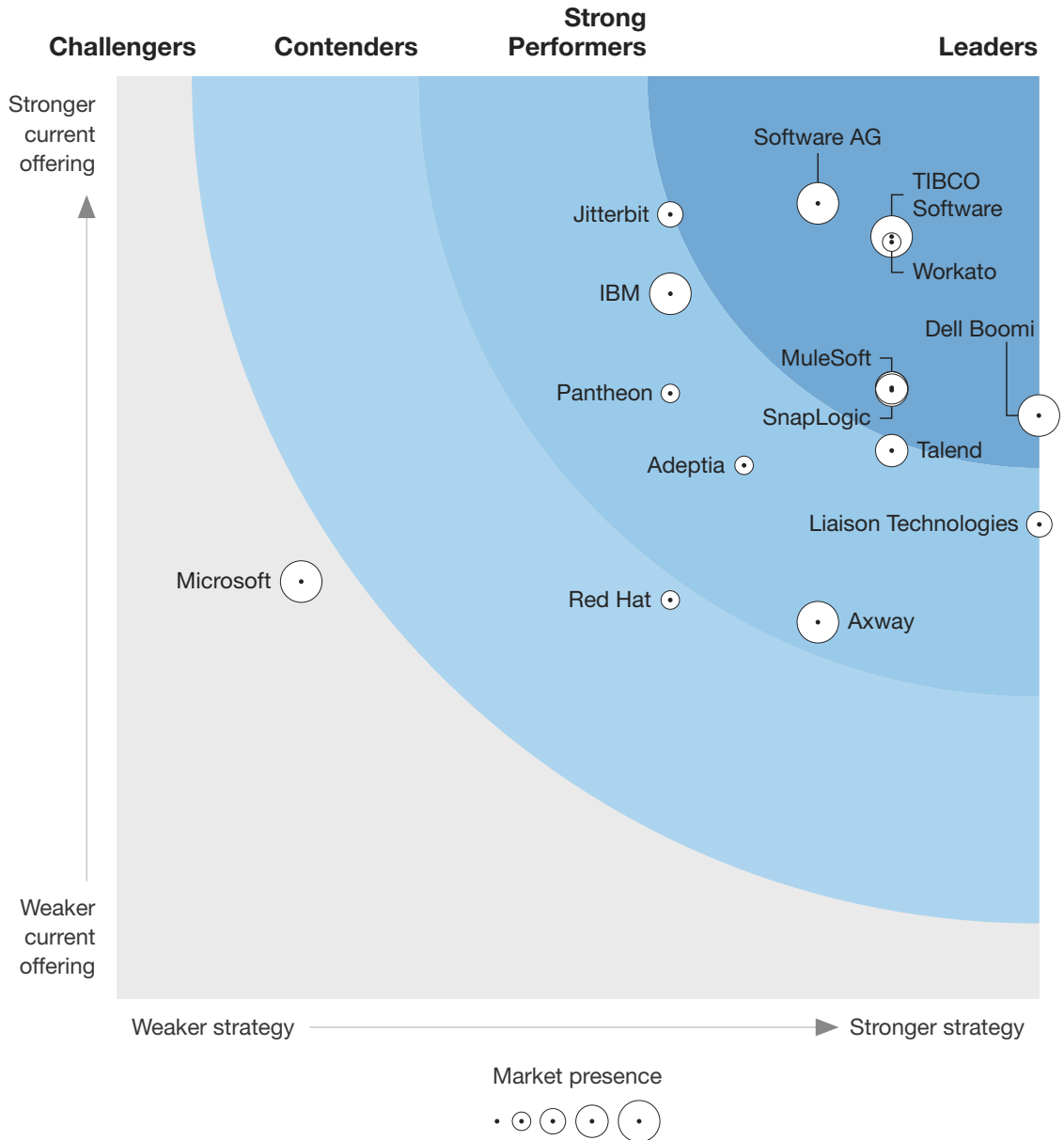The 15 Providers That Matter Most And How They Stack Up

FIGURE 2 Forrester Wave™: Strategic iPaaS And Hybrid Integration Platforms, Q1 2019

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FIGURE 3 Forrester Wave™: Strategic iPaaS And Hybrid Integration Platforms Scorecard, Q1 2019

	Forrester's weighting	Adeptia	Axway	Dell Boomi	IBM	Jitterbit	Liaison Technologies	Microsoft	MuleSoft
Current offering	50%	2.89	2.04	3.16	3.82	4.25	2.57	2.26	3.31
Integration scenarios supported	55%	3.00	2.10	2.90	4.10	4.20	2.40	2.30	2.80
Management functions	15%	2.40	2.40	3.00	3.60	3.80	3.00	3.00	4.20
Capabilities to ease integration development	15%	3.00	1.30	3.90	3.60	4.70	2.50	1.90	3.00
Platform characteristics	15%	2.85	2.20	3.50	3.20	4.40	2.80	1.70	4.60
Strategy	50%	3.40	3.80	5.00	3.00	3.00	5.00	1.00	4.20
Product strategy	40%	1.00	5.00	5.00	3.00	3.00	5.00	1.00	3.00
Market approach	60%	5.00	3.00	5.00	3.00	3.00	5.00	1.00	5.00
Market presence	0%	2.00	5.00	5.00	5.00	3.00	3.00	5.00	4.00
Revenue	50%	1.00	5.00	5.00	5.00	3.00	3.00	5.00	5.00
Number of customers	50%	3.00	5.00	5.00	5.00	3.00	3.00	5.00	3.00

All scores are based on a scale of 0 (weak) to 5 (strong).

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FIGURE 3 Forrester Wave™: Strategic iPaaS And Hybrid Integration Platforms Scorecard, Q1 2019 (Cont.)

	Forrester's weighting	Pantheon	Red Hat	SnapLogic	Software AG	Talend	TIBCO Software	Workato
Current offering	50%	3.28	2.16	3.30	4.31	2.97	4.13	4.10
Integration scenarios supported	55%	3.40	1.90	2.70	4.80	3.00	4.20	3.80
Management functions	15%	3.60	3.80	4.40	4.20	2.20	5.00	4.20
Capabilities to ease integration development	15%	2.70	1.00	3.60	2.70	2.70	3.30	5.00
Platform characteristics	15%	3.10	2.60	4.10	4.20	3.90	3.80	4.20
Strategy	50%	3.00	3.00	4.20	3.80	4.20	4.20	4.20
Product strategy	40%	3.00	3.00	3.00	5.00	3.00	3.00	3.00
Market approach	60%	3.00	3.00	5.00	3.00	5.00	5.00	5.00
Market presence	0%	2.00	2.00	4.00	5.00	4.00	5.00	2.00
Revenue	50%	3.00	3.00	5.00	5.00	5.00	5.00	1.00
Number of customers	50%	1.00	1.00	3.00	5.00	3.00	5.00	3.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Leaders

› **TIBCO Software provides an all-purpose integration solution.** TIBCO Cloud Integration offers a bundle of products, including Scribe for iPaaS, BusinessWorks for a hybrid integration platform, and Flogo as a development environment for lightweight deployments of internet-of-things (IoT) integration. This broad offering supports application, data, B2B, and IoT integration as well as API creation and management coupled with TIBCO Software's API management environment. Typical users range from developers and integration specialists to citizen integrators. In addition to the broad spectrum of integration scenarios, TIBCO's differentiators are the embedded integration environment within Salesforce, advanced support for IoT integration, a focus on diminishing operational costs with operational intelligence, and the capability to run on AWS Lambda to benefit from the spot market pricing model. In their digital transformation, TIBCO customers appreciate the ease of use, ease of deployment, ease of adoption, and pace of innovation, but they would appreciate integrated analytics and administration enhancements.

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› **Workato reconciles integration ease with a high level of capabilities.** Workato is an iPaaS provider specializing in simplifying app integration, API development, and integration operations. It supports citizen integrators, integration specialists, and integration operations personas from a single integrated environment by providing connectors, recipes, and out-of-the-box mappings as well as guidance through machine-learning-driven suggestions at every stage of the interface, API development, and operations. Workato's offering demonstrates that simplification does not mean lack of power: The product supports numerous integration use cases. Customers choose Workato to support both tactical and strategic digital transformation, simplifying integration complexity for business users. They appreciate the ease of use, ease of implementation, ease of deployment, and fast adoption, but they want better monitoring, better support for MOM, and enhancements to existing API creation and management capabilities.

› **Dell Boomi continues to be at the forefront of innovation for the iPaaS market.** Dell Boomi's technology created the iPaaS category, addressing integration requirements for midsize businesses as well as the largest companies. The company provides, under a unified platform, data, app, and B2B integration as well as master data management (MDM), API management, and a workflow engine. Citizen integrators, integration specialists, and operators share the same adaptive UI, easing collaboration during integration projects and operations. This makes the solution integrate easily into continuous integration/continuous development (CI/CD) environments to support agile projects. Customers like the product's ease of use, deployment, and adoption as well as its customer success and community support for strategic digital business transformations, but they would like better support for MOM.

› **Software AG integration supports major digital transformations.** Software AG positions its webMethods Hybrid Integration Platform product within a broader portfolio called Digital Business Platform. The product includes data, application, B2B, and IoT integration capabilities in one coherent and well-integrated platform while remaining modular. The scalability of the HIP is ensured by in-memory processing and a broad adoption of cloud technologies supporting microservices and containerized architecture. Software AG is a long-term player in the integration space and has acquired several companies such as webMethods to build this broad portfolio, but it has continuously rationalized and integrated its portfolio to achieve coherence between the line of products comprising the Digital Business Platform. It will address the small and medium-sized (SMB) market by integrating the newly acquired Built.io company within that portfolio. Customers like Software AG's support for their strategic digital transformations and the product's ease of adoption, but they would appreciate a full web development environment and additional language support.

› **MuleSoft provides an all-purpose integration environment for digital transformation.** Anypoint provides data and app integration, message queue, and API management under a single cloud-based environment. Its usual personas are developers and integration specialists, but the company has begun to introduce a simplified environment for the citizen integrator. MuleSoft released Mule 4, an update to the Mule runtime, in May 2018. All connectors developed by MuleSoft are available on Mule 4, but not all partner-provided connectors have been certified at the time of publication,

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lowering MuleSoft's score for that criterion. MuleSoft continues to work with partners to certify partner-provided connectors on Mule 4. Customers can create public and private versions of Anypoint Exchange, MuleSoft's marketplace for connectors, templates, and APIs. As an internal marketplace, Exchange drives collaboration between teams and enhances integration governance. MuleSoft also offers Anypoint Visualizer, a graphical representation of APIs, Mule applications, and third-party systems, useful for simplifying the security design of very distributed API networks in large deployments. Customer references appreciate the vendor's ease of use, broad coverage of integration scenarios, and ease of adoption, and would like to see enhancements in documentation and administration features.

› **SnapLogic provides integration in continuously evolving data environments.** SnapLogic is an iPaaS provider that mainly addresses data and application integration. Its strength is in advancing big data usage by optimizing cloud costs and resources through a graphical environment that generates proprietary or Spark code. The platform runs in AWS; Azure support will be available in 2019. B2B integration and API management were introduced in the November 2018 release. SnapLogic's strategy is a land-and-expand direct sales model with a free trial version followed by entry-level pricing. This direct strategy is supported by a community that shares patterns within a catalog directly accessible from the SnapLogic environment. These patterns provide templates and guidance to simplify the work of citizen integrators, tech specialists, and also operations staff as much as possible. Customer references appreciate the ease of use and ease of adoption by LOB and data analysts for the continuous evolution of the customer experience, but they would like improvements in MOM support and more support for new big data technologies.

Strong Performers

› **Liaison Technologies provides an iPaaS managed service in the cloud.** With its ALLOY Platform, Liaison Technologies provides a simplified environment for business users to build their data, app, or B2B integration, but the integration specialist and operations roles are both performed by Liaison's employees. This approach allows companies to focus on getting the most out of data rather than dealing with maintaining skills in data management, data movement and preparation, or data governance (mainly the quality, data security, and MDM domains). Liaison offers an easy reversibility thanks to its Contivo "semantic integration technology," which provides data transformation and mappings that still belong to the customers. Customers choose Liaison when their digital transformation involves their ecosystem using B2B integration, EDI, or APIs, and they appreciate the ease of deployment, which Liaison fully manages. They also appreciate the quality of the relationship, seeing Liaison more as a partner than a software vendor. Customers were looking for a broader set of connectors.

› **Jitterbit helps LOBs support their digital transformation customer experience.** Jitterbit is a relatively new iPaaS provider focusing on API integration. It provides API creation, composition, and management in a single platform for app and data integration. The vendor targets larger enterprises and companies at the upper end of the midsize market that are moving their apps to

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the cloud and want to simplify their integration landscape. Jitterbit's sales model is mainly indirect through partners, such as OEMing with SaaS vendors, ISVs, VARs, and systems integrators. Its differentiators are to simplify integration complexity by automatically solving security issues, handling retries, and providing canonical models and a single management console. Customers appreciate the ease of use and ease of adoption, especially by the LOBs, but they would like more MDM and MOM support.

› **Talend provides an open-source-based integration environment.** Talend offers data, application, B2B, and IoT integration in a single iPaaS environment, for cloud and/or on-premises integration scenarios. The solution addresses the needs of business users, data analysts, and integration specialists. Talend Data Fabric interfaces within a single unified UI with API management, data preparation, and MDM offerings. It provides integrated data governance capabilities with metadata management and exchanges metadata with both Apache Atlas and Cloudera Navigator. Talend generates native Java and Spark code, providing optimized performance. Its pricing model is a predictable by-the-user subscription model, while most iPaaS competitors use a consumption model (pinned to volume, connectors, and/or CPU usage). The product is available on private clouds as well as in a multicloud environment, providing the capability to take advantage of spot instance pricing to diminish runtime costs. Customers use Talend for enterprise data warehouses as well as for strategic digital transformation. They appreciate the ease of adoption, large-scale data integration capabilities for cloud data and application integration, and B2B integration, but they would like to see enhancements for MOM support and platform administration.

› **IBM bundles several compatible integration products for digital transformation.** IBM provides a strategic iPaaS and a hybrid integration platform within a single bundled Cloud Integration Platform (CIP). It offers flexible pricing, ranging from free to enterprise models that address midsize and large enterprise integration needs. CIP provides data and application integration, API management and gateway, messaging, event streams, and high-speed file transfer in a single integrated platform. This bundle represents a significant achievement for IBM, combining several previously siloed products into a more cohesive and simpler solution. The bundle allows different personas, from citizen integrators to developers and integration specialists, to work on tactical and strategic integration projects. B2B and IoT integration are covered in the bundle, but IBM also addresses them via additional offerings. The current offering enables building an agile integration architecture, benefiting from microservices architecture and a fully containerized architecture. Customers choose IBM for their digital transformation for its ease of use, ease of deployment, and support, but some cite the need for tighter convergence with data integration and the multiple renaming of products as challenges.

› **Adeptia is an iPaaS and cloud-based B2B data integration software.** Adeptia mainly addresses B2B integration. Its strategy is to solve ecosystem integration issues for its customers by creating hubs involving numerous partners. Adeptia also provides managed services for internal integration of data and apps, but this is mainly to support B2B business issues in areas such as logistics or

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healthcare. The vendor supports both citizen integrators and integration specialists with a single but adaptive UI that drives a high degree of self-service, which can be complemented by Adeptia's managed services. Customers appreciate the data and B2B integration capabilities and ease of implementation and adoption for business users, but they would like more capabilities for API creation and management.

› **Pantheon offers a strategic low-code/no-code solution with strong integration.** Pantheon offers developers an environment providing project management, app and data integration, and API management in a unified environment. The vendor differentiates by allowing collaboration between integration specialists, developers, and operators in the integrated environment to accelerate time-to-value. The platform also offers dashboarding capabilities, such as a feature to include external sources from the cloud infrastructure to get both the business and IT operations in one single view. Pantheon's offering illustrates the blurring frontier between specialized integration tooling and low-code app development tools, which also provide strong integration capabilities. Customers choose Pantheon's solution to support their strategic digital transformation for its broad data, app, B2B, and API integration capabilities as well as its integrated software development life cycle (SDLC) environment. They would like IoT integration, BPM/orchestration, and administration enhancements.[3]

› **Axway delivers API, B2B, and data integration for partner ecosystems.** Axway provides an integrated platform for no-code/low-code app development, API creation and management, and MFT-, EDI-, and API-led B2B integration.[4] All of these capabilities benefit from integrated operational intelligence, partner onboarding, plus a portal enabling companies to build ecosystems centrally, delivering the best customer experiences to the end customers. The environment is mainly for developers and integration specialists. It generates Node.js code and integrates with typical SDLC environments like Jenkins. Customers appreciate their good relationships with the vendor, which allow co-design of next features, and would like better administration and diagnosis capabilities as well as better MOM and BPM features.

Contenders

› **Red Hat provides integration capabilities to its existing customers.** Red Hat is an open source provider of a hybrid integration platform covering integration with Red Hat Fuse, message queueing with Red Hat AMQ, and API management with Red Hat 3scale API Management. To address the demand from citizen integrators, Red Hat recently introduced an iPaaS UI called Red Hat Fuse Online that shares the same execution platform as Fuse, which includes the developer-oriented Eclipse environment. Its go-to-market strategy is mainly direct sales, cross-selling to Red Hat OpenShift customers as well as selling through ISVs, resellers, and systems integrator partners. Customer references appreciate that it is open source as well as the hybrid support and its coherence with the Red Hat Middleware and OpenShift platforms. Customers would like more guidance for developers and transformation/mapping improvements.

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Challengers

› **Microsoft is building its portfolio of integration capabilities in the cloud.** Under the title Azure Integration Services, Microsoft provides a series of components: low-code/no-code and workflow (Logic Apps); API management; Service Bus; and Event Grid — forming a coherent integration offering. This can be complemented by BizTalk Server on-premises with associated connectors. Together the services support API creation and management, app and SaaS integration, B2B integration, and IoT integration. All of these components benefit from operation and authentication under Azure's unified environments to form a coherent and well-integrated solution. The offering also benefits from the rest of Azure's services ranging from Office to Dynamics 365, providing ERP and CRM services. Logic Apps represent the convergence of low-code environments that provide strong integration capabilities in addition to app development. The typical users are developers and integration specialists; citizen integrators would prefer Microsoft Flow, which runs on top of Logic Apps. Customers choose Microsoft's solution due to their investments in the vendor's other technologies, such as BizTalk, Azure, and Dynamics 365. They appreciate the breadth of integration scenarios and ease of deployment in the cloud for Logic Apps, and they would appreciate further IoT integration capabilities, plus mapping and monitoring enhancements.

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Supplemental Material

Online Resource

The online version of Figure 2 is an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings. Click the link at the beginning of this report on Forrester.com to download the tool.

Data Sources Used In This Forrester Wave

Forrester used a combination of four data sources to assess the strengths and weaknesses of each solution. We evaluated the vendors participating in this Forrester Wave, in part, using materials that they provided to us by July 31, 2018.

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› **Hands-on lab evaluations.** Vendors spent one day with a team of analysts who performed a hands-on evaluation of the product using a scenario-based testing methodology. We evaluated each product using the same scenario(s), creating a level playing field by evaluating every product on the same criteria.

› **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we conducted vendor calls where necessary to gather details of vendor qualifications.

› **Product demos.** We asked vendors to conduct demonstrations of their products' functionality. We used findings from these product demos to validate details of each vendor's product capabilities.

› **Customer reference surveys.** To validate product and vendor qualifications, Forrester also conducted reference surveys with three of each vendor's current customers.

The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria for evaluation in this market. From that initial pool of vendors, we narrow our final list. We choose these vendors based on 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation. Vendors marked as incomplete participants met our defined inclusion criteria but declined to participate or contributed only partially to the evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave evaluation — and then score the vendors based on a clearly defined scale. We intend these default weightings to serve only as a starting point and encourage readers to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve. Vendors marked as incomplete participants met our defined inclusion criteria but declined to participate in or contributed only partially to the evaluation. For more information on the methodology that every Forrester Wave follows, please visit The Forrester Wave™ Methodology Guide on our website.

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Integrity Policy

We conduct all our research, including Forrester Wave evaluations, in accordance with the Integrity Policy posted on our website.

Endnotes

[1] IT processes are the top focus of digital transformations across all industries; a range of 44% of retail and wholesale survey respondents to 63% of utilities and telecommunications respondents are transforming IT processes. Source: Forrester Analytics Global Business Technographics® Business And Technology Services Survey, 2018.

[2] OSS: open source software.

[3] BPM: business process management.

[4] MFT: managed file transfer.

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