



## Small business security challenge

Small to medium businesses (SMBs) make up the backbone of Australia's economy, accounting for 92 per cent of our nation's companies and employing 56 per cent of the workforce. In order to survive and compete successfully, owners must focus on ensuring they deliver a personalised customer experience, delivering the best service possible, as every client counts.

Consequently the technology used to run the day-to-day operations and the management of it falls to the wayside. More specifically protection against malware, spam and viruses as well as monitoring whether employees are surfing unauthorised websites are not a main concern. Yet when the impact on the bottom line is realised, priorities change.

As its website calls out, Dunnie's Plumbing has achieved notoriety with an unforgettable business name during the 16 years it has been attending to the plumbing needs of residents in Brisbane. As a four time winner of the Business Achiever Awards, owner Mal Dunn is committed to continuing to deliver the quality service for which it is known.

"I'm a small business owner that offers a 24/7 service so resource efficiency is critical. I don't have time to deal with spam and viruses and the issues they cause and I need to ensure that my staff are being productive, rather than browsing networking websites," explained Dunn.

Coastal Steelfixing, specialists in steel reinforcements including beams and columns, needed a simple security solution that would not only protect but would also monitor employees' Internet usage, to ensure they were adhering to the company's policies.

## Addressing the threats

Both companies service two very different industries, yet each face the same challenges and wanted the same outcome: to block spam and virus-infested email and effectively monitor employees' Internet usage to ensure maximum productivity.

The ProSecure Unified Threat Management (UTM) Appliance was identified as the ideal device to manage the security threats of these growing businesses. An all-in-one solution with a simple 10-step setup wizard and the ability to set granular policies and alerts, the ProSecure UTM also produces a report on sites visited and spam, viruses and malware averted.

The ProSecure UTM series of all-in-one gateway security appliances combine best-of-breed enterprise-strength security technologies and patent-pending Stream Scanning Technology to protect businesses against today's Web, email, and network threats. Malware hosted on Web pages, phishing attacks, spam, virus infected emails, hackers, denial-of-service attacks, and other threats are now all part of a regular repertoire of sophisticated blended attacks that bypass traditional firewalls with ease. Growing businesses have been the ones most seriously affected as they, unlike their enterprise counterparts, often lack the time and resources to fully harden and secure their networks from these threats.

ProSecure has forged security technology partnerships with industry-leading Commtouch®, Mailshell™, and Sophos™ to bring best-of-breed Web and email security technologies to the UTM platform.

## Downtime? What downtime?

Setting up the selected NETGEAR ProSecure UTM device, either a UTM 10 or UTM 25 depending on company size, was a simple and quick process for both companies.

SunFast IT, reseller for both Coastal Steelfixing and Dinnie's Plumbing, was able to speedily integrate the ProSecure UTM. Requiring no mail server reconfiguration and no licensing, the installation process took two hours. This translated to a hassle-free experience for both companies and business as usual.

"Once you have installed the unit and updated the firmware the whole process is very straight forward," Neville Hays, manager, SunFast IT explained.

## Maximising profitability with smart IT


For Coastal Steelfixing's Manager, Mark Jacobsen, the ProSecure UTM immediately proved its worth as it detected a staff member violating the company's Internet usage policy. Action was taken immediately and consequently an example was set across the organisation and websites were blocked.

As a 24/7 business Dinnie's called on SunFastIT to address the large number of productive hours lost by staff surfing social networking sites.

"I'd estimate that each staff member was spending upwards of an hour every day on non-work related web sites. With seven staff members, we have just regained 35 productive hours every week! Workplace productivity is crucial to our profitability, especially as we are basically on call all the time. SunFastIT is a partner who understood this," explained Dunn of Dinnie's Plumbing.






"SunFastIT were also great in highlighting the importance of protecting my system against viruses and the implications this could have on overall productivity. With these two factors in mind installing the UTM was a no-brainer," concluded Dunn.





### LOW COST OF OWNERSHIP

NETGEAR's business solutions present low cost of ownership through upfront savings & value for money & minimal ongoing management.

-  COMPATIBILITY
-  EASE OF USE
-  LOW COST OF OWNERSHIP
-  ENTERPRISE LEVEL FEATURES
-  HIGH PERFORMANCE