



Rush Hour on the Internet: Oregon Department of Transportation Takes the High Road with Marshal8e6 Internet Filtering & Reporting Solutions

Client:

Oregon Department of Transportation

Web Site:

www.oregon.gov/ODOT

Number of Users:

4,000

Requirements:

Web Filtering and Reporting

Solutions:

R3000 Internet Filter and Enterprise Reporter

Profile

The Oregon Department of Transportation (ODOT) is recognized as one of the most progressive and innovative government agencies in the country. Responsible for providing a safe, efficient transportation system that enhances Oregon's economic competitiveness and livability, ODOT maintains a large staff of over 4,000 employees spread across more than ten different divisions.

Challenge

The Internet is a mission-critical tool for ODOT, enabling its employees to effectively carry out their job functions. As a government agency, ODOT also has a responsibility to protect its employees from inadvertently viewing objectionable Web sites. Should an employee choose to misuse the Internet, ODOT must protect itself from potential legal liabilities. To make Internet use as productive and safe as possible, ODOT needed a filtering solution that would: 1) allow fast, reliable, and uninterrupted Internet access, and 2) Effectively block inappropriate sites while keeping needed informational sites accessible.

ODOT originally had a filtering solution integrated with its Unix-based firewall server. This approach, also known as "pass-through" filtering, is common practice in many companies, yet it can create problems in the areas of performance, system failures, and troubleshooting. Since ODOT's filter was integrated with the firewall, this resulted in two possible points of failure on their network: the first being the firewall server, the second being the filtering server.

An important job function of many of ODOT's departments is to visit vendor sites, technical sites and newsgroups. The installed filter "over blocked," preventing access to necessary sites. Additionally, the filter blocked only the domain and not the IP address, which meant that sites had to be manually unblocked. This resulted in more labor and increased support costs, as end users had to contact the IT staff to unblock needed sites on an individual basis. The extraction of a blocked site would typically take as long as one hour.

Internet logs are a key piece of company information and must be easily available. Reports with the installed filter took a long time to generate. Additionally, Web access could not be tied back to particular individuals – a component that is necessary for companies to increase productivity and protect themselves from potential legal liabilities.

Solutions

In an effort to improve filtering effectiveness while reducing overhead costs and the burden on its IT staff, ODOT replaced its existing filter with the R2000 high volume filtering server from Marshal8e6.

“The R2000’s standalone appliance design was a very important consideration for us,” explains Marshall Wells, Manager of Security for ODOT. “It was easy to install and has been very simple to use. This saves us valuable time and resources since we do not have to devote our technical support staff to fixing problems. If a support issue arises, Marshal8e6 is able to fix it over the Internet rather than deploying a technician to troubleshoot. The R2000 also provides effective blocking without over blocking. In instances where we do need to get sites unblocked, Marshal8e6 is very efficient. It takes them only 10-15 minutes, where we were previously accustomed to waiting one hour or more.”

The implementation of the R2000 has also simplified ODOT’s existing infrastructure. Since the R2000 is not integrated with the firewall server, it does not create choke points, interfere with unfiltered web requests, or add another point of failure to the network. ODOT also implemented Marshal8e6’s Enterprise Reporter (ER), another standalone server appliance, to provide reporting capabilities.

“The Enterprise Reporter generates reports very quickly and easily, enabling us to identify potential problems early on,” continues Wells. “This is in sharp contrast to our previous filter, which took hours, days or even weeks to generate a single report because of its real-time processing. The combination of the R2000 and the Enterprise Reporter has enabled us to accomplish our original goals of protecting ourselves from legal liabilities, reducing administration and maintenance costs, and improving employee productivity. We are very pleased with the products’ performance and Marshal8e6’s attention to our needs.”

About Marshal8e6

Marshal8e6 is a global provider of Secure Internet Gateway products for organizations of all sizes. Marshal8e6 is the only security company capable of delivering comprehensive content security across multiple delivery platforms, including software, appliances and Software-as-a-service (SaaS). The company’s complete security portfolio delivers the tools necessary to manage and secure email, Web and the endpoint as well as protect against data leakage. Today, more than 16 million end users in more than 20,000 companies in 96 countries rely on Marshal8e6 solutions to protect their businesses at the email and Web gateway.



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