



CompleteFTP

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Director, Information Systems/IT Manager/IT Specialist at a translation and localization position with 501-1,000 employees

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VALUABLE FEATURES

We primarily use this software for its SFTP file transferring capabilities. There are quite a few robust security options that allow you to use ciphers of your preference, as well as very high key length, etc. The interface is pretty intuitive and setting up standard connection profiles is quite simple. These connection profiles allow you to map to a network SMB share or NFS mount point pretty easily.

IMPROVEMENTS TO MY ORGANIZATION

It allows our users to securely access files on our central network really from anywhere in the world. We have seven international offices that all utilize this ability on a daily basis.

ROOM FOR IMPROVEMENT

They have built a Dropbox-like interface for secure file sharing to external parties using their CompleteBox client and I'd like to see this feature set expanded and built upon further as having a secure internal-only Dropbox solution is very attractive to us. Also, we would like the ability to whitelist IP addresses/networks so that those IP addresses are always allowed access and aren't put on the ban/abusers list.

USE OF SOLUTION

We've used this software for over five years after a breach of our non-secured FTP solution that we were using previously. There have been regular updates and they are open to suggestions and feature requests for the product.

DEPLOYMENT ISSUES

There were no issues with the deployment.



STABILITY ISSUES

Nothing really of note as the product as really worked pretty seamlessly. The only hassle that sometimes happens is that some of our international IP addresses get blacklisted sometimes and have to be removed from the blacklist.

SCALABILITY ISSUES

There has been no issue scaling the product.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: Never really had to interact with them much so not much I can add here except they caught when we were trying to renew our maintenance and paid for a full license vs. an upgrade and they immediately refunded our payment overage.
Technical Support: Never really had to interact with them much. They caught when we were trying to renew our maintenance and paid for a full license vs. an upgrade and they immediately refunded our over-payment.

PREVIOUS SOLUTIONS

We previously used a very old straight-FTP server with no security whatsoever and as we needed a Windows-based solution that provided both SFTP as well as FTPS options, this was a good fit for our needs.

INITIAL SETUP

It's pretty straightforward - just follow the installation prompts and then the GUI interface more or less explains the rest of the set-up. We didn't have to look at any documentation or anything to get it configured.

IMPLEMENTATION TEAM

In-house team - it's really a straightforward product that doesn't really require any specific expertise. Any competent IT person should be able to get this product installed and configured without really much difficulty.

ROI

We've in total over the course of our over five years of usage paid out under \$2000 in purchase/maintenance fees over that time. They also have an Enterprise feature set which we don't use (we use Professional) which includes using the software in multiple sites, clustering, custom file-systems, multi-protocol gateways, and custom authentication.

OTHER ADVICE

Overall, it's a solid secure file transferring server - SFTP/FTPS/SCP/HTTPS. Great product if you're looking for an easy-to-use Windows secure file transferring system that is fairly priced and well maintained