

Case Study - Government

City of Davenport Improves Ability to Control and Restrict Web Site Content

CLIENT

City of Davenport

- Population of almost 100,000
- 920 employees, 23 departments
- Network of over 600 workstations
- Citrix terminal services for up to 15 remote access users

CHALLENGES

- Filtering content
- Providing different levels of Web site access for various users
- Improving report functionality
- Streamlining maintenance of network

CYMPHONIX SOLUTION

- Cymphonix Network Composer
- DC30XS

RESULTS

- Accurate monitoring of employee usage
- Ability to set specific configurations and groups for blocking Web site content and applications
- Professional, easy to read reports
- Virtual elimination of weekly maintenance of network
- Easy installation and configuration
- Quick location of virus-infected computers
- Increased efficiency of bandwidth use

Frustrated with the reporting functionality provided by his current content filter provider, John Sparks, Information Services Supervisor for the City of Davenport, Iowa was looking for a solution that would give him the ability to monitor inappropriate Web use by the City's more than 900 employees. Additionally, Sparks needed a robust content filter that would allow him to provide different levels of access to Web content for various departments. Introduced to Cymphonix® Network Composer®, Sparks found a secure Web gateway solution that provided professional and extremely easy to read reports while offering the sophisticated content filtering he desired.

Looking for a solution

Sparks was sure employees were misusing the Web, but because of the lack of reporting capability in his current Websense content filter he couldn't pinpoint who was the culprit.

"I found that the Employee Usage reports generated by Websense were extremely difficult to read and, even more so, to explain to a supervisor whose employee's job was potentially on the line," said Sparks. "We weren't able to accurately tell the difference between a Web site that had been intentionally visited by an employee and a popup ad. When you're dealing with a person's career, you need to be 100% sure your reports are accurate. We just didn't feel we had that."

In addition to the report shortcomings, Websense slowed the City's network and was cumbersome to maintain. "We eventually had one server for Websense, another to run its reports, and a third for authentication of our Citrix network," said Sparks. "It became such a hassle to maintain and was incredibly difficult to train new IT hires."

With his Websense contract renewal barely a week away, Sparks was on the hunt for a product that would meet all of his content filtering needs while minimizing the impact on his budget. His boss had heard about the Cymphonix product line from the Davenport School District and asked Sparks to investigate the solution further.

"I attended the online demo for both Cymphonix and Barracuda to compare the reporting functionality and I liked the Cymphonix report displays and the ability to PDF the results," said Sparks. "The reports are clean, professional and extremely easy to read."

Sparks reached out to the District's Value Added Reseller (VAR), Speedlink Solutions, and decided to give the Network Composer DC30X a try.



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“The Network Composer pinpointed PCs that had been infected with viruses and spyware, giving IS administrators the ability to clean the machines and increase the efficiency of its bandwidth use.”

ABOUT CYMPHONIX

Cymphonix develops Secure Web Gateway solutions that give organizations complete visibility into their networks, enabling them to optimize traffic and eliminate threats. Innovative and award-winning Cymphonix technology addresses issues created by evolving Web sites, Web-based applications, and the growth of cloud computing.

www.cymphonix.com

ABOUT CITY OF DAVENPORT, IOWA

Located along the Mississippi River, the City of Davenport, Iowa is home to almost 100,000 people. A recipient of the “2007 City Livability Award” in the small-city category, the City operates 23 facilities and employs 920 individuals, including police and fire services.

www.cityofdavenportiowa.com

Easy as pie

Once the decision was made to move forward with the Network Composer DC30X, Sparks was thrilled at its ease of use. An inline hardware device, the installation of the Network Composer was easy and straightforward without the conducting a CD install, downloading and managing updates, or operating through a Web interface.

“It was great to just plug the hardware into our network rack, turn it on, and be done with it. The Cymphonix setup took maybe 20 minutes and we were able to go home immediately after we shut down our Websense,” said Sparks.

Moreover, the Network Composer was easy to use, quickly revealing employee Internet activity taking place on the City’s network and providing both IS administrators and employee supervisors the confidence necessary to interpret reports quickly and accurately.

The results are in

The City of Davenport has fully integrated a Network Composer DC30X device and saw the value immediately. The City was able to monitor accurately employee usage and quickly locate computers that had been infected with viruses, or were consuming an abnormally high percentage of bandwidth. Sparks was able to set specific configurations and groups to block Web sites and applications such as porn, games, and instant messaging for specific departments without affecting other departments’ ability, such as the police, to have full access to the Internet.

“Maintaining my network is no longer a headache, especially now that the weekly maintenance is virtually nonexistent,” said Sparks.

See for Yourself

See how Cymphonix can improve visibility, security, and efficiency of your Internet connection. Contact your local technology reseller or Cymphonix for an online demonstration, technical documentation, case studies and pricing. Call 866.511.1155 or send an email to sales@cymphonix.com.