

Case Study

Taking Back Time

The Challenge:

Our client, an administrative organization, was having problems with excessive spam and viruses in their email. Their inbound email was riddled with malware. And to make matters worse staffers were spending as much time surfing the web as they were working. Productivity was near an all-time low, and they were constantly putting out fires as viruses attacked their computers, making them unreliable. They were looking for a better way to handle virus and malware threats, as well as a way to try to limit the amount of staff malingering. Their key points for them were transparency, visibility, and PC reliability

The Solution:

CPG Systems performed a business needs analysis, along with a network and infrastructure review. The client elected to acquire a Unified Threat Management (UTM) device from CPG Systems to address their multiple needs. They also decided to acquire a different anti-virus client for their workstations, since the one they had been using was performing at a sub-par level.

The UTM device provided a single network point of entry for all Internet traffic, both inbound and outbound. Performing email virus scanning, the device removed almost all threats before they even arrived at the workstation. The web browsing scanner checked downloaded files for viruses as well, again before they even made it to the desktop. And the content filter allowed management to ensure that no objectionable content was being viewed by staff from work computers.

The Result:

Once word got out that management was implementing content filtering and monitoring web traffic, the malingering virtually stopped. Productivity rose very dramatically, providing a very short ROI on the cost of the UTM device. The reporting features allowed management to clearly see who the biggest web surfers had been, and where they were going.

The client has also seen a dramatic drop in the number of viruses and other malware that have affected their computers. Combined with the new anti-virus software for the workstation computers, malware-induced downtime has dropped to near-zero levels. With it, related support costs have also gone down. The only thing looking up is... the future.