



## Mueller College saves time and money with Netbox Blue SecurED solution

Mueller College in Brisbane has made dramatic savings in the time spent managing email and the internet by installing a SecurED system from Netbox Blue. The system has eliminated staff frustrations over email delivery and internet use, whilst reducing the burden on IT staff with an easy-to-manage and complete network management and security system.

"On average we were spending a day a week dealing with email and web filtering issues," Mueller College IT Manager, Anthony Kuhl says. "Now I'd be surprised if we were spending more than an hour because SecurED is in place. It works and we're not worrying about it. It's been fantastic."

### Seamless education needs a matching IT network

Mueller College prides itself on offering a seamless education for students from the preparatory year right through to year 12. With 1100 students, the college relies on a smooth-running IT network to be part of that process. However, prior to installing SecurED, the College's internet and email management system was a weak link in the chain.

One of the main concerns for staff was the high number of false positives that the email filter was producing. The system was quarantining genuine email as *maybes*. This left staff members very frustrated and, because they were unable to deal with the problem themselves, the task of finding the false-positives fell on the IT department.

"Emails were being blocked that shouldn't have been blocked," Mr Kuhl says. "Staff members were complaining that their emails weren't coming through. It was becoming a full time job for someone to go through the quarantined emails and work out which were genuine."

### Inflexible system impairs teachers' work

The inflexibility of the system also hampered the work of teachers and increased the burden on IT staff. A one-size-fits-all web filtering policy for students and teachers meant staff members were unable to access necessary sites, whilst inflexible internet-usage quotas often left teachers without any access to the internet during busy periods.

"We were finding that just on the email side an IT person was spending a couple of hours a day," Mr Kuhl says. "We were also having to sort out web filtering problems, internet quotas and other issues. It became a real mess."



Mr Kuhl saw the need to completely remove the requirement for end-users to manage their own spam, and instead deploy a totally automated system. He sought an appliance that offered the flexibility to deal with the needs of teachers *and* students, one that was easy to manage for IT staff and offered enterprise-class reliability. SecurED by Netbox Blue met these requirements.

### **A complete and easy-to-manage solution**

The SecurED system provided Mueller College with a complete and cost-effective suite of internet and email management and security tools. The SecurED system combines an enterprise-class firewall, spam filtering, anti-virus protection, web filtering, quota management and reporting into one server-based appliance. Although the system is highly innovative and uses world-class technology, it is remarkably easy to set up and manage.

"It took half an hour to set up the box. The IT staff found the interface really easy to use and the *help* function really useful," Mr Mueller says. "It was so quick most of the staff didn't even know it was happening."

The benefits of SecurED for teachers, students and IT staff were immediate and dramatic.

**"On average we were spending a day a week dealing with email and web filtering issues. Now I'd be surprised if we were spending more than an hour because SecurED is in place. It works and we're not worrying about it. It's been fantastic. "SecurED is making the life of staff a lot easier, which means they are able to get on and do their job of teaching students. Staff members are happy, students are happy so the IT department is happy. Our experience has been great."**

Anthony Kuhl, Mueller College, IT Manager

### **Dramatic time savings**

By installing Netbox SecurED, Mueller College has eliminated the problem of false positives completely. This alone has transformed the way staff members use their email and substantially reduced the workload of IT staff.

"SecurED enabled us to remove that problem for staff, we haven't had one complaint about people not getting email. It's been very successful," Mr Kuhl says.

Netbox SecurED has also enabled Mueller College to implement a flexible internet management system that has radically improved access for teachers and other staff members.

Previously staff members *and* students had a rigid weekly quota for internet use that meant teachers regularly used up their quota and were left without internet access when they needed it most. SecurED enables Mueller College to continue to operate a weekly quota for students, and a separate quota policy for teachers.

### **Flexibility enhances performance**

A flexible web filtering policy has also improved internet access for teachers without compromising the protection of students. With SecurED, web filtering policies can be set for different groups and even for different times of the day.



“For us it’s very important to do everything in our power to stop students from accessing inappropriate sites, either on purpose or by mistake,” Mr Kuhl says. “On the other hand, this is an education facility and staff members have research to do. SecurED has given us the ability to have two separate worlds. The staff members have a set of policies to handle what they look at on the internet and the students have a different set of policies.

“Staff members have a lot more freedom. They’re happy because they can do a lot of things they couldn’t do on the previous system.”

### The network at a glance

SecurED’s reporting engine has also been particularly useful for managing the network. Reports are automatically generated and emailed on a daily basis to give a clear picture of how the network is being used and where any problems are arising. Internet use can be accurately managed, as can costs.

For Mueller College it all adds up to a transformation in the way the network is used and managed. It’s a transformation that has dramatically reduced the workload of the IT department and improved the working environment for staff.

“Staff members are quick to let you know when things are going wrong,” Mr Kuhl says. “They’re the ones out there with the students every day. Since SecurED went in, we’ve had no complaints. We’ve had no issues with the internet, no issues with email.”

And that has had an impact on everyone.

**“SecurED is making the life of staff a lot easier, which means they are able to get on and do their job of teaching students. Staff members are happy, students are happy, so the IT department is happy. Our experience has been great.”**

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### About Netbox Blue

Netbox Blue is a leading provider of internet and email security, filtering and management solutions. Netbox Blue provides organizations with the tools to protect their network from internal and external threats, control data leakage and ensure staff use the internet productively. The company offers a broad portfolio of products and services including Unified Threat Management appliances, email filtering appliances, soft appliances (for virtual environments) and OEM-ready solutions. The company was established in 1999, is privately held and is based in Australia. Netbox Blue has a presence in 18 countries and has partnerships and distribution agreements with some of the world’s largest IT providers.

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