



Berger Transfer & Storage Implements Internet Filtering Appliance to Manage Web Access for 500 Employees

Selected for its superior ease of use, maintenance and support, iPrism replaces software-based filtering solution

The Berger Transfer & Storage Case Study

The Customer

Berger Transfer & Storage is a leading transportation, moving and storage company, with a focus on quality customer service. Located in Minneapolis, MN, Berger has offices throughout the United States, and is currently Allied Van Line's largest agent providing moving and distribution services to Household and Special Product markets worldwide.

The Challenge

Berger had a dilemma that most companies in the Internet age experience: employees' inappropriate access or misuse of the Internet. Employee abuse of Internet access privileges is a growing concern and can cost companies thousands, if not millions, of dollars in lost time, productivity and legal liabilities.

After noticing that employees were frequenting online gaming sites, along with other inappropriate, non-business related sites, Berger decided to embark on a proactive approach to address the employee productivity and legal liability concerns associated with this workplace issue.

"While our misuse issues were definitely not out of hand, we implemented an Internet filtering solution to protect us as a company. We didn't want users casually surfing inappropriate sites during business hours that

could expose us to legal liability," says Berger's Citrix Administrator, Tricia Goffin.

Goffin's main concerns were:

1. Being able to control and monitor employee Internet usage for increased productivity and reduced legal liabilities
2. Finding a solution that was easy to install, administer and manage
3. Reducing administration time

The Solution

Berger first attempted to deal with its Internet filtering issue by implementing a software-based solution. However, they found the solution so difficult to implement and configure that they switched to St. Bernard's iPrism filtering appliance.

As a hardware-based solution, iPrism is easy to install and maintain. An intuitive Web-based interface and automatic software and database updates makes the system even more user-friendly. iPrism is also an extremely cost-effective solution that requires no additional hardware or software to purchase, install, manage or maintain.

Goffin found that the reporting tool within iPrism's all-inclusive solution worked instantly after installation, creating custom reports for managers at a moment's notice.

Company Profile

Name: Berger Transfer & Storage

Industry: Transportation, moving and storage

Headquarters: Minneapolis, MN

Operations: Regional offices located throughout U.S.

Employees: 500+

Systems: Citrix environment

It was also very easy to install the actual hardware," Goffin explains. "iPrism powered on and did everything that was stated in the installation instructions. It was very exciting to see it working right away without complications. The overall experience was even better than anticipated."

Tricia Goffin



Within iPrism, she quickly discovered all the built-in reports that could be used to assess usage company-wide.

“Being able to control and monitor our employees’ Internet usage is extremely beneficial and with iPrism, managers can easily run reports to see what sites people are visiting and how frequently they are accessed,” says Goffin. “We are much more comfortable knowing that people are not accessing inappropriate Web sites.”

iPrism’s extensive reporting also enables Berger to aggregate usage patterns by employee, department and company. The ability to immediately change configuration settings means that Berger can block or unblock sites on-the-fly and alter access privileges to provide broader access during lunch or non-working hours.

Results

One of the best things Goffin likes about iPrism is that it’s easy to incorporate into their infrastructure. Goffin also reports the following benefits as a result of switching to iPrism:

- Having the option to administer iPrism from any workstation dramatically decreased administration time
- iPrism’s robust reporting and configuration capabilities gave Goffin ultimate control over employee Web usage
- The all-inclusive iPrism package was \$500 less than Berger’s previous solution. Goffin saved \$1,000 a year in licenses, software, and support – all due to iPrism’s implementation

About St. Bernard Software

St. Bernard Software Inc. is a global provider of security solutions that protect against data loss, system threats, Internet abuse and unsolicited e-mail. Through its products and services, St. Bernard Software helps companies protect their bottom line by securing networks against major risks before they happen. The company’s products include Open File Manager™, enterprise-class software that enables backup applications to back up open files; UpdateEXPERT®, which solves system and application security problems by keeping software patch levels current; iPrism®, an Internet access management appliance that monitors, filters and reports on inappropriate Internet usage; and ePrism, a dedicated e-mail filtering and spam management appliance for enterprises of all levels.

**Founded in 1995, with
corporate headquarters in
San Diego and an
international office in
London, St. Bernard
Software sells and supports
its award-winning products
through key solution
partners worldwide.
St. Bernard Web site:
<http://www.stbernard.com/>**

“We chose iPrism because of its easy implementation, easy reporting, and zero impact on users.”

Tricia Goffin



About Berger Transfer & Storage:

Berger is a full service moving and relocation company with a focus on quality customer service. The company began nearly 100 years ago with the idea that the customer comes first. "Serve each customer as if they are the only one we have" was the belief of Carl Berger, founder of the company in 1910. Berger is also currently Allied Van Line's largest agent providing moving and distribution services to Household and Special Product markets worldwide.

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