

Wavecrest**SolutionBrief**[®]



Cyfin

Advanced Employee Web-Use Monitoring & Analytics

Introduction

In any enterprise, Internet abuse in the workplace is a common issue. With statistics showing that employees are using the Internet during work hours for extensive personal and inappropriate use, organizations need to better monitor the use of the Internet to increase productivity among employees. Even as organizations try to control employee Internet abuse through the implementation of software monitoring and Acceptable Use Policies (AUPs), studies have shown that employee Internet abuse continues to cost companies money in terms of lost job productivity, increased turnover rates, and legal liability.

Employee Internet Abuse Statistics

- 30% to 40% of Internet use in the workplace is not related to business.
- 64% of employees say they use the Internet for personal reasons during working hours.
- 70% of all Internet pornography traffic occurs during the nine-to-five work day.
- A company with 1,000 Internet users could lose upwards of \$35 million in productivity annually from just an hour of daily Web surfing by employees.
- The 2014 FIFA World cup was estimated to have cost U.S. companies about \$1.68 billion in lost productivity.

How much visibility into employee Internet activity do companies really have? Do managers know how productive their employees are during business hours? If the enterprise is not able to identify and investigate employee Web activity, they risk employee productivity loss, legal liabilities, network security threats, reduced enterprise bandwidth, and noncompliance. Without useful information in the form of meaningful Web-use reports, the organization cannot determine whether their Acceptable Use Policy is being violated.

Managers do not want to be surprised by network behavior they never knew existed. No manager wants to be caught off guard by activity on Web sites they thought were blocked, high volumes of Web traffic, or employees using the Web inappropriately. It is crucial that managers have access to a reporting solution that allows them to analyze employee Web use so that they can easily identify instances of Web abuse that can drain productivity, pose a legal liability threat, or threaten network security.

Overview of a Reporting Solution

There is no doubt that the enterprise needs access to information especially at the manager level. With a comprehensive, easy-to-use reporting solution, the organization can delegate the responsibility of keeping track of employee productivity to department managers. A manager portal that provides self-service access is a viable solution where department heads are able to generate their own reports. Managers would be restricted by groups and have access to only their departments, that is, they would see only their employees.

Complete access to information would also include the ability to drill down in reports to obtain further details, also known as interactive reporting. The reporting solution should allow managers to drill down to the details of employee Web activity without needing assistance from the IT department. The reporting solution should also allow easy scheduling of reports and provide distribution options, for example, sending to an e-mail address or to a network or local directory for saving.

A highly effective reporting solution gives managers visibility into Internet activity. This is paramount when accurate, actionable information is critical. The reporting feature should be able to produce meaningful,

manager-ready reports in the form of high-level summaries as well as low-level, detailed forensic reports that can be used for audits, investigations of possible misuse of Web-access resources, forensic investigations, personnel appraisals, and other corporate purposes.

The reporting solution should have the ability to categorize the enterprise's Web activity so that employees' Web usage can be properly analyzed. The enterprise may also need categories, such as cloud service categories, to have risk ratings so that use of low-risk categories or cloud services can be encouraged. For cloud service categories, managers can then evaluate employee use of cloud services by category and risk, identify all services in a category, and view detailed risk ratings of each.

Cyfin is a powerful, intuitive Web-use monitoring and analytics solution that matches these Web-reporting requirements and gives you the Internet-usage reports you need. Some of the product's features are summarized below.

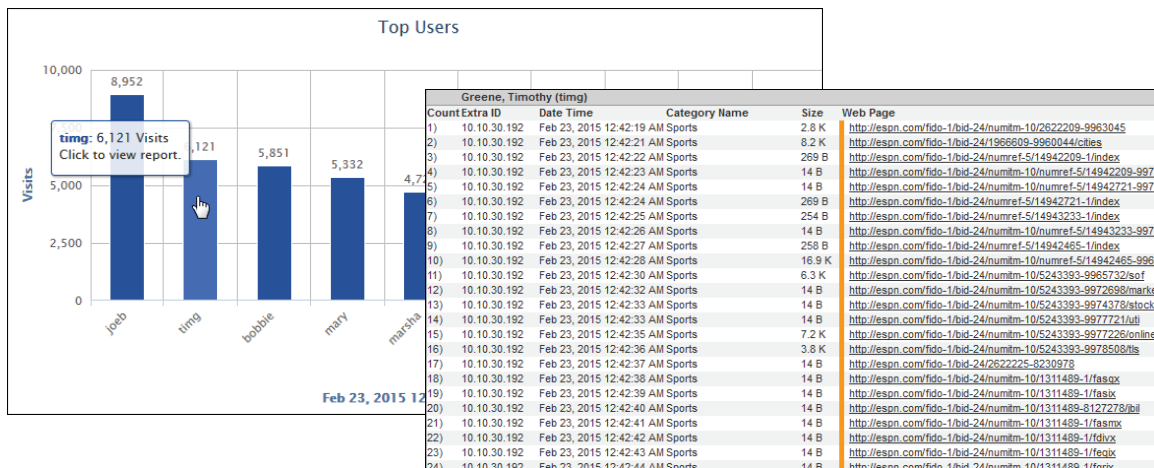
The Cyfin Solution

Logon Accounts

With Cyfin's logon accounts feature, managers are given an operator account and are allowed to create and view reports on authorized groups, generating their own reports without assistance from their IT department. In this way, managers get easy, self-service access through the browser with an operator account. Access can be restricted to their departments or groups so that they only see the Web activity of their employees.

Interactive Reporting

In Cyfin's interactive reporting, drill-down capability allows managers to quickly get URL detail. This is available in both Dashboard charts as well as reports. Dashboard charts provide easy-to-analyze top and trend charts of Web activity by visits, hits, or bytes for users, groups, categories, sites, and classifications. You may drill down on the Top Users and Top Categories charts to get more detailed data on a specific user and a particular category, respectively.



Drill down from Top Users Chart to User Audit Detail

In reports, detailed forensic information about the Web activity of specific users is available by clicking a report's elements. For example, from a high-level report, such as Site Analysis, you can click an ID Name, and a User Audit Detail report will automatically begin running on the user.

Top Users or Workstations Activity						
ID Name	Download Time	Visits	%	0	4,389	8,779
1. Bann, Joseph (joeb)	7:18:57	8,779	5%			8,779
2. Greene, Timothy (tima)	4:52:30	5,850	3%			5,850
3. Redding, MA JB (bobbie)	4:30:24	5,607				5,607
4. Soler, Mary Ann (marv)	4:11:04					
Greene, Timothy (tim)						
Count	Extra ID	Date Time	Category Name	Size	Web Page	
3	1)	10.10.30.192	Feb 23, 2015 12:42:19 AM Sports	2.8 K	http://espn.com/fido-1/bid-24/numitm-10/2622209-9963045	
2	2)	10.10.30.192	Feb 23, 2015 12:42:21 AM Sports	8.2 K	http://espn.com/fido-1/bid-24/1966609-9960044/cities	
7	3)	10.10.30.192	Feb 23, 2015 12:42:22 AM Sports	269 B	http://espn.com/fido-1/bid-24/numref-5/14942209-1/index	
8	4)	10.10.30.192	Feb 23, 2015 12:42:23 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/numref-5/14942209-9978	
9	5)	10.10.30.192	Feb 23, 2015 12:42:24 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/numref-5/14942721-9973	
6	6)	10.10.30.192	Feb 23, 2015 12:42:24 AM Sports	269 B	http://espn.com/fido-1/bid-24/numref-5/14942721-1/index	
10	7)	10.10.30.192	Feb 23, 2015 12:42:25 AM Sports	254 B	http://espn.com/fido-1/bid-24/numref-5/14943233-1/index	
11	8)	10.10.30.192	Feb 23, 2015 12:42:26 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/numref-5/14943233-9978	
12	9)	10.10.30.192	Feb 23, 2015 12:42:27 AM Sports	258 B	http://espn.com/fido-1/bid-24/numref-5/14942465-1/index	
13	10)	10.10.30.192	Feb 23, 2015 12:42:28 AM Sports	16.9 K	http://espn.com/fido-1/bid-24/numitm-10/numref-5/14942465-9969	
14	11)	10.10.30.192	Feb 23, 2015 12:42:30 AM Sports	6.3 K	http://espn.com/fido-1/bid-24/numitm-10/5243393-9965732/sof	
15	12)	10.10.30.192	Feb 23, 2015 12:42:32 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/5243393-9972698/market	
16	13)	10.10.30.192	Feb 23, 2015 12:42:33 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/5243393-9974378/stocks	
17	14)	10.10.30.192	Feb 23, 2015 12:42:33 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/5243393-9977721/uti	
18	15)	10.10.30.192	Feb 23, 2015 12:42:35 AM Sports	7.2 K	http://espn.com/fido-1/bid-24/numitm-10/5243393-9977226/online	
19	16)	10.10.30.192	Feb 23, 2015 12:42:36 AM Sports	3.8 K	http://espn.com/fido-1/bid-24/numitm-10/5243393-9978508/its	
20	17)	10.10.30.192	Feb 23, 2015 12:42:37 AM Sports	14 B	http://espn.com/fido-1/bid-24/2622225-8230973	
21	18)	10.10.30.192	Feb 23, 2015 12:42:38 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/1311489-1/fasqx	
22	19)	10.10.30.192	Feb 23, 2015 12:42:39 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/1311489-1/fasx	
23	20)	10.10.30.192	Feb 23, 2015 12:42:40 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/1311489-8127278/ibj	
24	21)	10.10.30.192	Feb 23, 2015 12:42:41 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/1311489-1/fasvx	
25	22)	10.10.30.192	Feb 23, 2015 12:42:42 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/1311489-1/fdivx	
26	23)	10.10.30.192	Feb 23, 2015 12:42:43 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/1311489-1/fesqx	
27	24)	10.10.30.192	Feb 23, 2015 12:42:44 AM Sports	14 B	http://espn.com/fido-1/bid-24/numitm-10/1311489-1/fespx	

Drill down from Site Analysis to User Audit Detail

Report Scheduling

Reports can be viewed ad hoc or scheduled for recurring automatic e-mail delivery on a daily, weekly, or monthly frequency. You can specify multiple e-mail addresses of different recipients who will receive the report. Scheduling reports securely delivers them to the right person or persons. Reports can also be scheduled to run and be distributed to a directory by specifying a directory path. Scheduling reports is easy and gives you distribution options to choose from.

Report Templates

With over 25 different report templates, Cyfin provides meaningful, manager-ready reports on all aspects of Web use. At a high level, managers can run summary reports that depict visits within categories rated as Acceptable, Neutral, or Unacceptable, users who visited sites in custom categories, visits by category, users with the highest volume of activity, or Web sites that were most visited during a reporting period. Cloud service activity can also be reported on, and at a high level, indicates by user the number of visits to sites in cloud service categories.

At a low level, Cyfin offers a variety of detailed forensic audit reports that allow managers to get a comprehensive analysis of a single user's visits including the site's category and full URL, view search terms that users entered on popular search sites such as Google, view users who accessed sites that pose a legal liability risk, and see specific URLs to which a user was denied. Other detailed audit reports show the activity of all users in a single category that you select, activity associated with one or more Web sites, or specific URLs of cloud services by user.

Recommended Reports		High-Level Summary Reports	
Site Analysis User Audit Detail		Acceptable Visits All User Summary Custom Categories Denied Visits Legal Liability	Neutral Visits Site Analysis Top Users Top Web Sites Unacceptable Visits
Audit Detail Reports		IT Reports	
Category Audit Detail Category Audit Summary Denied Detail Legal Liability Detail Search Terms Audit Detail	Site Audit Detail Site Audit Summary User Audit Detail User Audit Summary	Network Information Site Analysis Bandwidth Top Bandwidth Sites	
Forensic Reports		Cloud Services Reports	
Denied Detail Legal Liability Detail Search Terms Audit Detail User Audit Detail Audit Data Export		Cloud Services Detail Cloud Services Summary	
Improve Your Reporting Results			
Top Noncategorized Sites			

Report Selection Screen

URL Categorization

With 70-plus standard categories and an unlimited number of custom categories, Cyfin categorizes the enterprise's Web activity so that managers can analyze their employees' Web usage. By also providing a number of cloud service categories, Cyfin categorizes your cloud applications and services and allows managers to assess their usage through cloud service reporting.

Summary

Visibility into employee Internet activity and easy access to the details of this information are vital to an organization to curtail casual surfing, protect against security threats, conserve bandwidth, and enforce the company's AUP. Cyfin gives companies the ability to effectively monitor employee Internet usage. Its Dashboard, summary, detailed, interactive, and scheduled reporting provides visibility, accountability, and confidence in the product's effectiveness. Cyfin empowers department managers with reporting capabilities without reliance on their IT department, quickly supplying the accurate, actionable information they need.

About Wavecrest Computing

Since 1996, Wavecrest Computing has provided business and government clients with reliable, accurate employee Web-access security, employee Web-use monitoring and analytics, and Cloud Access Security Broker (CASB) solutions. IT specialists, HR professionals, and business managers trust Wavecrest's Cyfin® and CyBlock® products to manage employee Internet usage with today's distributed workforce in mind—reducing liability risks, improving productivity, managing cloud services, saving bandwidth, and controlling costs.

Wavecrest has over 3,000 clients worldwide, including Blue Cross Blue Shield, MillerCoors, National Grid, Rolex, Siemens, Superior Court of California, U.S. Dept. of Veterans Affairs, and a growing list of global enterprises and government agencies. For more information on our company, products, and partners, visit www.wavecrest.net.



Wavecrest Computing

904 East New Haven Avenue

Melbourne, FL 32901

toll-free: 877-442-9346

voice: 321-953-5351

fax: 321-953-5350