

Case Study

Manufacturing

CUSTOMER SUCCESS

Manage users, filter content

CUSTOMER:

Forum Oilfield Technologies,
Multiple locations

CYMPHONIX PRODUCT:

Multiple Network Composer
DC10s



Situation

Forum Oilfield Technologies was founded with the vision to manufacture and supply better tools to serve and support the workers in the drilling and production industries. The company is dedicated to serving major onshore and offshore drilling contractors, drilling equipment rental companies, and drilling and well-servicing equipment assemblers. Forum Oilfield Technologies is headquartered in Houston, Texas and operates multiple branches throughout the world.

Forum Oilfield Technologies' network is comprised of several independent offices. Each individual office operates on a specific type of Internet connection ranging from a single T1 up to a 6MB connection. These offices also vary in the number of individual workstations accessing an Internet connection at any given point, from 20 to 50 users at satellite offices and up to 70 users at the corporate level in Houston.

Challenge

Due to a corporate merger, Forum Oilfield Technologies needed to consolidate network resources for each office location. As a result, network administrators began seeing an increase in the number of help desk calls related to slow Internet connections.

"We started having very serious speed issues and found that our users were inadvertently downloading spyware and other threats while surfing the

Web," said Sean Barnes, manager of IT infrastructure, service and support for Forum Oilfield Technologies. "Eventually we reached a point where our IT staff had to reimage workstations multiple times per month due to malware infections and employees' poor Internet habits. This constant maintenance required at least 4 to 6 hours of recovery time per machine and was proving to be a huge strain on our technical resources."

The increased malware forced Barnes and his IT team to look closely at the root of the elevated infections. Upon further exploration, Barnes recognized the need to both control content employees could access during business hours, and effectively manage the amount of bandwidth certain websites and applications consume on individual networks.

"After some digging, we realized that we needed to get a grip on our organization's Internet use," said Eric Fossler, network analyst for Forum Oilfield Technologies. "We learned that employees were regularly streaming media during the workday from sites like Sirius and XM Radio and accessing

Reveal.
Optimize.
Protect.



sites like YouTube, Facebook and Myspace. Normally, a T1 connection is plenty of bandwidth for these satellite locations. However, when you have 10 to 15 people all accessing media-rich Web content at the same time, you start to see issues in both network and employee performance."

Solution

Barnes and Fossler began looking for a solution that would help them effectively manage their users and Internet traffic. They considered multiple solutions before trying Cymphonix's Network Composer.

"We looked into products from Websense, and even tried Open DNS solutions, but these options didn't give us the amount of control over traffic that we needed. We first learned of Network Composer from a Value-Added Reseller (VAR) and we were immediately drawn to the idea of a stand-alone solution that didn't need a completely dedicated separate server," recalls Barnes.

Forum Oilfield Technologies first installed the Network Composer DC10 at its San Antonio location.

"The initial installation of Network Composer in our San Antonio office went very well. Initially we worked with our VAR to ensure that the setup and configuration was done correctly, and from that point forward, we were able to integrate the remaining four devices into our other locations," said Barnes. "As we worked through the remaining implementations, the Cymphonix support team proved to be extremely helpful and answered every question we had throughout the process."

With Network Composer, Forum Oilfield Technologies is now able to effectively block specified websites and applications to optimize Internet connections and increase employee productivity.

"We definitely see the benefits of utilizing the device's bandwidth management capabilities to limit the effects our users have on our network, without having to completely block all recreational content," Barnes added. "We found that Cymphonix's Network Composer has enabled our organization to increase productivity, limit malware infection, and helped us avoid having to upgrade bandwidth."



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Success

With the help of Cymphonix Network Composer, Forum Oilfield Technologies is back in control of its Internet resources and has effectively reduced the number of malware infections and help desk complaints relating to lagging Internet speeds.

"We've seen a significant decrease in the number of helpdesk calls we receive and have dramatically reduced malware infections—which means our IT department has recovered all those hours we had been spending each month to reimage and clean infected workstations and can instead focus on other tasks," said Barnes.

For Barnes, Cymphonix Network Composer handles the day-to-day management of his organization's Internet traffic.

"Once we built our policies, we've essentially been able to let Network Composer do the work for us, and we really only interface with the device when we need to access specific reports or receive a request to unblock a particular website," finished Barnes. "It is a relief to have this level of Internet security in place so that we can focus on other tasks."

See for Yourself

See how Network Composer delivers visibility, security, and performance in one reliable package. Contact your Authorized Cymphonix Reseller for an online demonstration or call or email Cymphonix at 866-511-1155 or sales@cymphonix.com



About Cymphonix

Cymphonix Corporation, headquartered in Sandy, Utah, uses patentpending Cross-Layer Intelligence™ (XLI™) technology to provide unmatched network threat protection and resource optimization. With the powerful XLI engine, Cymphonix products seamlessly integrate network protection, application performance, and traffic visibility into a single, easily managed solution. Leading the Cymphonix product line is Network Composer, a smart gateway appliance that helps organizations understand at a glance who is abusing network resources and with what applications - enabling problems to be corrected instantly through a clear, easy-to-manage interface.



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