



Case Study

State and Local Government

CUSTOMER SUCCESS

Control and restrict content

CUSTOMER:

City Of Davenport
Iowa, USA
(920 Users)

CYMPHONIX PRODUCT:

Network Composer DC30X

CITY OF
DAVENPORT IOWA

Situation

Davenport, Iowa, part of the Quad Cities and just shy of 100,000 in population, sits along the Mississippi River and is the recipient of the “2007 City Livability Award” in the small-city category. The City of Davenport operates across 23 facilities including the City Police, Fire Department, Public Works, Parks and Recreation, Housing, Commission, Community Planning and Economic Development, among others and currently employs 920 individuals.

The City of Davenport’s network consists of over 600 workstations with desktop PCs as well as Citrix terminal services that allows up to fifteen users to access their work documents and programs from a remote location. Operating on two T1 connections, the City of Davenport needed a way to filter content so that certain entities, such as the Police Department, would have unlimited access to websites and content that others, such as Parks and Recreation employees, did not necessarily need access to in order to maintain productivity.

Challenge

A Websense user for a number of years, John Sparks, Information Services Supervisor for the City of Davenport, became fed up with the reporting functionality provided by his current content filter. Sparks was sure employees were misusing the web but because of the lack of reporting capability, 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. We weren’t able to accurately tell the difference between a website 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, Sparks realized that his network was being slowed by his Websense product. “We eventually had one server for Websense, another to run its reports, and a third for authentication of our Citrix network. It became such a hassle to maintain and was incredibly difficult to train new IT hires.”

Solution

With his Websense contract renewal barely a week away, John Sparks was on the hunt for a product that would meet all of his content filtering needs while minimizing the impact on his budget. “We were spending \$1,800 per year for Websense support, even though we never used it.” 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. The reports are clean, professional, and extremely easy to read."

After reaching out to the district's Value Added Reseller (VAR), Speedlink Solutions, John Sparks agreed to give the Network Composer DC30X a try. Since the Network Composer is an in-line hardware device, the installation was easy and straightforward without the hassle of 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



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John Sparks
IS Supervisor
City Of Davenport



maybe 20 minutes and we were able to home immediately after we shut down our Websense."

The City of Davenport saw the value of the Network Composer immediately. They were able to accurately monitor 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 websites and applications such as porn, games, and Instant Messaging for specific divisions without affecting the Police Department's ability 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.

Success

The Cymphonix Network Composer DC30X was able to quickly reveal employee Internet activity taking place on the City of Davenport's network and provided both IS administrators and employee supervisors alike, the confidence necessary to interpret reports quickly and accurately. The City of Davenport was also able to set up specific categories and groups to vary the harshness of its content filtering across its 23 entities. Additionally, 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.

See for Yourself

See how Network Composer delivers visibility, security, and performance in one reliable package. Contact your Authorized Cymphonix Reseller for an online demonstration or call or email Cymphonix at 866-511-1155 or sales@cymphonix.com



About Cymphonix

Cymphonix Corporation, headquartered in Sandy, Utah, uses patent pending Cross-Layer Intelligence™ (XLI™) technology to provide unmatched network threat protection and resource optimization. With the powerful XLI engine, Cymphonix products seamlessly integrate network protection, application performance, and traffic visibility into a single, easily managed solution. Leading the Cymphonix product line is Network Composer, a smart gateway appliance that helps organizations understand at a glance who is abusing network resources and with what applications - enabling problems to be corrected instantly through a clear, easy-to-manage interface.



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