

Customer Questionnaire for Managed File Transfer

Date	
Customer Name	
Customer PIC	

MFT Tool ; HULFT
Script Tool ; HULFT-Script
ETL Tool ; DataMagic

	Questions	Answers
Confirmation of Solutions to Be Proposed	Q1 Are files exchanged (transmitted and received) between the servers? Do you double-input or attach files?	Y N
	Q2 Are all operating systems, products and versions of the servers and databases the same?	Y / N
	Q3 How do you exchange (transmit and receive) files between the servers? <ul style="list-style-type: none"> • Shared disks (manual copy) • Email attachments • Media such as CD-ROMs 	
	Q4 Is the data being exchanged (transmitted and received) in database (import, export) or Excel format?	Y / N
Labor Hours and Costs of Daily Operations	Q5 Do you exchange (transmit and receive) data every day?	Y / N
	Q6 How many hours does the manual exchange of data take per day?	Hours
	Q7 How many files do you exchange per day?	File
	Q8 Is there a specific person in charge of file exchange?	Y / N
	Q9 What kind of workload does the person in charge have?	Heavy / Average / Light
Reasons for and Costs of Failures	Q10 Have the following problems ever occurred? <ul style="list-style-type: none"> • Files or data cannot be sent. • Transmission of data is suspended. • The transferred data becomes garbled. 	Y / N
	Q11 How often do these problems occur each month and how long, on average, does each one last?	Times Hours
	Q99 Do you exchange (transmit and receive) payroll data with banks or exchange any data with accounting firms?	Y N

