



The Organization

Saturn of Cerritos

The Challenge

Saturn of Cerritos had separate security subscriptions on each of its employees' desktop computers. The solution was difficult to manage, ineffective because updates were not always installed promptly, and incomplete because it did not stop all viruses or aid in enforcing Internet usage policies.

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- Kirk Benson
General Manager
Saturn of Cerritos

Automobile dealership, Saturn of Cerritos (California), is always looking for ways to enhance its business. In early 2005, the company was specifically researching how it could improve employee productivity and, in turn, the bottom line. After a thorough review of the organization's daily operations, management decided to focus on its Internet security solution-which was difficult to manage and lacking in protection-and determine the best replacement.

"We continually look for ways to improve productivity, and this time we looked for ways to keep people on task and eliminate time wasted fighting viruses, or getting lost looking for information on the Internet," said Jeff Harris, Operations Manager with Saturn of Cerritos.

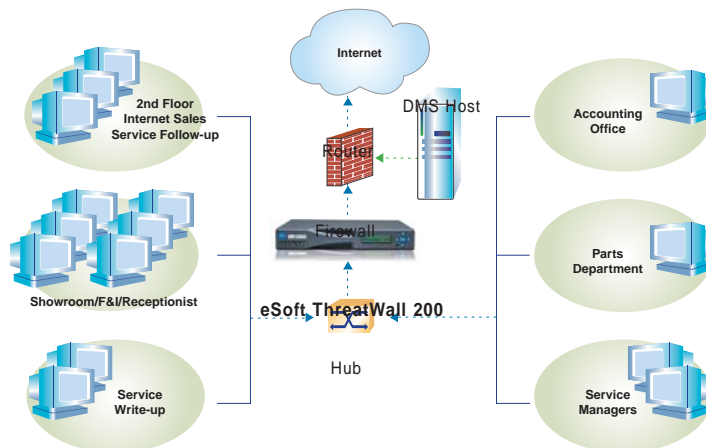
Previously deployed at the dealership was a desktop anti-virus solution from Norton, which was difficult to manage primarily because each computer had its own subscription, all of which expired at different times. Keeping the software up to date was time-consuming, and some of the computers had no protection installed whatsoever. "As a matter of fact, we learned we had a computer with over a hundred viruses on it," said Harris. Saturn of Cerritos decided to start looking for a new Internet security solution-one that would be easy to manage but also keep its network and assets protected against viruses, adware, and hackers.

Looking to Experts for Leading Technology

The dealership turned to its technology integration partner, DNS eSolutions, for insight and expertise. When Jerry Bridenbaugh, West Region Sales Director for DNS eSolutions, learned exactly what Saturn of Cerritos needed to do, the choice was easy.

"Saturn of Cerritos needed a solution that would protect it fully and essentially take care of itself once it was deployed," said Bridenbaugh. "The employees and management need to be concentrating on the business of pleasing customers, not spending time fighting viruses-or worse, losing files because of virus attacks. They also needed a product that would maintain itself and update security patches whenever they came out. We recommended an eSoft ThreatWall because our experience with eSoft has been terrific."

eSoft, through DNS eSolutions, provided Saturn of Cerritos with one of its award-winning ThreatWall™ Content Security Gateways. On the dealership's ThreatWall are two of eSoft's modular SoftPaks, which provide services tailored for Saturn of Cerritos, including Desktop Anti-Virus and Site Filter.





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- Jeff Harris
Operations Manager
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Critical Data Protected

Saturn of Cerritos must keep its confidential customer data private and protected against intruders, viruses, Trojans, and worms. Desktop Anti-Virus protects the company against costly network outages caused by these threats. Saturn of Cerritos also has frequent visitors and partners who need access to the Internet. The ThreatWall is set up so that these individuals use a separate guest password and are allowed minimal Internet access to ensure network resources are not utilized inappropriately and so Internet usage policies are met.

"We have a lot of confidential customer information that we must protect," said Harris. "With the eSoft ThreatWall, we're assured protection. Add to that the fact that employees are able to stay focused on conducting the business of selling automobiles and serving our customers and it's a tremendous advantage for the bottom line."

Productivity Boosted

eSoft Site Filter™ boosts workforce productivity by monitoring and enforcing the use of Internet resources by Saturn of Cerritos employees. The dealership can also view reports to determine what Internet sites are being visited in order to ensure compliance with corporate security policies.

"The biggest thing that I am really excited about with the eSoft solution is the fact that the people are now doing what they are supposed to be doing to get their jobs done," said Kirk Benson, General Manager of Saturn of Cerritos. "I also like the fact that we can monitor what's going on and where people are visiting on the Internet. There is so much info out there that people can set out to get specific information and get sidetracked, therefore spending an hour on a task that should have taken five minutes. With access only to sites they need, employees don't lose any precious time."

Management Headaches Alleviated

Within minutes of a simple, automated installation, ThreatWall began stopping web surfing and viruses before they infected the Saturn of Cerritos PCs. The ThreatWall installation process was straightforward and streamlined and the browser-based interface provides simple, well-organized access to all configuration, management, and reporting features. With the ThreatWall gateway, updates are automatic and there is no need to touch each and every computer-the ThreatWall takes care of itself.

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Saturn of Cerritos has an ongoing service contract with DNS eSolutions, and the integrator also handles all of the dealership's monitoring, advising management if there is something that needs attention. "We're very pleased with both eSoft and DNS," said Benson. "Both companies have true expertise and DNS worked very closely with us to ensure we were running smoothly, capitalizing on all of the ThreatWall capabilities and comfortable using the system. The whole experience could have been daunting, but the eSoft solution was easy to learn."

Plans for the Future

In addition to the Desktop Anti-Virus and Site Filter already deployed on its ThreatWall, using eSoft's patented SoftPak Director technology, Saturn of Cerritos can easily add new services as its security requirements change, such as IPSec VPN, Anti-Spam, Intrusion Prevention, Anti-Spyware, Anti-Phishing and Email Content Filtering. In addition, Lou Sobh Automotive Group, the owner of Saturn of Cerritos, will deploy ThreatWalls at three more Southern California Saturn Retail Facilities and one Atlanta dealership in February 2006.

"We are happy to have found such a comprehensive solution that requires little to no attention from us," said Benson. "The ThreatWall is a great fit for our other three sites as well and we plan on working with DNS eSolutions to make sure we are using each one of them to its fullest potential."

The eSoft Solution

An eSoft ThreatWall™ Content Security Gateway, which updates itself automatically, protects the dealership against viruses, worms, and Trojans, and ensures employees visit only approved web sites.

Benefits:

- Saturn of Cerritos is no longer at risk of costly network outages caused by viruses, worms and Trojans.
- Employee productivity is enhanced because Internet resource usage is monitored and corporate usage policies are easily and successfully enforced.
- Employees no longer waste time searching non-business web sites, so they can focus on the business of selling cars and meeting customer needs.
- Technology resources are maximized because the network is no longer bogged down by viruses or other malware.