



## City of Playford delivers its duty of care with Netbox Blue

The City of Playford Council in South Australia has driven down internet charges and driven up productivity with a security and internet filtering solution from Netbox Blue. The Netbox prevents the Council's 250 staff from using the network to download illegal and costly media from the internet and waste time on non-work related sites. The suite of features on the Netbox also provides an advanced firewall, internet failover for business continuity and a secure and reliable link to the City Council's remote offices.

"Since implementing the Netbox, we can be confident that Council employees use our network legally and appropriately," City of Playford IT Specialist, Tim Vonderwall says. "We now have the ability to easily monitor and restrict access to non-work related material, therefore reducing excessive download costs and bandwidth from music and other media. We are saving hundreds of dollars a month."

### Unreliable solution frustrates staff

Prior to installing the Netbox, City of Playford Council relied on a security and filtering appliance that was managed externally. IT staff had to seek outside help for even the most minor problems. This meant costly and time consuming delays in resolving problems. On average, the system was failing once a week, leaving staff without access to the internet and email or cutting off staff in remote offices from the network. IT staff were effectively left with their hands tied behind their backs. If the system failed, there was no indication of the cause of the failure, leaving them with no opportunity to trouble shoot. IT staff could only log a support call and wait for the problem to be resolved. The situation left the IT department and other staff members frustrated.

"The system we had in place was unreliable and the support was insufficient," Mr Vonderwall says. "We needed another solution."

### City of Playford chooses all-in-one solution from Netbox Blue

The City of Playford Council chose the Netbox for their network security and filtering needs because it offered a range of features in one easy to manage appliance. The Netbox, installed as a virtual instance, gives the Council complete protection against viruses and other malware. This ensures the integrity of the Council's data.

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## Business continuity guaranteed

The Netbox is also crucial in guaranteeing business continuity. The PipePlus® feature seamlessly load balances between internet pipes and fails over in the event of an internet outage, without manual intervention. It then seamlessly fails back when the link comes back up. This means that an internet failure does not stop work in the Council offices. PipePlus® simply changes the source of the internet without disrupting business. Staff members are never left without access to the vital business tools of internet and email.

The Netbox also provides a secure connection between the Council's main office and the remote sites around the city. The City of Playford operates a total of twelve offices and centres, providing services to its 70,000 residents. These include libraries, child care centres and health and fitness centres. The Netbox acts as a virtual private network between these sites. This gives employees access to information and applications from anywhere on the network. It also means total transparency and control for managers. A manager can securely log onto the network at any Council site or even from an internet enabled smart phone or home computer and see in real time what is happening in any of the offices. The remote access, virtual private network solution, is very easy to set up and requires no client intervention or any extra software on office PCs.

## Internet filtering improves productivity and reduces charges

Internet filtering is another key feature of the Netbox that has improved productivity in the Council offices. The category web filtering which can be integrated with Active Directory allows managers to block inappropriate sites such as social networking, media and gaming. A separate policy can be created for any groups who need specific sites, like MySpace or YouTube for their jobs. This is particularly useful for staff at the libraries who need access to social networking.

**"With the Netbox we can easily configure a policy for each group to suit their needs."**

Tim Vonderwall, City of Playford

"Our previous system just had a global policy for internet filtering, so if a site was blocked, it was blocked for everyone," Mr Vonderwall says. "With the Netbox we can easily configure a policy for each group to suit their needs."

In this way the Council is able to prevent staff from accessing inappropriate sites that waste time, eat into the Council's bandwidth and increase internet charges. Media and music streaming can also be illegal and could potentially expose councils to law suits. In one month alone the Netbox blocked more than 45,000 attempts to access banned sites on the internet. This saves the City of Playford Council an average of 15 GBytes of download a month and ensures the Council is effectively discharging its duty of care and legal responsibilities.

The Netbox also provides comprehensive reports on internet use, so managers can see at a glance if the internet is being misused and can act accordingly. With the virtual private network, a manager can access this information at any time of day, from anywhere on the network or from a smart phone or home computer.



This is all achieved with just one appliance, that is easy to set up and simple to manage. The Netbox interface makes it possible to quickly identify where problems exist on the network, while the trouble shooting functions make solving any problems straight forward.

“I like the all-in-one approach of the Netbox. It’s really easy to use, it’s reliable and the support is very good,” Mr Vonderwall says. “It’s *chalk and cheese* compared to the last system we used. I would recommend the Netbox to other Councils. In fact I have already.”

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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.

**More information is available at [netboxblue.com](http://netboxblue.com)  
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