



“With Netsweeper, our bottom line was positively impacted with improved productivity and quality of work.”

Derek McHale
Network Administrator;
Foster, Townsend, Graham
and Associates

The Need...

In 2004, Foster, Townsend, Graham and Associates, (FTGA Law) conducted a thorough network security audit, which included a detailed analysis of the business’s inward and outward facing infrastructure. Though the primary purpose of this exercise was to ultimately develop a disaster recovery plan, it became quite apparent that the business had little knowledge of the traffic on its network.

At the conclusion of this analysis, FTGA Law purchased a firewall solution to help manage and filter the Internet traffic. After two years of working with this basic appliance offering, FTGA Law turned to Netsweeper for help.

Though the firewall solution was filtering out some traffic, there were still a number of needs not fulfilled. FTGA Law still required:

- 1) Reporting. FTGA Law had no real evidence of the sites being visited, by whom, when and for how long. This was something that the executive team demanded.
- 2) A filtering solution that was flexible enough to permit the IT administrator to customise Internet use policies based on a particular individual, a group or an entire office.
- 3) With two offices using VoIP to communicate and an entire library of internal documents available online for reference and distribution, keeping the firm’s bandwidth clutter-free was key for staff productivity and delivering exceptional customer service.

The Solution...

After a second but shorter evaluation process occurred, Netsweeper was selected. Upon selection, it was recommended that a very clear set of Acceptable Use Policies be created and distributed to ensure the staff was informed about the ongoing expectations of the Executive Partners, pertaining to Internet and network usage.

Secondly, an initial evaluation period was set up to allow FTGA Law to assess the true value of software-as-a-service solution. This stage was ‘eye opening’ for the senior team at FTGA Law. Derek McHale, the resident network expert at the firm, provided reporting that highlighted sites visited and the amount of traffic the network was sustaining.

“The sheer volume was staggering. We are a business that bills on an hourly basis. It is critical that our staff be focused on customer service and ensure the quality of their work,” said Derek. “With the reports generated, it was evident that our core principles could be compromised at anytime. It was time to really get a handle on what was going on, so we proceeded to partner with Netsweeper.”

The Implementation...

Netsweeper provided FTGA Law with a pre-configured server that was installed directly in the firm’s network. This configuration allowed each and every Internet request to be logged and audited.





About Netsweeper Inc.

Netsweeper Inc. empowers organisations 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 organisations and OEM partners worldwide.

True ROI: Netsweeper provides enterprise organisations with reliable and accurate filtering solutions that enable productivity, reduce legal liabilities, protect networks and workstations from viruses and other malicious applications and promote acceptable use policies.

Immense Flexibility:

Netsweeper filtering solutions allow for multiple deployment scenarios and are flexible to accommodate the needs of small, medium and large business environments. From network-based filtering to downloadable client versions on individual laptops, Netsweeper provides organisations with the options to meet all of their filtering needs and protect their employees.

Unparalleled Speed and

Accuracy: Netsweeper filtering utilises advanced AI systems that actively scan the Internet and categorise pages on the fly as Internet users request them. Filtering has been optimised for speed and boasts over 97% categorisation accuracy rate.

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Secondly, the solution's policy engine was set based on the requirements identified in a technical consultation. With Derek given ultimate 'super-administrative' rights, he was able to formulate policies based on the perceived needs of each person, role or department. Doing so also allowed him to control the ultimate bandwidth requirements, thus leaving sufficient bandwidth available for VoIP calls or documentation transfers that were of greater importance.

Finally, FTGA Law has now linked Netsweeper to its Active Directory. In doing so, policy and user changes are automatically reflected in Netsweeper without the need for duplicated efforts.

The Outcome...

Today, Derek can rest assured that the firm's network and Internet traffic is within corporate acceptance.

"Over the past couple of years we've only had two instances where reporting has been used to discuss performance and intent with a staff member. In neither case has dismissal resulted but activity and productivity following both situations has been much improved across the business. I guess the word gets around," said Derek.

As well, with filtering solutions also blocking viruses and other malicious applications from being accessed, Derek has noted that both his network and staff workstations have remained 'clean', thus requiring far less effort to maintain.

Derek further included, "With Netsweeper, our bottom line was positively impacted with improved productivity and quality of work."

The client...

Foster, Townsend, Graham and Associates is a full-scale litigation practice located in Southwestern Ontario, Canada. With 25 experienced civil litigation lawyers on staff, FTGA Law focuses on dispute resolution using both traditional and alternative methods. The firm's commitment to customer service also drives their desire to be the leader in adopting the latest in relevant technology to better equip their staff in delivering quality services.

