

Internet Filtering vs. Monitoring

Introduction

If you want to block employees from accessing web sites and/or recording the names of the web sites they visit, then a filtering software solution is appropriate for you.

Many businesses think filtering software is their Internet monitoring solution. They think if they block access to certain web sites or certain types of web sites, they have solved all the problems associated with Internet Abuse.

Nothing could be further from the truth.

Let's examine the most common forms of Internet Abuse by employees and analyze how filtering software addresses those problems. We'll also take a look at how Spector CNE addresses those problems.

Surfing non-work related web sites

Gallup estimates that the average employee with Internet access spends more than one hour per day surfing web sites that have NOTHING to do with their job (such as auction sites, sports sites, stock sites, news sites, gambling or sex sites).

That is more than five hours per week, or 250 hours per year, which translates to an average loss of more than \$5,000 per employee per year. A 20-employee company loses more than \$100K per year in non-work related surfing and a 200 person company is losing in excess of \$1 million per year.

How does filtering software address this problem?

Filtering software blocks SOME of the sites your employees would want to visit. Theoretically, that cuts back on some non-work related surfing, but savvy surfers can always find a similar site that serves as a good substitute for the one the filtering software is blocking.

The BIGGER problem with filtering software is that it blocks many of the sites you want your employees to be able to access for business purposes. Although some filtering products do allow for the "unblocking" of blacklisted sites, do you really want the headaches associated with deciding what should be blocked and what should be available?

Finally, what is appropriate for one employee in one department may be off limits for an employee in another department. Although one size does not fit all, filtering products make the assumption that one solution works across the board.

Spector CNE takes an entirely different approach.

First, Spector CNE does not block (unless you tell it to do so). Instead, Spector CNE watches, observes and RECORDS what your employees do and then provides you with the MOST DETAILED accounting of everything they do online of any Internet Monitoring product in the world.

Spector CNE records all web sites your employees visit, all chat conversations, all incoming and outgoing emails including Exchange, AOL email, Hotmail and Yahoo email, all applications run AND all keystrokes typed.

In addition, Spector CNE is constantly filming each computer, taking snapshots of whatever is on the computer screen, as often as once every second – with no degradation in speed or employee performance.

Spectorsoft feels that the best way for you to combat the loss of productivity associated with non-work related surfing is to KNOW EXACTLY how each and every employee is using the computer and how they are surfing the Internet. With this knowledge, and with proof you can show to employees, the amount of time spent surfing frivolously decreases, and the time they were previously using to joyride the Internet will now be used for productive work.

Leaking of Company Confidential Information

One of the best things about the Internet is how easily and quickly it allows news and information to be disseminated. Conversely, this can also be one of the worst things about the Internet, especially if the information being broadcast is confidential to your company.

We have all heard the horror stories of employees leaking company information on anonymous Yahoo message boards, through Hotmail and through instant message programs.

Filtering software does not address the problem of keeping Company Confidential Information secure.

Spector CNE records all emails, all popular instant messengers, and records all keystrokes typed. It also records what one looks at and does on web sites, including postings on anonymous message boards.

In addition, you can tell Spector CNE to watch out for certain words or phrases and have the program automatically and immediately notify you whenever an employee types the word or phrase, or when they encounter this word or phrase on a web site, in an email or in a chat conversation/instant message.

When your employees know you have a recording of all their Internet and computer activity including every keystroke they type, the chances they'll leak company confidential information will be greatly reduced.

Sexual/Racial Harassment via Email, Instant Messaging and Anonymous Online Message Posting

What is humorous to one employee may be offensive to another. In this litigious society, we are all familiar with the lawsuits where employers are fined huge amounts due to a sexually explicit or racially charged email or instant message sent by an employee from inside or outside the company. Many of the companies embroiled in lawsuits were using some form of filtering that was incapable of detecting offensive or explicit content.

With Spector CNE, your company is protected. You get an exact record of every email and every chat message, even when the employee uses their own account, such as AOL, Hotmail or Yahoo. The keyword alert feature immediately notifies you when certain words or phrases are typed. Not only will you have proof for employee termination with cause, with CNE you also have the evidence you need, should the case ever go to court.

File downloads such as illegal music, games and pirated software

Even though you block certain web sites, employees still find ways to access streaming media, which includes MP3 music files, videos and Shockwave games from alternative sites.

With Spector CNE, if abuse occurs, you will know which employees are using valuable network resources for personal reasons. You will know exactly what they download, how they spend their time, and the visual verification management needs for employee discussion or warning.

Should an employee install or download pirated software, you can immediately diminish company liability by eliminating programs outside the core products approved for your business.

Monitor Employee Productivity and Proficiency Skills

A filtering program has no value when you have concerns that an employee needs additional training or skills to do their job efficiently or your Help Desk may need to recover information in order to correct a problem.

Spector CNE allows you to monitor what your employees do on their PC and on the Internet, so all applications run and all keystrokes typed are immediately available to you. Just as a VCR records and plays back, Spector CNE provides you with the total picture of everything your employee does. If training or other assistance is necessary to make that employee more productive or proficient, you're able to quickly rectify the situation.

Conclusion

Managing risk is about much more than just filtering, firewalls and passwords. Even if you have filtering software, implementing a Spector CNE network solution will increase employee productivity, provide a safeguard in the event of inappropriate employee behavior, and protect your company from liability. Secure your information and proactively protect your business with Spector Corporate Network Edition.

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Company Profile

SpectorSoft develops, markets and supports PC/Internet monitoring and surveillance products for business, education, government and general home users.

Recognizing that corporations, schools and families need to know how people are using their PCs and what they are doing on the Internet, SpectorSoft was founded to provide the first useful and intuitive recording and playback products for Windows-based PCs.

SpectorSoft has received major write-ups in:

- Time Magazine
- Business Week
- The New York Times
- ABC World News Tonight
- CNN
- Newsweek
- The Wall Street Journal
- The Washington Post
- NBC Nightly News
- MSNBC

In addition, our products have received thousands of accolades from the most important group: our customers.

Our company mission is a simple one: to provide truly useful Internet tools for employers, educators, government offices and parents concerned about inappropriate use of the web, to make these tools powerful, yet simple to use, and to provide these tools at an affordable price, backed by top-notch support - seven days a week.