Critical Analysis & Recommendation of MFT Solutions Against DHCW Requirements

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1. Introduction

Digital Health & Care Wales (DHCW) maintain a national MFT service for the other organisations in NHS Wales called the Secure File Sharing Portal (SFSP). SFSP currently utilises the MOVEit Transfer commercial MFT solution.

However, MOVEit has some limitations. Due to these limitations, and the length of time since the service was originally procured, there is a need to investigate whether MOVEit is still fulfilling all of DHCW's requirements or if there's another solution on the market which could be better and/or cheaper.

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2. Aims & Objectives

The objectives of the project were to:

- Gain an understanding of typical features of MFT solutions by conducting market analysis.
- Utilise the literature review and knowledge gained to create a comprehensive set of requirements for the DHCW SFSP service.
- Compare current commercial MFT solutions against the set of requirements to select the most suitable product for DHCW.
- Implement a proof of concept of the selected product.
- Analyse the proof of concept against the recommendations to ensure that it fulfils the requirements.

3. Methodology

Each MFT solution was assessed against the DHCW requirements such as 'concurrent users' or 'Role-based access control (RBAC)'. This analysis was completed using online documentation, datasheets, and administrative guides available for each solution.

Once the analysis was complete, each solution was scored 1 to 10 for each criterion. These criteria scores were then combined using the Weighted Sum Model (WSM), Weighted Product Model (WPM) methods to give the final Weighted Aggregated Sum Product Assessment (WASPAS) preference scores.

These preference scores were able to objectively rank the MFT solutions against DHCW's requirements and answer the question of whether MOVEit is still the best solution. As can be seen in the graph below, GoAnywhere ranked first.

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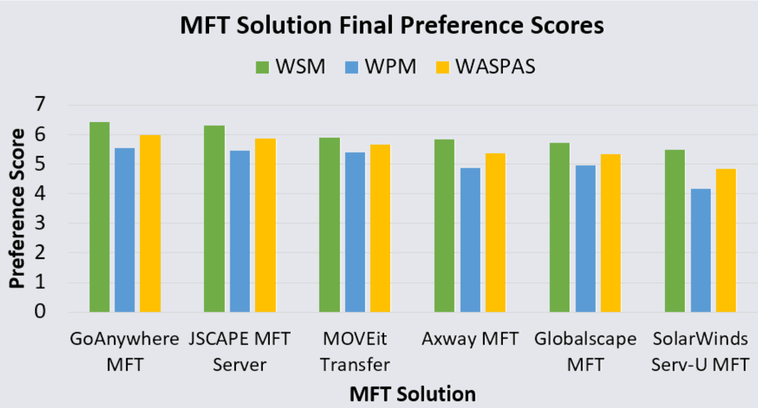

5. Conclusions

The results didn't just give the final ranking of the MFT solutions, it also revealed information about the requirements themselves. For example, the 'high availability' requirement scored highly with all solutions, suggesting this function is definitional to MFT products. Additionally, the 'Welsh translation' requirement scored 1 for every solution. This may suggest that it is an unreasonable requirement to expect solutions to meet and may be removed prior to a full tender taking place.

All but two project objectives were completed successfully, with the exception being the implementation and assessment of the PoC. This was caused by DHCW resourcing constraints.

Overall, the conclusions of the project were within expectations as GoAnywhere scored consistently high across all high and medium requirements. It is also expected that MOVEit received a middling score as one of the sources for the DHCW requirements was analysing features MOVEit had, but potentially didn't fulfil completely.

6. Further Work

The next step for the project is to implement the PoC and to assess whether GoAnywhere MFT fulfils the DHCW requirements in practice as well as it claims to in its product documentation. If the PoC is successful, the next step would be a full tender and implementing the new solution fully. This would need a period of concurrent running in order to minimise user impact.