



FLYER

Predictable MFT. Measurable ROI.

Stop SLA breaches, reduce incident cost, and scale operations without new head count

Enterprise file transfer underpins revenue-critical business processes, yet too many organizations still manage MFT reactively by chasing missing files, reacting to outages, and absorbing avoidable costs. Axway Workbench changes that equation by delivering centralized visibility, proactive SLA monitoring, and automation across Axway SecureTransport and Axway Transfer CFT environments, transforming managed file transfer (MFT) from a hidden risk into a measurable business advantage.

The ROI challenge with traditional MFT operations

Without centralized visibility and automation, MFT teams face:

- Service level agreement (SLA) breaches that lead to penalties, chargebacks, and damaged partner trust
- Long incident resolution times that inflate labor and downtime costs
- High ticket volumes driven by basic “where’s my file?” requests
- Growing operational overhead as MFT environments scale

The financial impact is real. In the Uptime Institute’s 2024 Resiliency Survey, 54 percent of organizations reported their most recent significant outage cost more than \$100,000, and 16 percent reported costs exceeding \$1 million, with incident duration and recovery inefficiency as key cost drivers.¹

¹ <https://datacenter.uptimeinstitute.com/rs/711-RIA-145/images/2024.Resiliency.Survey.ExecSum.pdf>



How Axway Workbench delivers quantifiable ROI

1. Prevent SLA failures and revenue loss

Workbench proactively monitors the *data itself*, not just jobs or systems by alerting teams when critical files are late, missing, or incomplete so action can be taken before business impact occurs. This helps protect revenue streams, avoid contractual penalties, and maintain partner confidence.

Date	State	Product	Direction	Partner	File	File Size	Duration	Protocol
05/01/2026, 17:28:56	FAILED	STRelay	INBOUND	BNP_Regional_Office_Lyon	BNP_Europe_to_InternalApp.csv	8.39 MB		HTTPS
05/01/2026, 17:28:41	FAILED	STRelay	OUTBOUND	BNP_EUROPE	0001-E2EDEMOWFLOW-IDF	8.39 MB		PESIT
05/01/2026, 17:00:59	COMPLETED (Processed)	SL2RDAPP2967_ROOT	OUTBOUND	BNP_REGIONAL_OFFICE_LYON	0001-E2EDEMOWFLOW-IDF	8.39 MB	1	PESIT
05/01/2026, 16:52:43	FAILED	STRelay	INBOUND	BNP_Regional_Office_Lyon	BNP_Europe_to_Internal.csv	8.39 MB		HTTPS
05/01/2026, 16:47:49	FAILED	STRelay	INBOUND	BNP_Regional_Office_Lyon	BNP_Europe_to_Internal.csv	8.39 MB		HTTPS
05/01/2026, 16:41:18	POST_PROG-ROUTED (Processed)	STRelay	INBOUND	BNP_Regional_Office_Lyon	BNP_Europe_to_Internal.csv	8.39 MB		HTTPS
05/01/2026, 16:41:18	SENT (Processed)	STRelay	OUTBOUND	0001-E2EDEMOWFLOW-IDF	BNP_Europe_to_Internal.csv	8.39 MB	0	SFTP
05/01/2026, 15:15:24	SENT (Processed)	STRelay	OUTBOUND	0001-E2EDEMOWFLOW-IDF	cR2367_to_st_relay..._6.20260105151521.txt	0 B	0	SFTP
05/01/2026, 15:15:24	SENT (Processed)	STRelay	OUTBOUND	0001-E2EDEMOWFLOW-IDF	cR2367_to_st_relay..._6.20260105151521.txt	0 B	0	SFTP
05/01/2026, 15:15:23	SENT (Processed)	STRelay	OUTBOUND	0001-E2EDEMOWFLOW-IDF	cR2367_to_st_relay..._c.20260105151521.txt	0 B	0	SFTP

ROI impact: Fewer SLA penalties, reduced escalations, and stronger business relationships.

2. Reduce incident cost through faster resolution

With end-to-end file traceability, centralized health dashboards, and integrated corrective actions, Workbench dramatically shortens root cause analysis. Teams no longer stitch together logs from multiple servers or pull in multiple specialists to resolve issues. Industry research underscores the value of speed. ITIC reports that downtime inefficiencies can cost organizations more than \$5,000 per minute, driven largely by extended diagnosis and recovery times.¹

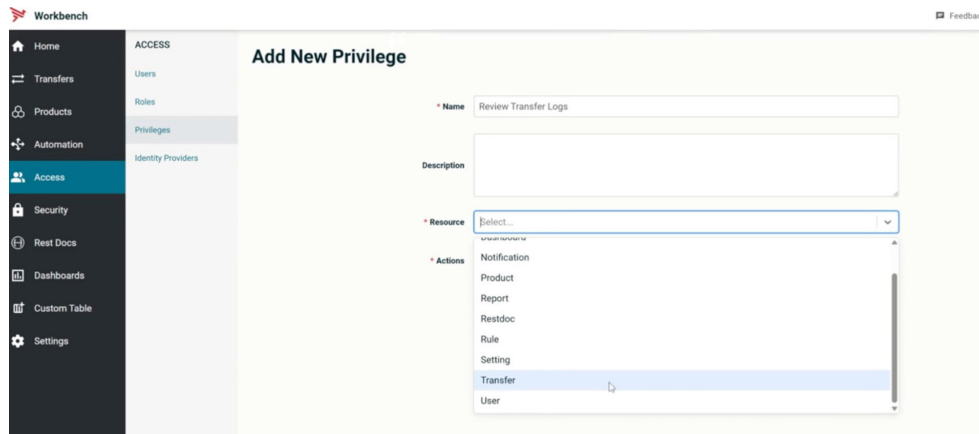
The screenshot displays the 'Product Health' dashboard for 'ST-Relay'. It includes a search bar, filters for products and environments, and several charts: 'SecureTransport' health, 'Transfer CFT' status, 'Total Transfers Last Week' (a line chart showing a peak around 3750), and 'Total Transfers By Protocol' (a stacked bar chart). A detailed view of the 'ST-Relay' product shows 'Daemons Health' with a 'UNREACHABLE' status for the 'FTP on 10.133.149.3' network zone. The details for this zone include server information, event dates, and system metrics like JVM threads and memory usage.

ROI impact: Lower labor costs per incident, shorter outages, and reduced business disruption.

¹ <https://itic-corp.com/itic-2024-hourly-cost-of-downtime-report>

3. Shrink operational overhead with self-service

Workbench enables self-service visibility for business users and partners, allowing them to check file status and history without opening support tickets. Routine operational tasks – such as certificate management and configuration checks – can also be automated or delegated, relieving pressure on specialized MFT teams. According to MetricNet, service desk tickets cost around \$50 each, and up to 60 percent of requests could be resolved through effective self service capabilities.¹



ROI impact: Fewer tickets, lower support costs, and improved scalability without adding headcount.

A centralized foundation for sustainable ROI

Workbench consolidates operational visibility, SLA intelligence, and automation into a single control plane, reducing tool sprawl and manual effort while increasing consistency and confidence across MFT operations. As environments grow, this centralized approach ensures costs scale predictably rather than exponentially.

The bottom line

Axway Workbench turns managed file transfer into a predictable, scalable business service:

- Fewer SLA penalties and escalations
- Lower incident costs through faster resolution
- Reduced ticket volumes via self-service
- Improved operational efficiency without additional staffing

Now you do the math. With every avoided outage, shortened incident, and deflected ticket, Workbench delivers measurable ROI today and as your MFT environment grows.

¹ <https://blog.invgate.com/cost-per-ticket>

How can Workbench reduce outages, eliminate “where’s my file?” tickets, and protect revenue at scale?

Experience Workbench