



Case Study

Ademino & Associates Profile

ORGANIZATION

Ademino & Associates

INDUSTRY

Insurance

EMPLOYEES

27

SOLUTION

MX LogicSM Web Defense Service

BUSINESS RESULTS

- Eliminated Web-based threats
- Increased employee productivity
- Reduced IT administrative burden
- Improved computer speed and performance

Independent Insurance Company Ensures Internet Safety and Employee Productivity with the MX LogicSM Web Defense Service

CUSTOMER PROFILE

Established in 1929, Ademino & Associates is an independent insurance agency based in Kimberly, Wisconsin. The company offers insurance protection designed to meet the needs of the people of the Fox River Valley.

BUSINESS SITUATION

Ademino & Associates had a security problem. The independent insurance company was being attacked by spyware, malware, Trojans and other Web-based threats.

With no proactive security measures in place, the company's informational assets were at risk. In addition, malware-infected computers became inefficient, slow and often unusable, creating a productivity drain on employees and IT staff. Ademino & Associates used adware and spyware cleanup tools, but these reactive desktop solutions did nothing to prevent malware from infecting computers on their corporate network.

"I spent a lot of time cleaning up computers that had been tampered with by spyware, malware and other junk," said Kirk Morschauser, IT Manager and Systems Administrator for Ademino & Associates. "I was ready to stop wasting time reacting to these threats and start being more productive."

He estimated that on average, three desktops per week needed adware, spyware or virus removal, equaling 30 to 60 minutes of IT time wasted per incident and 30 to 60 minutes of lost selling time per incident.

Adding to the problem, Ademino & Associates had no practical way to enforce an Internet usage policy or to restrict employees from surfing inappropriate websites. This is a common problem among businesses today, according to IDC, which estimates that 30 percent to 40 percent of all Web surfing in the workplace is not business related. This unrestricted "cyber slacking" not only exposed Ademino & Associates to greater potential risk from Web-based threats, but also diminished employee productivity.

**"OUR RESULTS
HAVE BEEN
FANTASTIC – THE MX LOGIC
WEB DEFENSE SERVICE IS
MAKING THE INTERNET
SAFER AND IT'S
MAKING OUR EMPLOYEES
MORE PRODUCTIVE."**

– Kirk Morschauser,
Ademino & Associates



Goal	Before MX Logic	After MX Logic	Result
Decrease exposure to threats	Proprietary and sensitive company data was at risk by malicious viruses or spyware	Web threats have been eliminated	Increased productivity and lower security risk
Reduce amount of IT time spent cleaning infected computers; improve computer speed and performance	3 desktops on average needed adware, spyware and virus removal per week, equaling 30 to 60 minutes of IT time wasted per incident and 30 to 60 minutes of lost selling time per incident	Computers run efficiently and time spent removing Web-based infections from company computers has been reduced to nothing	IT staff can now devote time to more strategic initiatives and employees can focus on doing their jobs
Enforce appropriate Internet usage policies	Employees could freely surf the Internet, which hampered their productivity and exposed the company to greater risk from Web-based threats	Policies now restrict employees from visiting unproductive and risky specific websites	Employee productivity has increased





“THE MX LOGIC WEB DEFENSE SERVICE IS THE PERFECT WAY TO GO. IT’S OFFSITE, SCALABLE AND FLEXIBLE...” Kirk Morschauser, IT Manager and Systems Administrator, Ademino & Associates

THE MX LOGIC SOLUTION

Morschauser knew that Ademino & Associates needed effective protection from Web-based threats, along with the ability to prevent employee access to websites that are more likely to deliver malicious content. He had worked extensively with Web defense services at other companies, and knew these solutions could require substantial administrative time to set up and maintain.

For this reason, Morschauser wanted to find a managed Web defense service that worked like the MX Logic® Email Defense Service, which Ademino & Associates has used since July 2004. Cost-effective and easy to use, the Email Defense Service stops unwanted email messages before they can enter or leave an organization’s messaging infrastructure and, because it’s a managed service, eliminates maintenance issues and expenses such as server upgrades and software updates.

“I like the way the Email Defense Service works, so I called MX Logic to find out if they had a Web defense solution available,” Morschauser said. “It was great timing – MX Logic was just developing their Web Defense Service and needed customers for beta testing.”

Morschauser then presented the problem – and the Web Defense Service solution – to the company’s CEO, Dave Ademino.

“I informed him of the damage and expense Ademino & Associates faced by not having a Web defense solution in place and by not enforcing Internet usage policies,” Morschauser said. “I also convinced him that, for a small operation like ours, the MX LogicSM Web Defense Service is the perfect way to go. It’s offsite, scalable and flexible, and requires no software maintenance or license management.”

THE MX LOGIC WEB DEFENSE SERVICE

The MX Logic Web Defense Service provides content filtering and threat protection against spyware, viruses and phishing attacks. Its easy-to-use, centralized administration platform – the MX Control ConsoleSM – is the same policy configuration and reporting platform that manages the MX Logic Email Defense Service. This enables companies that use both services, like Ademino & Associates, to control email and Web security from one integrated interface.

The Web Defense Service comprises two core offerings. WDS Threat Control protects networks from spyware, viruses and phishing attacks and detects when spyware has been installed on a customer’s computer. WDS Content Control gives customers the ability to block over 50 categories of inappropriate content and has a dynamic real-time rating system that can categorize newly created sites “on the fly.” In addition, a Safe Search option closes a common loophole in URL

filters by forcing leading search engines to remove sexually explicit content from returned search results.

While WDS Threat Control and WDS Content Control can be purchased separately, Ademino & Associates opted for both in the WDS Total Control package.

BUSINESS BENEFITS

The Web Defense Service scans all Ademino & Associates Web traffic for malicious content – which protects the company, improves the performance of its computers and enables Morschauser to spend his time more strategically.

In addition, employees are now blocked from visiting unproductive website categories that are more likely to deliver malicious content – such as gambling, games, pornography, personals, dating, and instant messaging. Webmail attachments, a common source of malware infection, are scanned before they are downloaded to the corporate network.

RESULTS

Since implementing the Web Defense Service, Ademino & Associates has received no adware, spyware or virus infections. As a result, company productivity has increased because employees can no longer freely surf the Web, Morschauser can turn his attention to more strategic activities than cleaning computers, and the computers now run more efficiently.

“Our results have been fantastic,” Morschauser said. “The MX Logic Web Defense Service is making the Internet safer. It’s making our employees more productive and it’s made my life a lot easier.”



ABOUT MX LOGIC

MX Logic is a leading provider of managed email and Web security services that deliver enterprise-grade performance without enterprise-level complexity and cost. Our easy-to-use, award-winning services reduce risk and liability, lower overall IT costs, and increase productivity. MX Logic services are available through our industry-leading partner network. For more information, visit www.mxlogic.com.

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