# White Paper

Internet Monitoring Versus Web Filtering

**SpectorSoft Corporation**

1555 Indian River Blvd.
Vero Beach, FL 32960

1.888.598.2788 toll-free
1.772.770.5670 sales and support

**www.spector360.com**

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## Internet Monitoring Versus Web Filtering

If you want to block employees from accessing web sites and/or record the names of the web sites they visit, then a filtering software solution is appropriate for you.

*CAUTION:* Many businesses think filtering software is their Internet monitoring solution. They think if they block access to certain web sites or certain types of web sites, they have solved all the problems associated with Internet Abuse. ***Nothing could be further from the truth.***

### 1. Surfing Non-work Related Web Sites
*Surfing non-work related web sites, such as auction sites, sports sites, stock sites, news sites, gambling or sex sites.*

Gallup estimates that the average employee with Internet access spends more than one hour per day surfing web sites that have NOTHING to do with their job.

That is more than five hours per week, or 250 hours per year, which translates to an average loss of more than $5,000 per employee per year. A 20-employee company loses more than $100K per year in non-work related surfing and a 200 person company is losing in excess of $1 million per year.

*How does filtering software address this problem?*
Filtering software blocks SOME of the sites your employees would want to visit. Theoretically, that cuts back on some non-work related surfing, but savvy surfers can always find a similar site that serves as a good substitute for the one the filtering software is blocking.

The BIGGER problem with filtering software is that it blocks many of the sites you want your employees to be able to access for business purposes. Although some filtering products do allow for the "unblocking" of blacklisted sites, do you really want the headaches associated with deciding what should be blocked and what should be available?

Finally, what is appropriate for one employee in one department may be off limits for an employee in another department. Although one size does not fit all, filtering products make the assumption that one solution works across the board.

*Spector 360 takes an entirely different approach.*
First, Spector 360 does not block (unless you tell it to do so). Instead, Spector 360 watches, observes and RECORDS what your employees do and then provides you with the MOST DETAILED accounting of everything they do online of any Internet monitoring product in the world.

Spector 360 records all web sites your employees visit, all online searches, all chat conversations, all incoming and outgoing emails including Exchange, AOL email, Hotmail and Yahoo email, all applications run AND all keystrokes typed.

In addition, Spector 360 is constantly filming each computer, taking snapshots of whatever is on the computer screen, as often as once every second – with no degradation in speed or employee performance.

SpectorSoft feels that the best way for you to combat the loss of productivity associated with non-work related surfing is to KNOW EXACTLY how each and every employee is using the computer and how they are surfing the Internet.  With this knowledge, and with proof you can show to employees, the amount of time spent surfing frivolously decreases, and the time they were previously using to joyride the Internet will now be used for productive work.

## 2. Leaking of Company Confidential Information

One of the best things about the Internet is how easily and quickly it allows news and information to be disseminated.  Conversely, this can also be one of the worst things about the Internet, especially if the information being broadcast is confidential to your company.

We have all heard the horror stories of employees leaking company information on anonymous message boards, through webmail and through instant message programs.

Filtering software does not address the problem of keeping Company Confidential information secure.

Spector 360 records all emails, all popular instant messengers, and records all keystrokes typed. It also records what one looks at and does on web sites, including postings on anonymous message boards.

In addition, you can tell Spector 360 to watch out for certain words or phrases and have the program automatically and immediately notify you whenever an employee types the word or phrase, or when they encounter this word or phrase on a web site, in an email or in a chat conversation/instant message.

When your employees know you have a recording of all their Internet and computer activity including every keystroke they type, the chances they'll leak company confidential information will be greatly reduced.

### 3. Sexual Harassment
*Sexual Harassment via Email, Instant Messaging and Anonymous Message Posting.*

What is humorous to one employee may be offensive to another. In this litigious society, we are all familiar with the lawsuits where employers are fined huge amounts due to a sexually explicit or racially charged email sent by an employee or instant message inside or outside the company. Many of the companies embroiled in lawsuits were using some form of filtering that was incapable of detecting offensive or explicit content.

With Spector 360, your company is protected. You get an exact record of every email and every chat message, even when the employee uses their own account, such as AOL, Hotmail or Yahoo. The keyword alert feature immediately notifies you when certain words or phrases are typed. Not only will you have proof for employee termination with cause, with 360 you also have the evidence you need, should the case ever go to court.

### 4. File Downloads
*File downloads such as illegal music, games and pirated software.*

Even though you block certain web sites, employees still find ways to access streaming media, which includes MP3 music files, videos and games from alternative sites.

With Spector 360, if abuse occurs, you will know which employees are using valuable network resources for personal reasons. You will know exactly what they download, how they spend their time, and the visual verification management needs for employee discussion or warning.

Should an employee install or download pirated software, you can immediately diminish company liability by eliminating programs outside the core products approved for your business.

### 5. Monitor Employee Productivity and Proficiency Skills

A filtering program has no value when you have concerns that an employee needs additional training or skills to do their job efficiently or your Help Desk may need to recover information in order to correct a problem.

Spector 360 allows you to monitor what your employees do on their PC and on the Internet, so all applications run and all keystrokes typed are immediately available to you. Just as a VCR records and plays back, Spector 360 provides you with the total picture of everything your employee does. If training or other assistance is necessary to make that employee more productive or proficient, you're able to quickly rectify the situation.

## 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

*"Top-notch reporting and monitoring"*

*"Highly configurable and scalable"*

*"Well-designed client server architecture"*

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## Conclusion

In conclusion, managing risk is about much more than just filtering, firewalls and passwords. Even if you have filtering software, implementing a Spector 360 monitoring solution will increase employee productivity, provide a safeguard in the event of inappropriate employee behavior, and protect your company from liability. Secure your information and proactively protect your business with Spector 360.

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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**.

Learn more about SpectorSoft monitoring and surveillance solutions for business at **spectorsoft.com**

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