



CASE STUDY

SHADY MAPLE FARM MARKET

CURRENTWARE BROWSECONTROL & BROWSERREPORTER



BACKGROUND

The firm understood the huge cost to business of lost productivity, and their IT administrator Kevin Porsche had been looking for ways to monitor web-browsing history. He knew that there had to be a better solution than checking each individual computer.

KEY FACTS

- **Location: Eastern Pennsylvania**
- **130 Staffs with computers**
- **Actively using CurrentWare for 10 years**
- **Implemented in Sept 2008**



CHALLENGE

- Increase employee productivity
- Lower bandwidth usage
- Quick and easy to use solution

“It was...going onto the (employee)’s machine and hoping that they didn’t clear out their history, things of that nature. The more requests I got from our HR department requesting to know what the user was doing at a particular point in time, it became apparent that we needed to get a central management system in place for our web monitoring activity.”

KEVIN PORSCHE
IT ADMINISTRATOR

- Kevin wanted to see at the **click-of-a-button** how much of an employee’s day was spent browsing on the internet, and how much time was spent working.
- There was also a bandwidth consumption issue, and suspicions that employees were often watching and downloading videos. This did not only lead to a loss of productivity, but would slow down the network causing further performance issues.
- Kevin was looking for a solution to these issues during an extremely busy period for Shady Maple, and as such he needed something that would not take long to configure or implement and was **easy to manage and scale**.



SOLUTION

- Straightforward software
- Clear employee monitoring reports
- Breakdown of bandwidth tracking data
- Instant website/application blocking

*“there wasn’t any
300-page instruction
manual – it just
worked!”*

KEVIN PORSCHE
IT ADMINISTRATOR

- BrowseReporter’s variety of employee monitoring reports were shown to some employees as evidence of their unproductive browsing habits. This was a big benefit with HR cases.
- The total browsing time report, which shows exactly how much time employees were spending on productive/unproductive websites and applications turned out to be particularly useful for Shady Maple.
- The bandwidth tracking feature helped Shady Maple to identify abusive employees who were found to be downloading large files and videos which ultimately caused an increase in network congestion.
- Kevin subsequently used BrowseControl to block the websites which were being used for these downloads at the click-of-a-button. Simultaneously, any websites considered dangerous, malicious or inappropriate were also blocked.



RESULTS

- Little to **no training time required**, browsing trends quickly identified, increased productivity, faster network speeds.
- As expected, CurrentWare proved to be a completely **intuitive, scalable solution**. This allowed Kevin to focus on other aspects of his job instead of training various members of the Shady Maple team on how to use CurrentWare.
- Kevin reported that he was able to “identify any negative browsing trends and put a stop to them within a couple of hours”. This saved the company uncountable hours of productivity, and ultimately provided a **huge saving on employee wages**.

- Weekly reviews of BrowseReporter’s monitoring reports turned out to be an **integral part of the HR department’s routine**, and eventually this analysis became central to their decision-making processes.
- These employees found the reports to be particularly eye-opening, and subsequently made concerted efforts to **increase their focus on the job**. Kevin admitted that some employees have been dismissed based on CurrentWare’s reports.
- Multiple members of staff reported **faster network speeds** after the culprits of the high bandwidth usage issue were identified.





WHY DO YOU LOVE CURRENTWARE?

- UX feedback taken on board
- Infallible technical support
- Super innovative



“CurrentWare takes user feedback, and actually reacts to it. We have definitely enjoyed making use of their propensity to involve feature requests from customers as part of the roadmap for future updates.”

“Their designated technical support representative never fails to offer technical and timely support.”

“I have seen CurrentWare evolve into an increasingly feature rich product during my time using it. From the last update, for instance, the Microsoft SQL support has really helped us!”

