



# White Paper

Increasing Productivity in the Workplace

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## Introduction

In business, a common misconception is that it is nearly impossible to accurately measure workforce productivity outside of revenue and profit analysis. In addition, it is often the case that when a company is performing well, an acceptable level of productivity is assumed, and spending money to more closely determine productivity rates becomes less of a concern. But to remain competitive and maximize revenue and profit in today's global economy -- where China, India, and the Baltic States compete using labor paid a fraction compared to much of the rest of the world -- it is more critical than ever to squeeze every ounce of productivity possible from the workforce.

## Computers and the Internet at Work

Gallup estimates that, on average, employees spend more than an hour a day surfing the web for personal use. Employees who use PCs and the Internet on a regular basis tend to deviate from their normal workflow to perform personal tasks. These diversions can involve checking personal finances via the Internet, visiting news and sports websites, online shopping, checking personal email, or playing games like Solitaire, just to name a few. If a company doesn't have a policy in place regarding employees using company resources for nonwork-related activity, the occurrence of abuse is even greater.

## Establishing Policy Is Not a Cure

Policies and procedures exist even in the smallest organizations, but sometimes these guidelines are not very comprehensive. Often overlooked is how employees are to use company resources such as PCs and the Internet. An increasing number of companies are bringing attention to this specific area by establishing an Internet Acceptable Use Policy (IAUP) to define how employees can use electronic resources. The policy essentially is an agreement between employer and employee regarding what will and will not be tolerated in the workplace where computer resources are concerned.

In addition to requiring employees to sign an agreement binding them to an IAUP, employers should consider issuing regular written reminders, or requiring an annual review and acceptance of the company IAUP. Many employers program PCs to present employees with a dialogue box at PC login, informing users that acceptance of the policy is a prerequisite for computer access.

Even with policies, procedures, and login messages in place, productivity issues may still cause concern. It seems to simply be "human nature" to try to beat the system. Even when an employee seems to be getting the job done, when nobody is watching, evidence shows employees often seem to feel entitled to spend time using the computer for personal use. IAUPs are important, but unless rigorously enforced, they can be relatively weak instruments.

## The “Big Picture View” – Employee Monitoring at a Higher Level

To most effectively enforce an IAUP, one should consider monitoring the use of employee PCs and how employees use the Internet over time. Ideally, monitoring should be implemented across the organization, but should also permit more focused monitoring, if desired or required, to isolate problems within a particular department or group of individuals. It should be very easy to see who is working and who is goofing off. Intuitive charts should be provided to display usage trends and patterns. When something seems amiss, the ability to “drill down” to granular details should be an option.

Quickly finding out how employees are using the Internet, email and webmail, applications, chat, transferring files, or moving documents, must be an easy-to-use feature. Having the ability to view how these services are being used across an organization, as depicted in Figure 1, will empower anyone to detect company policy abuse.

*Figure 1*

An effective PC and Internet activity monitoring solution provides a “Big Picture View” with the ability to delve into granular details if desired or required.



## Figure 2

Your PC and Internet-activity monitoring solution should be able to inspect each of these activities in greater detail.

### Web Site Usage

- What are the Web Sites visited most frequently?
- What are the Web Sites where users are spending the most time?
- Who are the Users visiting the most Web Sites?
- Who are the Users spending the most time on Web Sites?

### Email Usage

- Who are the Users sending and/or receiving the most email?
- Who are the Users sending the most email with attachments?
- What are the Domains involved in the most sent and/or received email?
- What email services are used most frequently?
- What is the total email sent versus received?

### Webmail Usage

- Who are the Users frequenting Webmail?
- What are the Domains involved in the most Webmail?
- Who are the Users sending the most Webmail?

### Application Usage

- What are the Applications launched most frequently?
- What are the Applications users are spending the most time with?
- Who are the Users running the most applications?
- Who are the Users spending the most time within applications?

### Instant Message & Chat Usage

- What Chat services are being used most frequently?
- Who are the Users spending the most time chatting?

### Online Search Usage

- What do Users search the most?
- Where do Users go for their online searches?
- Who are the Users searching the Web most frequently?

### File Transfer Activity

- Who are the Users transferring the most files?
- What are the total files uploaded vs. downloaded?
- Who are the Users downloading the most files?
- What are the most popular file transfer protocols?
- Who are the Users uploading the most files?

### Document Tracking

- What are the Applications used most often to print documents?
- Who are the Users transferring files to removable media?
- What is the distribution of recorded document activity?
- Who are the Users printing the most documents?

### Keystrokes

- Who are the Users typing the most keystrokes?
- What are the programs receiving the most keystrokes typed?

### Keyword Alerts

- What are the top 10 Keyword Alerts?
- Who are the top users violating the Keyword Alert policy?

### Network Activity

- Who are the Users consuming the most Internet bandwidth?
- What are the Applications consuming the most Internet bandwidth?
- What are the Domains using the most Internet bandwidth?

Figure 3

Charts depicting employee PC and Internet activity should be simple yet highly informative.



### Time Is Money

Traditionally, time cards are used to see when an employee arrives at work and leaves to go home. But what are they doing during this period and how does it relate to the bottom line? How productive are they? It is critical to get a sense of the activity or inactivity for each employee, measured by computer usage over time. How many breaks are they taking and how long are those breaks? These are just some of the questions that need to be answered by an effective PC and Internet activity Employee Monitoring Software program.

### Productivity Will Improve with Awareness

Productivity will increase with an IAUP in place, coupled with enforcement using PC and Internet activity Employee Monitoring Software. This especially will be the case if employees are made aware they are being monitored, and given demonstrations or hard copy evidence of the software’s capabilities. With an IAUP backed by effective PC and Internet activity monitoring software, employees will be more focused and on task, arrive to work earlier and stay later, take fewer breaks during the day, and rarely – if ever – use PCs for frivolous or inappropriate nonwork-related activity.

### Flexible Work Environments

PC and Internet activity Employee Monitoring Software should be flexible enough to permit employees to use computers for personal use during certain hours of the day, such as the lunch hour or after hours, as defined by the company’s IAUP.

## About Spector 360®

Spector 360 enables you to monitor employee PC and Internet use, analyze trends and patterns, search for specific details, investigate when something seems amiss, and report your findings all from the convenience of your desktop. Spector 360 is a highly scalable, centrally-managed, employee monitoring solution that is easy to deploy and manage, even company-wide.

### Features at a Glance

- Monitor all employee PC and Internet activity with high-level charts, graphs and tables
- View detailed activity of individual employees with point-and-click drill down
- Automated reporting
- Includes context-based web filtering
- Multiple levels of security prevent tampering or disabling
- Configure, install and manage over existing network



September 2008  
Spector 360

*"Top-notch reporting and monitoring"*

*"Highly configurable and scalable"*

*"Well-designed client server architecture"*

-PC Magazine

## Conclusion

Spector 360, robust and full-featured PC and Internet activity Employee Monitoring Software, will enforce your IAUP requirements. Spector 360 empowers companies of any size to keep a pulse on business and increase productivity to unprecedented levels by identifying employees who are using company computers for personal use. Implement an effective PC and Internet activity monitoring solution using Spector 360 and almost overnight reports will indicate that the top websites being visited are business-related and outgoing emails are addressed to your customers and vendors instead of friends and family.



SpectorSoft offers PC and Internet monitoring and surveillance solutions for education, business, government and home users.

To learn more, and see how Spector 360 monitoring software can help solve your workplace Internet abuse and productivity issues, please visit [spector360.com](http://spector360.com).

Learn more about SpectorSoft monitoring and surveillance solutions for business at [spectorsoft.com](http://spectorsoft.com)

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