aws marketplace

Kiteworks

Reviews, tips, and advice from real users

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Product Recap

Kiteworks

Kiteworks Recap

Kiteworks provides secure enterprise file sharing with mobile access and collaboration tools, supporting up to 100 GB transfers. It ensures data safety with encryption and offers a smooth interface for independent data management.

Kiteworks is tailored for effective large-scale data transfers using SFTP, email, and web. It supports two-factor authentication, antivirus scanning, and seamless integration with SSO to minimize administrative tasks. Users benefit from a centralized platform that offers visibility and control over data exchanges, receiving activity notifications and managing encryption keys independently. Despite its strengths, technical support and interface stability need improvement, along with the introduction of automated LDAP syncing and expanded knowledge resources.

What features make Kiteworks stand out?

- Mobile Access: Facilitates secure data handling on-the-go.
- Enterprise File Sharing: Enables large file transfers with up to 100 GB limit.
- Collaboration Tools: Streamlines team efforts and file sharing.
- Enhanced Security: Includes two-factor authentication and antivirus scanning.
- SSO Integration: Reduces administrative tasks for efficient user management.

What ROI benefits should users seek in reviews?

- Data Security: High level of encryption ensures sensitive data protection.
- Efficient Management: Independent data handling and activity alerts improve workflow.
- Administrative Ease: SSO and centralized logs simplify oversight and reduce complexity.

Organizations in sectors like healthcare and finance utilize Kiteworks to securely share and transfer sensitive data, from medical records to credit card information, ensuring compliance and data integrity. Industries benefit from its automated data transfer and secure communication capabilities, critical for operations ranging from air quality monitoring to banking transactions.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "I can identify from which region our users are uploading or downloading files."

  KishoreT-Review
  Associate Consultant at a tech consulting company with 10,001+ employees

- "The solution removes the limitations with file attachment size that is found with regular email."

  Validated user
  Information Technology Specialist II at State of California

- "The most valuable feature is the ability to send a large file of 30 GB in size and more. In Outlook and other email applications, you cannot send files that are larger than 20 MB. But with Kiteworks, 30 GB is transferable by default and, with the proper approval, a file of up to 100 GB can be sent. It makes file transfer very easy and smooth."

  Sukkanta Banerjee
  Senior Software Engineer at a tech vendor with 10,001+ employees

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"The most valuable aspect of Kiteworks is undoubtedly the private content network. This feature is particularly beneficial for us. Furthermore, it serves as a centralized platform that enables us to track and manage our information exchange."

Sumesh Gansar

Product Marketing Manager at Samsung

"The most valuable feature is the ability to allow end-users to manage their own information and data with minimal administration. That's the best feature from my perspective."

Damon Tyson

Enterprise Application Analyst at Global Atlantic Financial Group Limited

"We can see when people are sending things. We can definitely see who is sending to whom. From the administrative logs, we can see who is sending to an outside entity, and those logs are retained for quite a while."

Jayson Carr

Enterprise Architect at a healthcare company with 5,001-10,000 employees

"The benefits that Kiteworks has provided to its customers in terms of data sovereignty."

Sri Kasman

General Manager at Powerbloc Generation Sdn Bhd

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What users had to say about valuable features:

“The most valuable feature for my customer is that the encryption key is held by the customer. The developer doesn't even have a copy of that.

So in terms of security, it's very, very secure, and the customer doesn't have access to the customer server..”

Sri Kasman
General Manager at Powerbloc Generation Sdn Bhd

Read full review

“The top two features are the two-factor authentication, which is pretty good. It's easily understood by the users. And their API is rather robust. We have numerous integrations that work off the API.

In terms of sensitive content, we can see the "to" and "from," but we don't see what the content is. We don't want to be able to see the content. We need a level of security and privacy. But being able to see the "to" and "from" is useful for troubleshooting.

It also helps protect our customers' privacy..”

Validated user
Senior Manager, Systems Engineering at a tech vendor with 1,001-5,000 employees

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"I like most features, yet I cannot recollect them all exactly. One thing I can say is that I can identify from which region our users are uploading or downloading files. I have a very nice view to check that.

It integrates with external SSO, like Okta, which means I don't need to ask an external user to create a user account; they can register using SSO authentication.

It reduces the effort of the site administrator. This feature was not available earlier, however, we implemented it recently, which reduced administrative efforts significantly.."

KishoreT-Review
Associate Consultant at a tech consulting company with 10,001+ employees

Read full review

"The most valuable feature is the ability to allow end-users to manage their own information and data with minimal administration. That's the best feature from my perspective.

Something that I know my business partners appreciate is the notifications. It provides the ability to receive notifications. When certain activity happens within folders that they manage themselves, they can go out and take a look at the reporting associated with those notifications to confirm that. For example, I create a folder, and I invite you to the folder. As soon as you upload something to the folder, I'll receive a notification about that. That information is reportable, and I know that this feature is something that our business partners appreciate about Kiteworks.."

Damon Tyson
Enterprise Application Analyst at Global Atlantic Financial Group Limited

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"We could see whether the customer with whom we shared a file had downloaded it, which was not available with GitHub.

It was important for us that Kiteworks provided a unified, secure way to share sensitive content with third parties because once they downloaded the content, we would send them an invoice. It was also important because it helped us to see which version the customer was using. If they reported an issue, then we could go back and see exactly which version the customer was on. It made our job easier by saving time.

Kiteworks helped us to consolidate secure communication technology into a centralized system so that all support team members could see which files had been downloaded by the customers.."

Daniel Maobe
Technical Support at a tech services company with 51-200 employees

Read full review

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"The most valuable aspect of Kiteworks is undoubtedly the private content network. This feature is particularly beneficial for us. Furthermore, it serves as a centralized platform that enables us to track and manage our information exchange. The feature allows us to monitor who sends and shares information and view the administrative logs. This feature has proven to be quite helpful. Another useful feature is the ability to restrict message access to authenticated users only, providing us with greater control over the information we share. Overall, I am unsure whether we prioritize having greater control over the information or over the platform itself.

The centralized platform of Kiteworks allows us to supervise and regulate all of our information exchanges. The ability to share sensitive data with third parties in a consolidated manner is highly significant for us. Moreover, we find it effortless to control our confidential information, as we can conveniently track the shared data and the involved parties, ultimately reducing the likelihood of unethical practices and data misuse.

There is not a lot of training required to use Kiteworks because it is straightforward to use. The user can begin to use the solution shortly after implementation.."

Sumesh Gansar
Product Marketing Manager at Samsung

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Other Solutions Considered

"We previously used GitHub, and we switched to Kiteworks because, with GitHub, there was no way to view whether the customer had downloaded the file that was sent.."

Daniel Maobe
Technical Support at a tech services company with 51-200 employees

Read full review

"I've only been here two and a half years. When I got here, it was called Accellion, and they were already using it. So, I don't know what we were using before.."

Damon Tyson
Enterprise Application Analyst at Global Atlantic Financial Group Limited

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"We used Biscom. We switched to Kiteworks because of a security concern about the former tool. There may have been a breach or a vulnerability that they couldn't resolve in time for us and that caused us to move off of it.."

Validated user
Senior Manager, Systems Engineering at a tech vendor with 1,001-5,000 employees

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"One of the reasons for using Kiteworks for securing sensitive information, rather than Box or Microsoft OneDrive or another ECM system, is that i t gives us complete internal control of the system.."

Validated user
Senior Manager, Systems Engineering at a tech vendor with 1,001-5,000 employees

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"I don't recall evaluating other solutions. We were happy enough with FTA and the improvements that Kiteworks provided. It seemed like a no-brainer. We went ahead with it and just migrated to it. It made the most sense for our organization.."

Jayson Carr
Enterprise Architect at a healthcare company with 5,001-10,000 employees

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"Information security is crucially important, and many companies opt to use Kiteworks due to their excellent customer service and the reasonable cost of their product. Compared to other software options such as Microsoft, which can be prohibitively expensive for small to medium-sized businesses, Kiteworks is a more affordable choice.

Kiteworks has all the features that all other similar solutions have, it is a top-notch solution.."

Sumesh Gansar
Product Marketing Manager at Samsung

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ROI

Real user quotes about their ROI:

" We have seen an ROI in the sense that it does what it says it does. We feel that we have a secure means for communicating with external business partners, by using the web version, as well as from an automated SFTP perspective. So, the return on our investment is that it's doing exactly what it says it's supposed to do, for the most part.."

Damon Tyson
Enterprise Application Analyst at Global Atlantic Financial Group Limited

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"We have had a return on investment by implementing Kiteworks, as it has allowed us to avoid the need for purchasing multiple solutions. Using Kiteworks has resulted in cost savings of around $1,000 per month which we would have incurred if we had not opted for this centralized platform.

By ensuring the security of the data being shared, we observed an indirect return on investment. This significantly reduced incidents of data misuse and mismatch, resulting in cost savings for our organization. ."

Sumesh Gansar
Product Marketing Manager at Samsung

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Use Case

"We had a product that we had to send to a customer so that they could unlock it and install it on their devices. We used Kiteworks to share this file with the customer without broadcasting it to everyone.."

Daniel Maobe
Technical Support at a tech services company with 51-200 employees

Read full review

" Our business partners are using it to send secure emails and data to internal and external business partners. I am responsible for supporting the platform. So, I am an administrator of the tool.."

Damon Tyson
Enterprise Application Analyst at Global Atlantic Financial Group Limited

Read full review

"Our primary use case for this solution is transferring large files from one place to another. Gmail has a limitation on the size of files you can send, but with Kiteworks, by default, you can send a 30 GB file.."

Sukkanta Banerjee
Senior Software Engineer at a tech vendor with 10,001+ employees

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"I use it for sharing. We have a major US client, and they use it to share files between internal users. They have different data centers and hosted sites, and when someone wants to share files between these data centers, they use it for that purpose. We also have externally faced sites located in different regions. When they want to connect with external domain users or partners to share any files or emails, they use it.."

KishoreT-Review
Associate Consultant at a tech consulting company with 10,001+ employees

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"Our primary use case with Kiteworks is to securely send and receive data file information. Additionally, we use KiteWorks to control and track emails.

Our main objective is to transmit information to a vast audience via mass communication. This information pertains to either product or data, and it must be securely transmitted. One of the most notable advantages of using this communication method is the encryption it offers, which is essential for our needs. Moreover, this method guarantees more than 100 percent information security during data transfer among various networks.."

Sumesh Gansar
Product Marketing Manager at Samsung

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“We use it for three big use cases. The first use case is large files that are too big for email attachments, which is capped at 25 megabytes by the email protocol. If we want to send really large files and don't want to use Google Drive for that, because we're collaborating with someone who doesn't have Google Drive, then we use Kiteworks.

We also use it to send secure information such as credit card numbers or passwords; Things that we don't want to send over email or Google Drive or Box or the like.

And we use it for customer interactions, such as sending log files back and forth..”

Validated user

Senior Manager, Systems Engineering at a tech vendor with 1,001-5,000 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"The initial setup was straightforward but we did run into some issues. During upgrades and database synchronization, some database queries were not running properly. Kiteworks would assist us remotely to run queries in the background. ."

Validated user

Read full review

Consultant at a tech vendor with 10,001+ employees

"The initial setup is easy when you have the knowledge. Because we sell to the government and government-linked companies, they prefer on-premise due to data severity. They maintain sensitive and confidential data on a private cloud setup, still within the country.."

Sri Kasman

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General Manager at Powerbloc Generation Sdn Bhd

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"The initial deployment was straightforward and was simpler than setting up an email account. It took about 20 minutes.

We have 30 users within our organization and about 80 customers who use the solution.."

Daniel Maobe

Read full review

Technical Support at a tech services company with 51-200 employees

"The initial deployment was straightforward. We have it deployed on-premises and in the public cloud on Amazon. We have two instances.

And in terms of maintenance, we have to do upgrades or updates when new software is available.."

Validated user

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Senior Manager, Systems Engineering at a tech vendor with 1,001-5,000 employees

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“On a monthly or quarterly basis, new features are launched or, if there is a bug in the system, that is resolved and an update has to be installed. I'm involved in feature update deployments but was not involved in the initial application deployment.

The part I'm involved in is quite straightforward. When they share a release we use a change management process and it takes 15 to 20 minutes, maximum, based on the size of the release.

There is a cleanup patch that is run in the system, but that is completely looked after by the Kiteworks development team..”

Sukkanta Banerjee

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Senior Software Engineer at a tech vendor with 10,001+ employees

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"Accellion had a tool called FTA, and then they even rebranded their name to Kiteworks and changed it. We had to upgrade to Kiteworks, which, in a lot of ways, was a new deployment. It was the same tool set but with completely different underworkings. It was as if we installed it new. I was around for the implementation of Kiteworks. It was fairly straightforward, as I recall. It took us about eight hours.

A lot of features that were in Kiteworks were not in the previous iteration of the product. They were enabled in the new version. For instance, there was no retention policy in the old version of the product. When we upgraded to the new version, it already had a retention policy configured in it. It started deleting data based upon that retention policy that was set out of the box and caused a lot of issues that we had to not only account for but also address. So, we had to work through it on the fly.."

Damon Tyson

Enterprise Application Analyst at Global Atlantic Financial Group Limited

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Customer Service and Support

"Technical support has improved significantly compared to one and a half or two years ago. They respond well, and their support portal is actively maintained. However, reaching a technical resource via their call center takes some time.."

KishoreT-Review
Associate Consultant at a tech consulting company with 10,001+ employees

Read full review

"Most of their development team work from Singapore, and our client coverage is in the PST timezone. Whenever we reach out for support, we need to wait for the next day to receive an update. The rate of response for support could be improved. ."

Validated user
Consultant at a tech vendor with 10,001+ employees

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"The customer service for Kiteworks is excellent.

Their response time is impressive, and their level of expertise is commendable.

I rate the support Kiteworks a ten out of ten.."

Sumesh Gansar
Product Marketing Manager at Samsung

Read full review

"That support team knows me by name. So, I've had extensive experience with them. Their technical support team is very helpful when it comes to responsiveness. In terms of the tickets, oftentimes, they won't necessarily have the answer, but they are good at researching it and responding, even when they don't know the answer to my questions. I give them kudos for that. I would rate them an eight out of ten.."

Damon Tyson
Enterprise Application Analyst at Global Atlantic Financial Group Limited

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"I've had to call them a few times. Some of it was during the deployment when I was having some issues. I have had at least a couple of situations where there were some anomalous behaviors. My recollection is that their support is fantastic. They were able to figure out and resolve whatever it may be fairly quickly. I don't remember it being a large back-and-forth, difficult conversation. We got on a phone call, we shared the screen, and they took care of it. So, their support is top-notch. I would rate them a 10 out of 10. I have no complaints.."

Jayson Carr
Enterprise Architect at a healthcare company with 5,001-10,000 employees

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"In my experience, their technical support can be a little slow. There are a couple of guys that are really good that I've worked with, but usually, you start off with the first line of support and they're a little slow.

I've only had one problem and they were helpful to fix it. Because I don't have access to the server, and normally I could fix it myself, but they won't let me log in. It's a COTS system, which means that we have no access to it. I can just manage it through the management portal that they provide, but as far as if there is...

The issue we had was, one of the volumes of partitions within the system filled up. And I could have done it all, because I'm a Linux admin, so I could have done everything if I had access to it. But they don't give you that access, so I had to have... So the system was down and I had to go get them to fix it.

So I had to work with them because I have access to Amazon, so I can act on this. But internally, I couldn't go in and grow the logical volumes that they had set up.."

Validated user
Information Technology Specialist II at State of California

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Other Advice

"The reason people should go with Kiteworks is that it is one of the most secure modes of transfer. It supports a compression method and has two-factor authentication.."

Sukkanta Banerjee
Senior Software Engineer at a tech vendor with 10,001+ employees

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"My advice would be for Kiteworks is manage how to manage your supply chain risk and how to manage third-party risk. Kiteworks is the best to address those -- unmanaged users and unmanaged devices because it manages that, but there is you're able to have visibility, you're able to have a detailed and enforced policy to third parties. Only Kiteworks can do that. So the security layer is the key one.

Overall, I would rate the solution a ten out of ten. ."

Sri Kasman
General Manager at Powerbloc Generation Sdn Bhd

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"The fact that Kiteworks provides a unified and secure way to share sensitive content with third parties is of medium importance to us. Having a strategy where we have multiple avenues of communication is our preferred way. We have regular email, we do Slack, we have Google Drive, and Box. We are not looking at Kiteworks to be the single, unified communication platform. It's playing a role in a stack.

My advice is to look into the licensing structure.."

Validated user
Senior Manager, Systems Engineering at a tech vendor with 1,001-5,000 employees

Read full review

"Ensure that you have a retention policy in mind before you decide to roll it out because people will tend to use this as a storage device as opposed to a tool for sharing information.

I would also recommend understanding and coming up with or developing an offboarding process because that's not automated. So, as people leave the company, you need to come up with a way of ensuring that information and accounts are properly handled.

I would rate it an eight out of ten.."

Damon Tyson
Enterprise Application Analyst at Global Atlantic Financial Group Limited

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"Scalability is impressive. It can be highly available, resilient, and scalable infrastructure. I can confidently give it a nine. It suits any level of organization,

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whether a small setup with two appliances or a globally located organization with multiple sites.

Having a front-facing site with back-end nodes deployed in different regions is possible. If the client environment involves non-technical users who need to share files securely, Kiteworks is the best solution. It has a rich user interface that allows nontechnical users to use the tool effectively. Initially, there may be some learning curve, yet it becomes easier over time.

Overall, I would give the solution an eight out of ten due to its interactive UI, which I find superior to others I've experienced like MFT and Globals. ."

KishoreT-Review
Associate Consultant at a tech consulting company with 10,001+ employees

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“All my requirements are being met easily by the solution.

Since we utilize Kiteworks on the cloud, basic maintenance is unnecessary for software updates. The software is quite stable, and we have not encountered any significant maintenance issues.

I rate Kiteworks a nine out of ten.

Ensuring data compliance and secure data transfer are crucial priorities for our organization. We successfully achieved both objectives through the centralized platform of Kitework. Additionally, we gained greater control over our international requirements.

As someone who prioritizes data security, I highly recommend using this product. Properly securing and maintaining customer data is crucial in any IT environment, and Kiteworks enables you to do just that. In today's day and age, data theft is unfortunately common, and protecting sensitive information, including data related to customer relationships, is of utmost importance..”

Sumesh Gansar
Product Marketing Manager at Samsung

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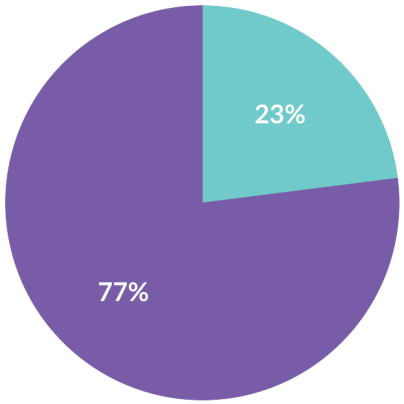
Top Industries

by visitors reading reviews

Financial Services Firm	12%
Comms Service Provider	10%
Government	10%
Manufacturing Company	8%

Company Size

by reviewers



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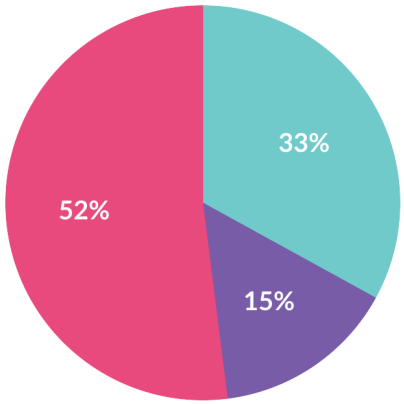

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