

aws marketplace

Box

Reviews, tips, and advice from real users



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Product Recap

 Box

Box Recap

Box offers seamless integration with third-party apps, strong collaboration tools, and secure content distribution to enhance productivity across devices.

Box is a powerful platform for file storage and collaboration, known for its security, ease of use, and advanced integration options. Supporting seamless synchronization and real-time editing, Box facilitates effective teamwork and secure sharing of content both internally and externally. Though it faces challenges such as folder-level security and collaboration speed, Box remains a preferred choice for enterprises seeking efficient document management and secure file transfers. Its robust feature set, including metadata management and customizable permissions, supports remote work and facilitates easy access to stored documents and workflows.

What are the key features of Box?

- **Ease of Use:** Intuitive interface across all devices for efficient file management and collaboration.
- **Collaboration Tools:** Real-time editing and robust tools to enhance teamwork.
- **Security Options:** Strong encryption and customizable permissions to protect content.
- **Third-party Integration:** Seamless integration with apps like Microsoft Office.
- **File Sharing:** Efficient sharing capabilities for both internal and external stakeholders.
- **Metadata Management:** Advanced options for organizing and managing content.

Why do users appreciate using Box?

- **Productivity Boost:** Reduces time and effort needed for document access and collaboration.
- **Secure Environment:** Ensures data safety through strong security measures.
- **Improved Workflow:** Facilitates smoother operations and collaboration across teams.
- **Mobility:** Supports remote work with easy access to files on the move.

In industries like finance, healthcare, and legal, Box is employed for secure document storage and sharing, ensuring compliance with regulatory requirements. Teams leverage its features for secure project collaboration, e-signatures, and handling large files, making it invaluable in sectors requiring strict data management protocols.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The best features of Box for me include the structured file organizing, which is the most important part I found, and apart from that, secure sharing and integration with automation platforms, along with its smooth integration and usage in automations, is a very big plus for me.”



Chirag Morajkar

Lead Ai Tech And Tech Automation Engineer at a individual & family service with 1-10 employees

- ✓ “Box's automation capabilities have helped optimize my business processes by saving time for sharing or sending files between the team.”



Ahmed Rashad

Senior Projects Manager at Tech-hub

- ✓ “Box had a very easy-to-use search feature and a good user interface on its website, which was faster and better than SharePoint.”



LouisHeidensohn

Consultant at a tech vendor with 51-200 employees



“Box is very simple and effective, so I prefer Box.”



Verified user

Sales Manager at a wholesaler/distributor with 51-200 employees



“The solution is used for data storage and any kind of visualization.”



Parthasarathy Chellapillai

Program Administrator at Flextronics



“We can provide controlled access to documents using the product.”



Mahender Nirwan

Software developer at TAIGLE LLC



“The sharing feature, with its various permission settings, such as viewing or uploading, is convenient and helpful.”



Verified user

Technical Adviser at a computer software company with 5,001-10,000 employees

What users had to say about valuable features:

“Box is a great product. We can provide controlled access to documents using the product. The features work fine. Box makes sense as an enterprise solution. The product has an in-built e-signature feature. If we want to sign a document, we can do it with the help of Box..”

Mahender Nirwan

Software developer at TAIGLE LLC

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Box had a very easy-to-use search feature and a good user interface on its website, which was faster and better than SharePoint. It provided a very good foldering system, making it excellent for storage. The stability and latency were excellent, and there were no issues encountered, ensuring efficient file storage and retrieval.

LouisHeidensohn

Consultant at a tech vendor with 51-200 employees

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“It seems pretty safe to me, pretty good in terms of security. There's not a big difference between Box, Google Drive, or other similar services, but Box is probably pretty flexible in terms of security..”

Verified user

[Read full review](#) 

Sales Manager at a wholesaler/distributor with 51-200 employees

“The sharing feature, with its various permission settings, such as viewing or uploading, is convenient and helpful.

Box can assign tasks and collaborate. It's very efficient. It is better than SharePoint in this aspect. You can assign multiple tasks to different people on the same document, which works seamlessly. .”

Verified user

[Read full review](#) 

Technical Adviser at a computer software company with 5,001-10,000 employees

“The best features of Box for me include the structured file organizing, which is the most important part I found. Apart from that, secure sharing and integration with automation platforms, along with its smooth integration and usage in automations, is a very big plus for me. That is the reason I shifted from other platforms to Box.

Box has impacted my work by providing essential file structuring, which is the most important part of any cloud storing platform, and it stood out. What piqued my interest more is the use of Box and the smoother process in integrating it into my workflows, another major plus point that I considered when deciding which platform to choose.

Additionally, I recall that there are features in Box related to signing signatures that I did not use during my internship, although I would have if I had used Box for my current work. That is one feature I think I have not explored yet..”

Chirag Morajkar

Lead Ai Tech And Tech Automation Engineer at a individual & family service with 1-10 employees

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“I find the synchronization feature most valuable in Box. When I use multiple devices, it syncs them together and gives excellent results.

“I can assess the benefits of Box's file sharing. Box's integration with third-party apps is valuable, especially with Outlook.

“Box has helped my team's productivity by being very helpful with team collaboration when we are sharing certain shared documents between us.

“I mostly value Box's automation capabilities. They have helped optimize my business processes by saving time for sharing or sending files between the team. This gives us a shared workspace to work together on the same document or the same ideas.

“Box's security features have helped my organization meet compliance needs..”

Ahmed Rashad

Senior Projects Manager at Tech-hub

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Other Solutions Considered

“We worked with a team of other universities and Internet2. That team explored the cloud storage market at the time. Box was the best offering we found..”

Verified user

IT Program Manager at a university with 10,001+ employees

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“I tried some other options, starting from other clouds, even Microsoft. But at the end of the day, even if Microsoft could be more integrated with Office, Box is very simple and effective, so I prefer Box..”

Verified user

Sales Manager at a wholesaler/distributor with 51-200 employees

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“We do have Citrix ShareFile. I use Box more than I use ShareFile, however, overall in the company, I'm not sure of what percentage of the company uses ShareFile, and which percentage uses Box. We also have network shares, and that's really where most of the people have done their work..”

Verified user

Senior Applications Analyst at a real estate/law firm with 5,001-10,000 employees

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“I've used OneDrive and Google Drive.

OneDrive has an edge over all these features that Box is providing. If you are working on a file, you can put it on auto-save mode. And of course, it can be integrated with any kind of 365 solution..”

Verified user

Service Management Consultant at Tata Consultancy

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“Before I landed on Box, I was storing files in Google Drive, but I moved from Google Drive to Box because I was building workflow automations during my last internship. While I was working there, I was fetching documents that I saved or creating new documents, and I faced limitations with Google Drive. Instead, I moved to Box where file storing was very structured, and the automation part was smoother, so I shifted to Box.

When evaluating options, I did not specifically go through many platforms to finalize on Box; the reason was simple. I just wanted to store documents and access them easily. Besides Google Drive, I was also using Microsoft's OneDrive, which is similar in storing documents on the cloud. However, for me, the automation was of higher priority or importance, and the only platform that stood out among the three was Box. So I moved to Box and used it in my automation workflow..”

Chirag Morajkar

Lead Ai Tech And Tech Automation Engineer at a individual & family service with 1-10 employees

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ROI

Real user quotes about their ROI:

“Have not run detailed numbers yet, though we plan to. The reduction in risk alone on PII, HIPAA and FERPA will be huge factors in our ROI calculations..”

Verified user

IS administrator at a non-tech company with 5,001-10,000 employees

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Use Case

“I use Box to deploy virtual machines. My computer is Windows-based, and whenever I need to use Linux, I can download it there and do all my development work within it..”

Yasmine Abib

Systems engineer at Expleogroup

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“We use the solution for data storage and data collaboration. I use the solution to collaborate the documents and files with the team. Box is a kind of repository where I can share things across the organization..”

Parthasarathy Chellapillai

Program Administrator at Flextronics

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“We utilize Savient to oversee our Box accounts, along with the associated files, folders, and Box groups. This platform serves as our central hub for storing and organizing files. Additionally, we leverage Box for seamless sharing of files with our customers, catering to these specific use cases..”

Yatish Tiwari

Senior Manager, IAM (Des317) at Inspira Enterprise

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“We had a specific department for information security and the person who handled that is no longer at the company, however, the head of that department was very adamant that at that time Box was the most secure option. He's the one that implemented Box for his department and we continue to use it to stay secure..”

Verified user

[Read full review](#) 

Senior Applications Analyst at a real estate/law firm with 5,001-10,000 employees

“I use Box, Delphi, and IBM FileNet. I worked for a software company as a project manager, and this experience includes FileNet. I also used Delphi for programming work. I am familiar enough with Box to answer questions about it..”

Ahmed Rashad

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Senior Projects Manager at Tech-hub

“My main use case for Box is storing cloud content on its cloud and managing it as a collaborating platform so that I can store secure files and share through Box. I use it for document management and in my automations.

When I open Box day-to-day or week-to-week, I look for organizing the files first, as document sharing is my main focus on the Box platform.

The scope of my use of Box is mostly solo only; it is on my personal account..”

Chirag Morajkar

Lead Ai Tech And Tech Automation Engineer at a individual & family service with 1-10 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.

“When I first implemented Box, it took hardly half an hour or even less to get up and running, as I did not have to give much more time into setting up the platform..”

Chirag Morajkar

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Lead Ai Tech And Tech Automation Engineer at a individual & family service with 1-10 employees

“I'm not sure how it originally was implemented. I'm not sure if it was difficult or easy to implement.

I'm not sure how many people, if any, are needed to maintain the product..”

Verified user

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Senior Applications Analyst at a real estate/law firm with 5,001-10,000 employees

“I recommend doing the trial first, because it's not cheap ware. It's not overly expensive, but it's not cheap ware, and enterprise has a minimum number of users. Of course, it's nothing for us because we were well in excess to that minimum. But check your pricing. Don't think that just because Google Drive is cheaper that doesn't make it better..”

Robert Nevans

CEO at CSToday

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“The initial setup for an organization is under two minutes. And that is even if they go with an unlimited amount of storage. The implementation as far as your governance of the site itself and who's going to have access depends on the size of the organization and how detailed they are. That could take from two to six weeks to iron out the details and then activate it to enterprise. The setup environment with all the securities and encryption, takes about two minutes..”

MarkGoodnight

Senior Solutions Engineer at Eyland LLC

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Customer Service and Support

Customer Service:

I would give customer service a rating of 7/10. Most support organizations have room to get better.

Technical Support:

I would give technical support a rating of 7/10. .”

Verified user

IS administrator at a non-tech company with 5,001-10,000 employees

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Customer Service:

Box.com is one of our Premier Technical Partners!

Technical Support:

They take ownership of any issues, and work them quickly to resolution..”

Verified user

IS administrator at a non-tech company with 5,001-10,000 employees

[Read full review](#) 

“Box's support provides delayed responses. There is an issue with the support system. When you create a ticket, sometimes it feels like you're answering the same questions repeatedly, even though the information is already in their system. This is frustrating, especially when resolving important matters like increasing API call limits..”

Verified user

Technical Adviser at a computer software company with 5,001-10,000 employees

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Customer Service:

Customer service is top notch with having a dedicated customer success manager assigned to the account.

Technical Support:

Technical support has some room for improvement, but nothing insurmountable..”

Verified user

Technical Analyst at a non-tech company with 1,001-5,000 employees

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Customer Service:

Excellent. Our dedicated Customer Success Manager is very attentive and very committed to giving us a good experience with Box.

Technical Support:

Once you reach the right people it's excellent. Like with many help desks, our scale means that we often have more familiarity with the product than their frontline help desk staff, so sometimes it's a challenge to get to the right level..”

Verified user

IT Program Manager at a university with 10,001+ employees

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“Technical support is better than their competition because I have had experience with both. If you are in a critical situation, and you have the right support contract with them, you will get immediate results. But if you try to go on the cheap side, you might have to wait physically for someone to respond by calling you. So that all depends on what kind of package you buy.

The cost averages around thirty five dollars a month. There are no additional costs on top of that. They house all your data and they use all of their hardware and their equipment, and that is why it is thirty five dollars a month per person. You do not have to buy any of the hardware and you do not have to do anything on the back end..”

MarkGoodnight

Senior Solutions Engineer at Eyland LLC

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Other Advice


“Box is an online cloud platform, and I am using its latest version.

The solution is on par with [ShareFile](#) and inexpensive.

Overall, I rate Box ten out of ten..”

PhilipGlencross

Medical Director at University OH Partners

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“For basic file storage and a little collaboration, the product is fine. But for anything more integrated from a security point of view, it is not.

Besides Box, we also run SharePoint, and in terms of a holistic approach, I would say that SharePoint is probably the better option.

I would rate this product a six out of ten..”

DavidClarke1

IT Manager at Batchelor Construction

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“On a scale of one to ten, I would rate Box a nine because I do not think there is anything to point out negatively for the platform. If I were to guide newcomers, I would advise them to go through the documentation first, as understanding the platform depends on that. The documentation for Box is superb, and if you understand it well, there should not be any issues that you will face. There may be minimal time consumed for integrating or understanding how Box can be integrated into the automation platform, but I do not think there is much of a learning curve needed for this type of platform. I rated this review a nine overall..”

Chirag Morajkar

Lead Ai Tech And Tech Automation Engineer at a individual & family service with 1-10 employees

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“I would like to see features for online collaboration between team members in the future, to open and see who is accessing the document now and see my movements across the document or the file we are sharing together.

“I would generally recommend Box to others. I was a user of Box, a good user, and I was an appreciated user.

“My review rating for Box is 9.5..”

Ahmed Rashad

Senior Projects Manager at Tech-hub

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“If I have restricted access within an organization by keeping the data in Box, there are other applications through which I can barge into the data. If anyone wants to keep a file restricted to four people, I can access it because it's available in the cloud. I can directly access the file and pull in the data by entering the file's name.

Someone from outside the organization can't access it. However, someone from within the organization who is not supposed to access the data can access it, provided it is in Box.

Box is almost like a folder structure outside your system. The solution uses the cloud, and you don't need any separate storage in your system. Even if your system crashes down, the data will be saved.

Overall, I rate the solution a six out of ten..”

Parthasarathy Chellapillai

Program Administrator at Flextronics

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“Sometimes people get confused. They asked a couple of users who would want to retrieve a file's older version because whatever they worked on, they lost it, and then their version control is handy. You have to ensure it's safe or that part of it complies. It is pre-approved, especially with clinical trial companies. Box has matched all those parameters. We use multifactor authentication to authenticate. We use a tool called Ping, which integrates smoothly with Box. In terms of authentication and security, Box is pretty sensitive.

Box is pretty good. We use [DocuSign](#) quite often, and it integrates well with [DocuSign](#). Calling those APIs and getting different reports out of the Box are very limited. The market is under the control of Microsoft. So, when it comes to Microsoft products, Box has the best integration. It's pretty decent, except for the permissions issue, which means that if a user has permission at the top-level folder, they would have permission at the lower folders.

We are switching from Box to SharePoint. Box has some issues with permissions that we don't see in SharePoint. Certain things about Box and SharePoint are perfect. It depends on what your organization needs. SharePoint comes along with the Office 365 package.

Box is a content management tool. Any company looking for a content management tool and who does not have things in place, like all of them are moving to the cloud. Box gives good competition to SharePoint. We need to store content, organize content, and share it externally and internally. It depends on the company's requirements and the features they're looking for.

Overall, I rate the solution a six out of ten..”

Verified user

Technical Adviser at a computer software company with 5,001-10,000 employees

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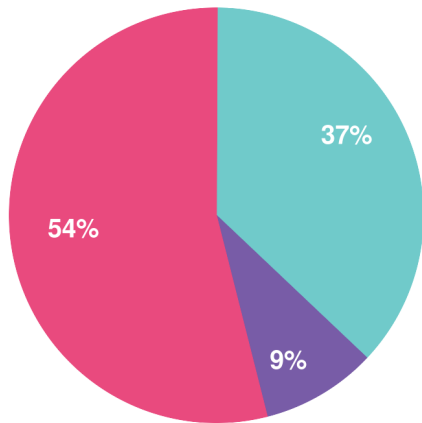
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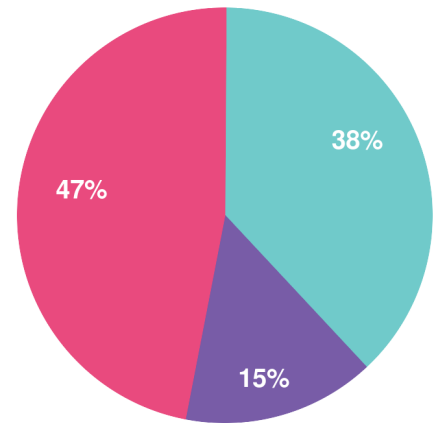


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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