



Egnyte Connect vs. Accellion Kiteworks



Competitive Fact Sheet

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Egnyte transforms business through smarter content allowing organizations to connect, protect, and unlock value from all their content.

Our Content Intelligence platform delivers smart content collaboration and governance in the cloud or on-premises to thousands of businesses around the world even the most regulated industries. Founded in 2007, Egnyte is privately held and headquartered in Mountain View, CA. Investors include venture capital firms, such as Google Ventures and Kleiner Perkins Caufield & Byers, as well as technology partners, such as CenturyLink and Seagate Technology.

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Introduction

Enterprises grapple with many challenges associated with file management; they need to embrace consumerization and empower users without losing control, while also respecting data gravity - the reality that not all files belong in the cloud. With multiple file-sharing solutions available today, what should IT look for when selecting the right one?

The Egnyte File Sharing Platform delivers enterprise caliber file-sharing for businesses by combining the speed and security of local storage with the accessibility of the cloud. Users easily store, share, access, and synchronize their files, while IT retains centralized administration and control to enforce business policies. Egnyte provides:

- A secure file-sharing platform for 100% of your files
- Flexible deployment options – cloud or hybrid
- Comprehensive security, compliance, and IT controls
- Cutting edge, innovative technology that's designed to be user friendly

This whitepaper compares two enterprise file-sharing solutions, Egnyte and Accellion, around deployment options, common file-sharing use cases, usability, and security.

System

Integrated SFTP/FTP

There are situations where SFTP or FTP is still needed. For those situations, Egnyte includes an integrated SFTP or FTP server. This means fewer servers, less administration, and better security.

Accellion on the other hand does not include this capability and thus requires either maintaining a separate FTP server or paying for a separate service.

Files owned by the company, not the user

With Egnyte, files are owned by the company. In other words, when an employee leaves, file ownership doesn't change. This means access permissions stay consistent and a reduced risk of the wrong people having access to sensitive content.

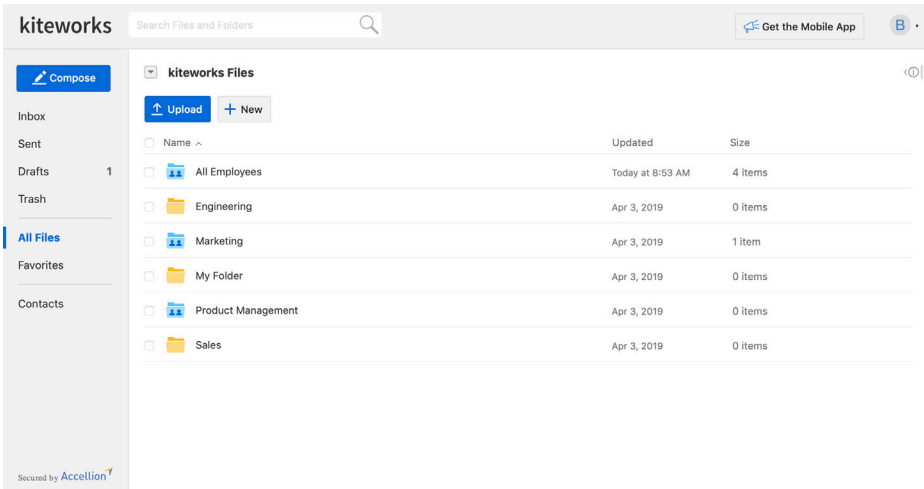
With Accellion, the user owns the files so when employees leave, the admin has to assign ownership to another user. This creates additional clutter and responsibility for users and can lead to unintended user access to folders containing sensitive content.

File Server Replacement

More and more businesses today are moving away from on-premises file servers and onto cloud solutions to provide end users with the mobility and ease of the cloud. Some are even looking to move all of their file servers to the cloud, which involves a lengthy process of migrating of data, users, permissions, and more.

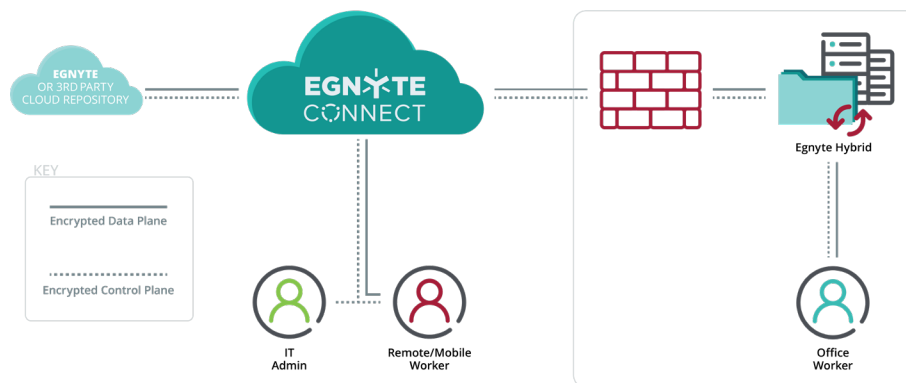
Egnyte was originally designed as a cloud-based file server and provides a familiar capabilities such as drive letters and NTFS-like folder permissions, so migration is seamless and there is minimal impact to the user experience.

Accellion does not look or feel remotely like a file server and is not very user friendly. Performing simple tasks such as viewing a folder tree is not very intuitive and requires multiple steps. Accellion also falls short with folder permissions too. It does not support sub-folder exclusion for permissions and as a result, customers will not be able to replicate permissions 1:1. Instead, they'll need to reorganize their data structure to match Accellion's product capabilities.



Deployment Options

When it comes to file access, sharing, and collaboration, the size, data type, and available bandwidth dictates where the files are located: in the cloud or synced between the cloud and on-premises storage. Egnyte provides cloud-only and hybrid deployment models that enable businesses to access and store 100 percent of their files in the way best suited to meet their needs. Users can access and share files seamlessly from any device, no matter if using a cloud-only or a cloud + hybrid deployment.



This differs from Accellion which takes an 'either-or' approach to deployment. Customers do not have the option of keeping a master copy in the cloud while syncing large or frequently-accessed files to storage at specific locations.

Cloud-Only Deployment

Both Egnyte and Accellion offer cloud-only deployments, but unlike Accellion, which only supports AWS, Egnyte has a more flexible offering that lets you choose Egnyte storage, as well as 3rd-party storage including Google Cloud Storage, Azure Blob Storage, Amazon AWS, and any S3 compatible storage.

Cloud + Hybrid Deployment

Egnyte can cache select folders to any virtualized server or directly embedded on select storage appliances to create a centralized cloud repository. Using one or more edge caches in conjunction with the Cloud File Server combines the “access from anywhere” of cloud with “in-the-office” fast performance of local storage, thereby providing hybrid file storage and sharing.

Accellion DOES NOT have a solution to meet this requirement. Once customers move their data to the public cloud they are stuck there – without any insurance plan. This poses a significant challenge for customers who regularly work with larger files (e.g. CAD drawings, videos, graphic design images, etc.) or have offices in areas with poor internet connectivity.

Security

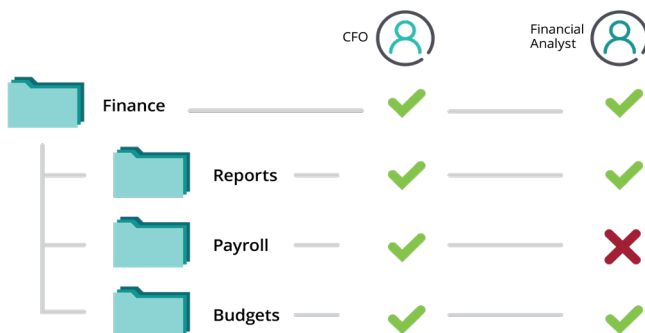
User roles

Accellion does not provide any roles that can only perform read and write operations. As a result, any user who gets the ability to edit files can also delete them. This can be a glaring security concern for most enterprise use cases.

Egnyte on the other hand has a more robust permission model that allows for very common situation where a user needs to access and edit a file but can't delete it.

Granular sub-folder permissions

Egnyte's folder structure is organized the way businesses are organized, with shared folders and private folders. Each shared folder can have any number of sub-folders. Account administrators centrally manage permissions and include/exclude users and groups at any level of the hierarchy.



Accellion does not provide sub-folder exclusion. For example, the Finance parent folder has 3 sub-folders: reports, budgets, and payables, and every user with access to the Finance folder will have access to every subfolder – even if some of the subfolders should be restricted

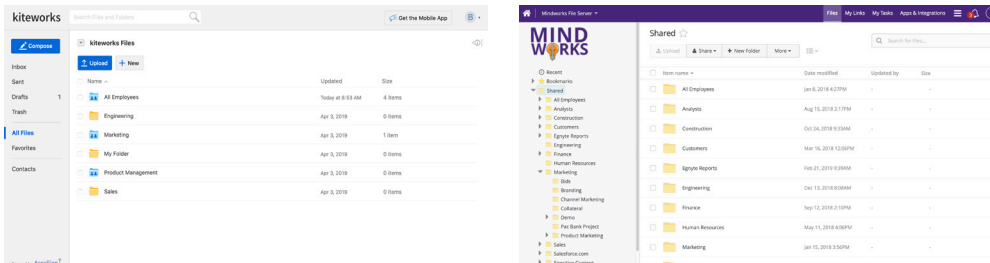
Here’s a real-world situation where the entire finance team needs access to the Finance folder, with the exception of the budgets sub-folder. The Budgets sub-folder should only be accessible by the Corporate Controller. This is a common situation that Accellion simply cannot support. On the other hand, this can be easily accomplished with Egnyte’s sub-folder permissions structure.

User Experience

Egnyte understands that an intuitive user experience is critical for user adoption. Egnyte conducts regularly scheduled usability tests and enhancements, making sure that the UI is easy to use. The end result is a user interface that’s always cutting edge and user friendly. Here are some examples:

Folder Navigation

Egnyte provides dual-pane navigation layout which has the folder tree structure on the left side and the folder content on the right side. This makes it faster and easier to navigate deep into the folder tree without having to reload pages. This is the same design as Windows Explorer and Mac Finder.



On the other hand, Accellion has some serious navigation issues. For example, the web UI lacks a proper folder tree navigation which forces each contents of each folder to load before going to the next subfolder. This is both time consuming and frustrating for end users.

All of this results in lost user productivity and added frustration.

Drive-letter Access at the desktop

Egnyte provides a more gradual path to cloud adoption for end users. It enables users to create drive letters to specific folders as network drives on the desktop. This familiar access point helps users who are accustomed to accessing files from a drive letter transition to the cloud.

Accellion does not provide this capability; This can have a big impact on user satisfaction and administrative effort. For example, some applications such as sophisticated spreadsheets have embedded links (eg h:\finance\budget) to other spreadsheets and these will no longer function using Accellion.

Sending and Receiving Files

Egnyte understands that different situations may call for different security precautions. When you share files with Egnyte via public links, you can set a password for the link, decide when the link should expire and choose to be notified when the link is clicked. Users also have the option of sending private links that are accessible only to account users when sharing more sensitive files. Egnyte offers all the security controls businesses require when sharing files but gives users the flexibility to determine when they are needed.

By contrast, Accellion’s sharing model is completely inflexible. Accellion has no concept of a “Public Link,” so sending a file to a non-users requires multiple steps. Compare this to Egnyte where sending a public link is a simple two-step process.

SHARING FILES WITH EGNYTE	SHARING FILES WITH ACCELLION
You share a file	You share a file
The recipient clicks the link in their email to view/download the file	Recipient clicks on link in second email to activate account — “Download” link in first email will not work until account is activated
	Recipient activates their account and is logged into your company account
	Can then download the file (preview option not available)

Some of the key limitations with Accellion’s file sharing include:

- 1. Folder Links:** You can share multiple files at once via a link, but the only way to share a folder is to invite someone as a user to the Accellion account. There are several limitations of this approach:
 - Unnecessary bloating of user licenses
 - Added user management (add, delete, etc.) on IT’s part
 - Security complications in case admins forget to de-provision these added users
- 2. Public Links:** Accellion has no concept of a public link. When sharing files, the only option is to have Accellion send a link to a user via email. This results in usability issues around viewing/copying these links in other mediums like chat, emails, websites, documents, and other enterprise apps.
- 3. Receiving Files:** Accellion does not have a way to collect files from non-employee users. This makes it a non-suitable solution for enterprise use cases around submissions of tender, bid, proposal, or business documents.

- 4. Preview Files:** Link recipients cannot preview a file before downloading it. This is a severe usability issue as users end up spending a lot of time downloading, reviewing, deleting files as compared to being able to preview a file with a single-click.

Syncing Files

Egnyte provides access to all files directly from the desktop without having to sync them. It also provides the ability to mark specific folders for offline access. In all cases, file syncing happens in real-time rather than on restrictive intervals. Additionally, the Egnyte Desktop App uses delta sync, which only syncs the parts of the file that has been changed back to the cloud instead of the entire file. This provides faster performance and more reliable sync.

Accellion offers sync clients, but these lag far behind the industry standard for syncing tools.

- Accellion's does not offer real-time sync. The minimum frequency for sync is 1 hour. This poses a challenge for remote users or those who travel frequently and hence Accellion fails to meet the basic requirement of any enterprise-grade deployment.
- Accellion does not allow users to selectively synchronize sub-folders. This is yet another enterprise requirement for global teams working on multiple clients.
- Accellion syncs the entire file back to the cloud every time you click save – even for small changes.
- Accellion's sync client lacks several usability features like absence of a visual indicator of overall sync progress. It does not provide basic right-click functionality that can be used for sending a link, viewing previous versions of files, or for annotations.

Automatic global file locking

With Egnyte, any time a file is opened, it is automatically locked globally so that others can only view and download the file. Once the user is done editing and closes the file, it is automatically unlocked so others can access it and make changes as needed. This prevents situations where multiple people access a file at the same time and potentially corrupt the file.

Accellion only supports manual file locking. This means users have to remember to lock a file before opening it. Since it's easy to forget, it creates situations where it's more likely to have version conflicts or corrupted files.

Egnyte vs. Accellion Comparison Matrix

FEATURE	EGNYTE	ACCELLION
Deployment Options		
3rd-part Cloud Storage	✓	Partial ¹
Cache specific content using on-premises storage	✓	X
Sharing files		
Share files with employee users	✓	✓
Share files with non-users	✓	X ⁴
Share links to folders	✓	X
Preview shared file before download	✓	X
Request files from non-users	✓	X ⁴
Desktop experience		
Mac and Windows clients	✓	✓
Access files at the desktop without syncing from the cloud	✓	X
Delta sync for file changes	✓	X
Select sub-folders to sync	✓	X
Sync folders in real-time	✓	X
Right-click functions to access 3rd party integrations	✓	X
Web Experience		
Light-weight plugin to edit files (WebEdit-functionality)	✓	X ⁸
Folder Tree	✓	! ²
Security		
Granular permissions – sub-folder exclusion	✓	X
Read/write (no delete) permission level	✓	X
Usability		
Integrated FTP/SFTP server	✓	! ⁷
Automatic Global File Locking	✓	X
Max file size for base plans	10GB	2GB
Included storage for Enterprise plan	25TB	250GB ⁵
Included storage for base plans	5-10TB	1TB ⁶
User Groups	✓	! ³
Robust partner ecosystem	✓	X

¹ Accellion only supports AWS cloud deployments.

² Folder Tree is only accessible through an obscure dropdown menu.

³ User Groups are only available when using AD or LDAP and not with the base

⁴ Requires recipient to be added as a system user

⁵ Egnyte's Enterprise plan includes 25TB and can expand to meet any company's needs. Accellion's Enterprise plan has a base storage of 250GB (yes, GB) but is expandable.

⁶ Egnyte Office plan includes 5TB and the Business plan starts at 10TB. Both are expandable beyond. Accellion's max storage for their Business plan is 1TB.

⁷ FTP/SFTP is included with all Egnyte plans. Accellion only offers it as a fee-based option with their Enterprise plan

⁸ Egnyte only requires a lightweight plugin to edit files from the web, but Accellion requires the full desktop app be installed

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