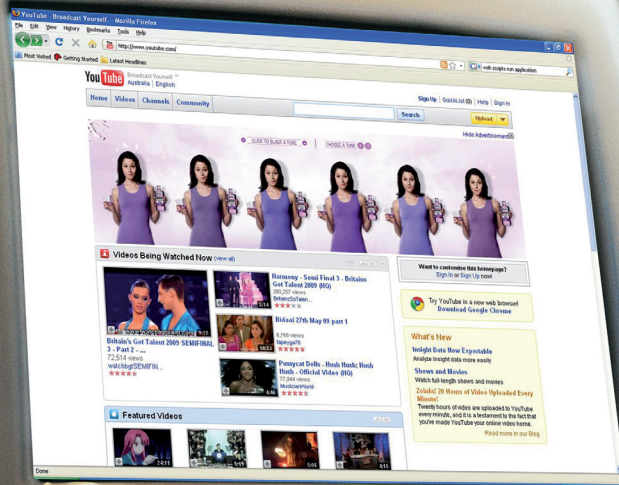


net assure
from NetComm®



A Job for NetAssure



CHALLENGE:

A not-for-profit training organisation had problems with abuse of Internet access and network security.

SOLUTION:

NetAssure managed network service to assist with content filtering, security and the creation of a Virtual Private Network.

RESULTS:

- Internet bandwidth consumption down 70%.
- Savings on security and PC clean-up
- Staff now able to operate remotely and access confidential files.

In the not-for-profit sector things like efficiency and keeping an eye on unnecessary expenditure are even more important than in a commercial operation. When you are running on a shoe-string budget and depending on grants and volunteers, waste can't be justified, and nor can anything that stops your organization delivering its services.

The Inner West Skills Centre (IWSC) is a non-profit training & recruitment organization based in Sydney's inner western suburbs. The IWSC has been providing training and opportunities for over 20 years, particularly for the most disadvantaged in its surrounding communities. Naturally, providing its clients with access to computers is a core service, both for skills training and job seeking.

This is of course not without its challenges. Maintaining around 100 computers across the IWSC's two sites provided several regular issues:

- Some clients were not using the computers solely for job seeking, but were instead accessing inappropriate sites or else wasting time and bandwidth watching YouTube and the like.
- Some staff members were also spending time accessing non-work related sites.
- There was a great potential for network infection through the use of personal USB memory devices by so many different users with varying levels of virus awareness.
- When case officers from one branch were visiting the other branch, they were unable to access their confidential client records without resorting to email.

The system does a great job of protecting us from malware and other threats and pays for itself because it lets us concentrate more of our resources on our main objective – helping those in the community who need it most

Patricia Frost, CEO of the IWSC

The answer to all of these problems was the NetAssure managed network service. Installed by Computer Troubleshooters, the NetAssure system provided an immediate solution to the issue of personal Internet usage by blocking access to a range of inappropriate or non-work related content. The result was a drop in Internet bandwidth consumption of 70% across the IWSC's two sites.

NetAssure's VPN capability now also allows case officers secure access to their confidential client records regardless of their location. This has greatly increased their client responsiveness and overall productivity.

From the security point of view, NetAssure has definitely saved the IWSC a great deal of time and money. It has been instrumental in preventing security breaches and protecting the network from threats on a 24/7 basis across both sites via the ICSA certified firewall. As for the much more prevalent internal threats, NetAssure has scored more than one spectacular success.

In one case a worm was introduced onto a PC in one of the computer training rooms while a hands-on training course was being run for 30 clients. NetAssure caught the worm before it could infect the other PC's at the site, blocked any further access to the affected machine and automatically alerted the Computer Troubleshooters team that there was an issue. All of this occurred without anyone at the IWSC even noticing because normal operations for every other machine were unaffected.

With the quarantine in place, the Computer Troubleshooters technician did not need to attend in an emergency basis, which saved time and cost for both parties. Alternative solutions available on the market may have caught the threat but would have shut down the whole network until every PC could be inspected and cleaned.

A similar situation occurred later when a staff member's computer became infected with a spambot trojan from a memory stick which was brought from home. Once again NetAssure isolated the infected PC and alerted Computer Troubleshooters who in addition to cleaning the infected PC also took advantage of NetAssure's VPN capabilities to now enable staff to work from securely from home so they no longer need to transport USB's or disks from home.

The CEO of the IWSC, Patricia Frost says "Since implementing NetAssure our internet usage has reduced dramatically and our staff are more productive and fully focused on helping our clients."

For more information or to see first-hand how NetAssure will benefit your business with our 30-day free trial, contact Stephanie Stewart.

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