# AWARD® File Sizes

The purpose of this document is to offer guidance on performance considerations within AWARD® for projects that are expected to be unusually large in total size and/or contain particularly large individual files.

## AWARD® data limits and recommendations

Whilst the limit on the total size of files in the dataroom is directly linked to disk capacity, there are points at which the performance of the hosted server and the user experience are negatively impacted if certain levels are breached. This is also true of individual file sizes within the dataroom. Uploading/downloading large files can cause delays and poor performance due to the speed of a user's internet connection as well as other local factors such as firewalls etc. Commerce Decisions has a number of recommendations around the maximum size of files that should be adhered to in order to ensure the best possible experience for all AWARD® users.

Most datarooms do not typically approach these limits during the day to day upload and exchange of procurement information. These guidelines are for exceptional projects that may include a high volume of background information.

| | AWARD® limit | Our recommendation / comment |
|---|---|---|
| **Individual File Size** | **500MB** | <500MB − files of 500MB and larger can take a long time to upload and download, especially on slower internet connections. These external factors can lead to frustration and a reduced experience for some users. |
| **Total Project File Size** | **10-200GB** | <200GB − as above, having to upload/download a large number of files can lead to a reduced experience for users not on a high-speed internet connection. We recommend a limit of 10GB total project file size, but can extend this up to 200GB on an exceptional basis by prior agreement. |
| **Bulk Download** | **3GB (and/or 10,000 documents)** | Files larger than the bulk download limit can be downloaded individually. |

*Figure 1*

## Context

The comments in Figure 1 above are offered to provide guidance, and with the intention to ensure the best experience possible to all AWARD® users. It should be noted that these limits have all been exceeded in the past, and AWARD® itself will handle them; however, factors outside of Commerce Decisions/AWARD's control can lead to a compromised user experience. Large files take a long time to upload and download and if a user is having to wait for multiple large files to download, this will cause frustration and potentially delays to a project. Figure 2 below is provided as an illustration of how long a 3GB file will take to up/download on internet connections of various speeds.

| File size | Upload / download speed | Time to upload / download |
|-----------|------------------------|---------------------------|
| 3GB | 5Mbps | ~1hr 26mins |
| 3GB | 10Mbps | ~43mins |
| 3GB | 20Mbps | ~21mins |

*Figure 2*

These times can be compared against the average download speeds[i] of various countries around the world (figure 3) to get an idea of how long files will take to upload.

Once a file has been uploaded it will then be processed (including virus scanning and securely storing) which will also add to the total time before the file is available to users, again the larger the file the longer this will take.

| Country | Average download speed[ii] | Time to download a 3GB file |
|---------|----------------------------|-----------------------------|
| **UK** | 16.9 | ~25mins |
| **Australia** | 11.1 | ~38mins |
| **Canada** | 16.2 | ~26mins |
| **North America** | 18.7 | ~23mins |
| **South Africa** | 6.7 | ~64mins |
| **New Zealand** | 14.7 | ~29mins |
| **Qatar** | 13.7 | ~31mins |
| **Peru** | 6.2 | ~69mins |
| **Singapore** | 20.3 | ~21mins |

*Figure 3*

## Conclusion

Whilst the ability to share large files can be a necessity in the modern world, how to manage these files should be considered carefully to avoid unnecessary delays and frustration. Where possible, practical efforts should be made to limit the size of files and compression software should be used whenever appropriate.

For more information on AWARD® please contact:

Commerce Decisions Ltd
+44 (0) 1235 43 11 00

www.commercedecisions.com
sales@commercedecisions.com

---

[i] It should be noted that the speed advertised by ISP is usually the download speed, upload speeds can be considerably slower.

[ii] Figures taken from the Akamai State of the Internet Report (Q1 2017)