

Cyberoam – Netology’s One-Man-Army for Catering to their Customer’s Needs



Case Study



Organization

Netology

Country

South Africa, Africa

Industry/ Vertical

IT



Corporate Profile

Netology, a Trusted Partner to Cyberoam is a specialist in networking and related services. The organization was established in 1996 in Woodmead, Johannesburg, South Africa. They use Microsoft’s range of products as well as other third party products to meet their clients' requirements.

Being in the IT industry, providing services to the customers, Netology requires Internet for communication, providing information via website, administrative purposes and general surfing.

The Netology Challenge

Mr. Sean Hancock, the ISP Manager at Netology, said, “We mainly recommended Linux boxes and SonicWall to fulfil our clients’ requirements, but the clients found them to be time consuming and less user-friendly.”

Commonly, the network issues that their clients faced were:

Unproductive Browsing Practice

Netology’s clients were troubled with the browsing practices of their employees. They often noticed that Internet was used for unproductive purposes like gaming, music, videos, chatting, social networking, and accessing other entertainment related websites. Also, sometimes employees unknowingly landed on malicious websites by surfing or downloading malware-laden applications, indicating an extra layer of threat. As a result, productivity suffered.

Malware and Spam Nuisance

The clients wanted to keep all sorts of malware attacks at bay as they could lead to a lot of unwelcome problems such as corrupt files, loss of vital data and system crashes resulting in network downtime. Mr. Hancock said, “The clients noticed that most of the attacks arose by accessing unauthorized websites containing malware”.

Moreover, the downpour of Spam mails onto the network also caused load on the server, leading to bandwidth scarcity. Also, some Emails contained malware which walked into the network quietly causing needless network issues.

Insecure VPN Connectivity

Netology served many clients that had branch offices and employees on the move. Hence, secure Virtual Private Network (VPN) connectivity between the head office and the branch office was a matter of concern for Mr. Hancock.

Sluggish Network Speed

Many clients of Netology often complained about their network speed. They said that the bandwidth was used in non-productive tasks like: upload/download of music, videos, games and accessing other bandwidth hungry websites. This affected their business to such an extent that genuine websites became almost inaccessible and the speed of the network also suffered. Hence, deficiency of bandwidth had a serious impact on productivity and network speed.

Netology found Cyberoam to be the best solution that could cater to their customer’s needs.

The Cyberoam Solution

Netology looked for solutions that could fulfil their clients' security needs. After analyzing the problems of their clients, they found Cyberoam to be the best solution that could cater to them. The positive outcomes that they noticed after deploying Cyberoam are:

Firewall – Securing the Network Fringe

Cyberoam's Firewall is ICSA and Check Mark Level 5 Certified and provides granular access controls over Internet traffic and network resources. It offers deep packet inspection for network and application based security protecting the organizations from DoS, DDoS and IP Spoofing attacks.

Identity-based Security

Mr. Hancock said, "We generally integrate Cyberoam with Active Directory and LDAP servers at every site to bring the users under Cyberoam's inspection". This feature greatly helps in creating policies for scheduling and controlling activities based on identity of the users rather than IP Addresses. Thus it helps client organizations to keep a track of what is going on in the network. Moreover, Cyberoam's Single Sign On facilitates users to sign in to the Active Directory and Cyberoam in a single shot, eliminating the need for multiple logins.

Mr. Hancock said, "We had a great experience working with this feature. Our clients like this feature a lot".

Productive Browsing Practices

Cyberoam's Web Filtering solution provides 82+ categories ensuring that no employee can access inappropriate or harmful content like pornography, violence etc. Moreover its Identity-based control enables administrators to create and assign schedules, policies and level of access to users based on their designation and role for surfing the web. In addition, HTTPS scanning controls unauthorized secure access, thereby preventing unauthorized download, upload and data leakage.

Mr. Hancock said, "Using Cyberoam's Web Filtering solution we are assured that each one gets their own share of access rights".

Entry Blocked for Malware and Spam

Cyberoam's Gateway Anti-Spam solution provides Recurrent Pattern Detection technology that is content and language agnostic. Moreover, it provides protection against foreign characters and image-based Spam with almost no cases of false positives. Cyberoam's Gateway Anti-Virus and Anti-Spyware solution scans the web, Email and VPN traffic protecting against malware including viruses, spyware, worms, keyloggers and Trojans. In addition, the Anti-Virus blocks attachments for specified file types like executables, media files and password-protected attachments before these threats enter and destroy the network.

After deploying Cyberoam, Mr. Hancock said, "Cyberoam significantly reduces the amount of Spam and malware attacks, leading to a clean and safe network".

Secured VPN Connectivity

Cyberoam's VPN bridges the geographical distances between the head office, remote user, and the branch offices. It ensures secure connectivity in a way that no invader can intervene with the data by any means. Also, its Threat-free Tunnelling Technology assures that no malware enters into the network. Moreover, its VPN connection failover feature offers continuous connectivity for IPSec and L2TP connections across multiple ISP gateways.

Mr. Hancock said, "Cyberoam has improved communication and increased operational efficiencies of our client organizations".

Increased Network Speed

Cyberoam's Bandwidth Management solution provides QoS for business-critical applications by prioritizing them based on a certain criteria. It also allows administrators to create schedules based on which time for accessing Internet can be allocated to each user. Moreover, it also offers identity-based bandwidth controls, preventing congestion and bandwidth abuse.

Mr. Hancock said, "Bandwidth Management is the most appealing feature to our clients with the help of which they are now able to manage and optimize bandwidth prudently".

To Conclude

Mr Hancock said, "Cyberoam has helped us to grow our business, with Cyberoam we are able to manage many sites efficiently and securely and the customers love it. The support team is also always available to help us round the clock."

Toll Free Numbers

USA : +1-800-686-2360 | India : 1-800-301-00013

APAC/MEA : +1-877-777-0368 | Europe : +44-808-120-3958

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