

## A U.S. Market Study of Web Filter Total Cost of Ownership: A Comparison of the Top 3 Web Filters

An independent, blind study was conducted in early 2009 by Robert Hale and Associates comparing EdgeWave's (formerly St. Bernard) iPrism Web Security to similar solutions from Websense and SurfControl. The results showed that iPrism users spend half as much time on tasks associated with Web filtering compared to Websense and SurfControl. Even by conservative estimates, this translates into tens of thousands of dollars saved each year by iPrism customers. The following is a summary of the study methodology and findings.

### Study Findings

- For all companies and all parameters surveyed, Websense and SurfControl customers spent twice as much time in the first year as iPrism users. While iPrism users spent an average of 483 hours per year, Websense users spent 1,040 hours and SurfControl users spent 910 hours.
- The dramatic difference in hours spent was across all tasks associated with Web Security that were measured including set-up and installation, management and administration, hardware maintenance and reporting.
- The study found that iPrism users need to re-boot less often than Websense and SurfControl users.
- A larger number of Websense and SurfControl customers have switched to iPrism than have iPrism customers switched to either Websense or SurfControl.

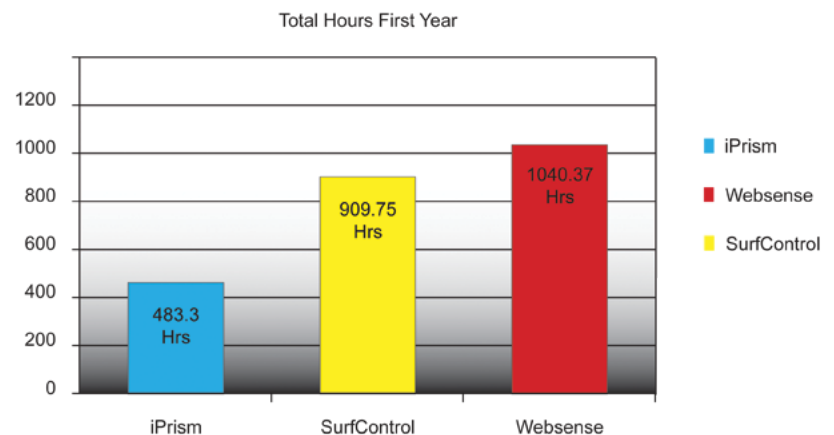
### Study Parameters

A total of 300 users were surveyed, 100 from each company. Mid-enterprise companies surveyed had from 250 to 1,000 employees. The study measured Total Hours per first year of use by:

- Set-up and installation
- Management and administration
- Hardware maintenance
- Reporting

The study also included other metrics related to the core parameters.

### Total Hours Spent on Web Filter Tasks



### Methodology

The study was developed and conducted by Robert Hale and Associates, an independent research company that first tested the study questions on a random sampling of Web filter administrators to ensure reliable metrics.

The next step was to obtain a random and equitable list of 300 participants who fit the criteria of the study. There needed to be 100 participants using the Web filter from each of the companies studied including Websense, SurfControl and St. Bernard. Websense and SurfControl participants were obtained by a random sampling of 1,000 companies using the US lists from Reference USA and D&B. EdgeWave provided a list of 650 customers for random selection.

The selection process focused on US mid-enterprise commercial accounts and the study sampled companies with between 250 and 1,000 employees, which were stratified equally by Web Security Solution brand. Study participants were IT professionals who are responsible for Web security administration at their companies. The companies surveyed were from a wide range of industries including manufacturing, commercial, finance and healthcare.

The study commenced when 300 companies were identified and stratified among study subjects for size and industry type to insure fairness. The study was conducted online and participants were offered the incentive of a nominal Starbucks gift card, which was awarded at the end of the study. It was a completely blind study with questioners indicating only that the results would help them to better understand key trends in Web Security. Study questioners offered participants a sample report but no other information was provided. Participants who submitted incomplete and/or unreliable surveys were contacted via phone to attempt clarification and resolution. Those who were not reachable had their responses eliminated from the study.

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