Customer Questionnaire for Managed File Transfer

Date	
Customer Name	
Customer PIC	

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

measures on their own.)

		Questions	Answers		Maintain the Status Quo	
	Q1	Are files exchanged (transmitted and received) between the servers? Do you double-input or attach files?	YN	No	Examine the proposal for the next term.	
	Q2	Are all operating systems, products and versions of the servers and databases the same?	Y / N	Do you have a budget for	Take Priority Measures Introduce the MFT tool to the primary servers that exchange files to assure the	
Confirmation of Solutions to Be Proposed	Q3	 How do you exchange (transmit and receive) files between the servers? Shared disks (manual copy) Email attachments Media such as CD-ROMs 		this term? Yes, but it's small	safety of the most important files at a minimum cost and to automate the work (minimize dependency on human	
	Q4	Is the data being exchanged (transmitted and received) in database (import, export) or Excel format?	Y / N		Take Overall Measures Introduce the MFT tool to all servers that exchange files, to promote the	
	Q5	Do you exchange (transmit and receive) data every day?	Y / N	Yes	standardization of system operations to make operations safe and secure.	
	Q6	How many hours does the manual exchange of data take per day?	Hours		Introduce the Script and ETL tools to	
Labor Hours and Costs of	Q7	How many files do you exchange per day?	File	operations' dependen	automate the work, minimizing the operations' dependency on human	
Daily Operations	Q8	Is there a specific person in charge of file exchange?	Y / N		resources and reducing costs.	
	Q9	What kind of workload does the person in charge have?	Heavy / Average / Light		$\mathbf{>}$	
Reasons for and Costs of Failures	Q10	Have the following problems ever occurred?Files or data cannot be sent.Transmission of data is suspended.The transferred data becomes garbled.	Y / N	there is a b	Propose measures to be taken regardless of whether or not there is a budget, aiming to upsell in the next term. Future Measures While enhancing the security functions of the tools for the servers that exchange files, introduce data conversion and processing tools, such as Script and ETL tools, to further promote automation. If you do, we recommend making arrangements directly with the bank or the accounting firm. (Recommend that the partner take appropriate	
	Q11	How often do these problems occur each month and how long, on average, does each one last?	Times Hours	conversion		
	Q99	Do you exchange (transmit and receive) payroll data with banks or exchange any data with accounting firms?	(Y) N	directly w		