What you need to know about Managed File Transfer as-a-Service versus On-Premises System Management

DATA SHEET

Professionally managed by experts

Eliminate the time spent on managing your system and timely migrations.

Implementing MOVEit Cloud brings your organization a host of benefits that make secure file transfer in the cloud a compelling option. Ease of use, predictable costs, central control, full visibility, and compliance with leading cyber security standards are just the start. Another major advantage of using MOVEit Cloud Managed File Transfer-as-a-Service is the offloading of "system management" from your IT team. With MOVEit Cloud, Progress handles those responsibilities for you.

Let's take a look at the system management responsibilities that your IT team normally would handle in the course of day-to-day operations. These are the same responsibilities the Progress team would take care of when you use MOVEit Cloud for secure file transfers:

- Capacity planning to ensure that resources are in line with expected utilization
- Server maintenance/patching to ensure that the system is up to date
- Application software upgrades to the latest releases
- ASV scans and mitigations
- 24x7 Server monitoring
- 24x7 on-call support for server issues
- Daily log reviews
- Annual PCI/HIPAA/SOC2 audits for compliance
- Annual penetration testing and mitigation as needed
- Annual failover testing
- Web application firewall (WAF) configuration, deployment and updates

Additionally, the Progress team assists customers with one-time implementation tasks as part of the MOVEit Cloud paid implementation service. This includes:

- Configuring and validating customer's base URL
- Setting and validating other org-specific attributes including org name, Ad Hoc and/or FT
- Admin training
- Organization-level security hardening to employ best practices
- 6 months e-learning access
- Branding assistance
- Provisioning of the customer's organization
- Secure delivery of 1st set of admin credentials with which other accounts will be created

You retain control of the configuration and operation of your organization within the MOVEit Cloud system. This includes the following day-to-day administration work of managing folders, users, and groups as well as the less frequent work of managing organization-level settings. These include the following:

- Appearance and user interface settings such as branding, notifications and language options
- Security settings including password policies, user authentication settings, protocol settings, group, and folder permissions.
- Management of Ad Hoc Transfer settings

The following matrix outlines potential technical changes to service that may be required when migrating from MOVEit Transfer to MOVEit Cloud. Actual technical changes will depend on the deployment being migrated and your organization's specific needs. You can get answers to migration-related questions during a migration scoping call with Progress Professional Services. All of the items in this matrix apply to all migrations to MOVEit Cloud.

Impacts	Notes
Migration to the latest version of DMZ	Application version will be whatever is currently on MOVEit Cloud. Customers should review the release notes between current on-premises version and new MOVEit Cloud version to determine possible version impacts on their users.
Loss of current Audit Trail	Customer's current audit logs will not be migrated into MOVEit Cloud.
Updated Server IP address	IP will change for both production and DR, but customers can either utilize a wildcard URL *.moveitcloud.com or something a bit more specific to their deployment by purchasing the custom URL option.
Default Ports	MOVEit Cloud uses the following Ports, which you will need to open in your firewall: 443 HTTPS, 21 FTPS-Explicit (10021 w/client certs), 990 FTPS-Implicit (100990 w/client certs), 22 SFTP and a Passive FTPS data port range of 3000-3200
Insecure FTP	Insecure FTP is NOT allowed within the MOVEit Cloud environment in order to meet the requirements of the PCI-DSS security standard.
SSH Server Certificate	MOVEit Cloud will use a different SSH server certificate than your on-prem certificate, which means you may have some SSH clients that need to accept the new SSH server certificate before they can connect. Progress can import the on-prem SSH server certificate to MOVEit Cloud when you purchase the custom URL option.
SSL configuration	SSL configuration can be compared using https://www.ssllabs.com/ssltest/ against www.moveitcloud.com and the existing on-premises MOVEit DMZ URL.
Deprecated clients	See above for compatibility related to SSL configuration. All clients will need to support TLS 1.2. Also MOVEit Cloud "forces" the latest MOVEit ActiveX wizard version.

SMTP Mail	MOVEit Cloud is a global offering, so our emails are sent using Mailjet, which uses servers in Paris, France. This means that customers will need to make sure that they are allowing emails from outside of the US. The default send from email address will be changed to send from noreply@ moveitcloud.com, or they can use a custom send from email address but this domain will need to be confirmed and activated by Cloud Operations before it can be used.
Miscellaneous System Settings	There are a few MOVEit system-level settings that may involve minor impacts that boost security: no verbose error pages, IP lockouts are 15 tries in 5 minutes with no expiration, meta-refresh is also enabled.
Content scanning (AV & DLP)	This is not yet available for MOVEit Cloud.
Siteminder Integration	This is not available for MOVEit Cloud.
External authentication	External authentication should be identified for validation during the test migration.
Custom templates	We don't allow the use of custom templates on MOVEit Cloud.
AS2	AS2 Transfers will require an updated URL that contains the OrgID, from the cloud organization, and needs to be tested during the testing phase of the Cloud migration process.
Audit Logs	Audit logs online log retention period is limited to 90 days.
Unique usernames	Unique usernames are enforced across all Organizations in the shared environment.

→ **Learn more about MOVEit Cloud, migrating to MOVEit Cloud, and getting the most from MOVEit managed file transfer**

About Progress

Progress (Nasdaq: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible AI-powered applications and digital experiences with agility and ease. Customers get a trusted provider in Progress, with the products, expertise and vision they need to succeed. Over 4 million developers and technologists at hundreds of thousands of enterprises depend on Progress. Learn more at www.progress.com

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