

EFFECTIVE BANDWIDTH MANAGEMENT

Being able to access the Internet in a quick and reliable fashion in order to conduct everyday business has become vital in today's fast-paced work environment. With access to the Internet widely open to most employees, often unnecessary and sometimes inappropriate Internet traffic can bring essential business activities to a grinding halt and add liability.

This was the problem facing Tyler Weneck, Director of IT for Expedited Services Inc., a third-party logistics firm that provides total supply chain management for a number of organizations, including warehouse functions and brokerage services for trucking companies.

“Because of the nature of our business, we are constantly getting documents, service requests, and various other things over the Web all day,” said Weneck. “We have a lot of people sharing a basic cable Internet connection, so if bandwidth is being sucked up by unnecessary, non-work related Internet activity, we may not

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get important business documents through in a timely fashion. The issue of liability also comes in to play if people at work are openly viewing inappropriate or potentially offensive material.”

According to a survey conducted by International Data Corp (IDC), 30 to 40% of Internet access is spent on non-work-related browsing, and 64% of employees say they use the Internet for personal interest during working hours.

Weneck was asked by upper management to find a solution to their bandwidth problems and concerns about unfiltered Internet access. Weneck was initially looking for a software filter that would help him control bandwidth and restrict access to potentially hazardous and inappropriate websites, but came upon ContentWatch’s ContentProtect Security Appliance through a Google search, and decided that an inline hardware solution would best suit the company’s needs.

The ContentProtect Security Appliance includes bandwidth management, anti-virus, anti-spyware, IM/peer-to-peer control, and Web filtering in one easy-to-use device that allows IT managers and network administrators to have greater control of their network.

“In the past we had problems with employees exploiting the open Internet access to view inappropriate websites during work hours,” Weneck said. “Management knew letting this behavior go unchecked would pose significant liability problems in the future.”

Weneck said that since they have implemented the appliance this has become a non issue, and that having the appliance provides a layer of legal protection from liability that may arise from employees gambling or viewing explicit content at work. Weneck adds that the bandwidth management feature literally doubled the value of the appliance. “If we were experiencing bandwidth problems before we implemented the appliance, I would have to physically go around to each person on the network and see where the problem was coming from. It was very time consuming,” said Weneck. “Since we’ve been using the appliance my time has been freed up to do other things. I don’t have to physically monitor anything.”

Another feature that drew Weneck to the Appliance was the LDAP integration and graphical web interface.

“It really is as easy to use as it looks. During setup, downtime was minimal and ContentProtect’s group policy settings gave me all the

control I needed,” said Weneck. “Upper management likes the reports and easy-to-read pie charts that I set up to send to them monthly. ContentWatch’s ContentProtect Security Appliance has made my job easier. I definitely made the right choice going with them. This has been the most reliable piece of hardware I’ve ever implemented, and the peace of mind it affords is a huge value.”

About ContentWatch, Inc.

Based in Salt Lake City, ContentWatch delivers family-safe computing solutions for the home, library, education, government, and small/medium business markets. ContentWatch's mission is to be the world leader in thought and technology by creating Internet management tools and services that provide homes and businesses with a safer, more productive Internet experience through its patent-pending contextual analysis engine. ContentWatch Internet Management solutions are used in over 125 different countries. For more information on ContentWatch products, visit www.contentwatch.com.