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### The Need...

When Duval BBQ Management hired Scott Kluess in 2005 to manage its network of computers and servers for its 13 restaurants in Ocala and Jacksonville, Florida, he found that the business was in dire need of a solution to protect its computers against Internet downloads that could corrupt the system. Computers were connected directly to the Internet with no firewall and many inappropriate websites were bookmarked in Internet browsers.

The challenge faced by franchise owners was to find a product that could protect restaurant computers without hindering their network performance. Bandwidth was a serious concern as the point-of-sale (POS) terminals caused a great strain on networking resources to process and communicate sales information to the central office. As well, though anti-virus software of various sorts and versions was installed, these were not up to date and thus, ineffective to manage new Internet threats. Further, it was found that these versions of anti-virus software were hampering network performance, affecting POS performance.

### The Solution...

Duval BBQ Management’s first step was to install the then current release of Norton anti-virus software on all the computers, but Kluess quickly found that the software continued to bog down the POS terminals. As well, this installation still did not address the issues of employees accessing pornographic and other inappropriate websites. With approximately 80 percent of pornographic websites containing harmful viruses, Trojans, and spyware, this matter also needed to be addressed.

Kluess then searched the Internet for a web content filtering solution. He found and tested products, including Barracuda, but found them difficult to use, limited in required capabilities, or too expensive. Scott then found Netsweeper through a Florida-based Internet service provider, XP Internet, which had been offering the Netsweeper Desktop Filter Standard Edition as one of its services. Duval BBQ Management bought one license through XP Internet to test and was happy with the results.

“I was very pleased with it,” said Kluess. “It gave us a tremendous amount of control.”





## About Netsweeper Inc.

Netsweeper Inc. empowers organizations to guard against Internet abuse and to offer their end users a secure, productive Internet experience, protected from harmful, malicious and inappropriate content.

Netsweeper provides intelligent, network and workstation based web filtering technology to corporations, Internet Service Providers, educational institutions, government organizations and OEM partners worldwide.

**True ROI:** Netsweeper provides corporations with reliable and accurate filtering solutions that protect businesses from network threats while promoting compliance to Acceptable Use Policies productivity.

Netsweeper's solutions are cost effective to deploy and also reduce potential legal and criminal liabilities.

### **Immense Flexibility:**

Netsweeper Filtering solutions allow for multiple deployment scenarios and are flexible to accommodate the needs of business environments. From network-based filtering to downloadable client versions on employee laptops, Netsweeper provides organizations with the options to meet all of their filtering needs.

### **Unparalleled Speed and**

**Accuracy:** Netsweeper Filtering utilizes advanced AI systems that actively scan the Internet and categorize pages on the fly as requested by internet users.

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## The Implementation...

In 2006 Duval BBQ Management purchased additional licenses for the filtering product through Netsweeper directly and uninstalled its anti-virus software. The company found that it was unnecessary to run anti-virus software when the Netsweeper product blocked the websites that potentially contained viruses, as well as pop-ups.

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Duval BBQ Management's solution was to use a Netsweeper-hosted Policy Server and installed the Desktop Filter Standard Edition on computers in each of the 13 restaurants. Kluess created one filtering Profile for all employees, allowing limited Internet access. Store managers were instructed to provide him with a list of websites they would like access to so he could update a White List. Kluess experienced some initial resistance from restaurant management, but managers backed down once they recognized that unacceptable Internet content was not to be part of the business environment.

## The Outcome...

Since implementing Netsweeper's Desktop Filter Standard Edition, Duval BBQ Management restaurants in Ocala and Jacksonville have experienced improved performance of their systems, now that anti-virus software is not consuming resources. Issues with viruses and spyware are also a thing of the past. Employees now use the office computers for work purposes and many do not even access personal web email. Kluess plans to install the Desktop Filter on additional computers as the business expands.

## The Client...

Duval BBQ Management is a licensed franchisee of Sonny's Real Pit B-B-Q, a family-owned restaurant chain that has been cooking up home-style smoky barbecued dishes since 1968 at locations throughout the southern United States. Sonny's also carries its own line of barbecue sauces and provides catering service.

## Scott's personal recommendation...

"For every restaurant chain out there with more than 10 restaurants, this is the ideal product to ensure the safety and security of your network and business."

Scott Kluess  
Network Administrator  
Duval BBQ Management

