Monitoring Survey

SpectorSoft Customers Overwhelmingly Agree —
Spector 360® Increased Productivity and Detected More Abuse than Expected

To gauge use and perception of the company's flagship employee monitoring software product, SpectorSoft Corporation conducted a survey of Spector 360 customers.

Key Findings

96% Nearly ALL of the companies surveyed confirmed their suspicions of **INTERNET ABUSE, LOST PRODUCTIVITY, AND COMPLIANCE VIOLATIONS.**

90% 90% of respondents found employees spending work hours **SURFING** the Internet for **PERSONAL REASONS.**

89% 89% of all companies surveyed found as much or **MORE ABUSE** than expected**,** and 28% found "far more" abuse.

84% 84% of companies surveyed found Spector 360 monitoring to be as valuable, or **MORE VALUABLE,** than filtering.

Spector 360 Confirms Suspicions

The survey revealed that the companies represented considered Spector 360 an integral productivity and security tool. The survey results also show that while most organizations bought Spector 360 because of suspected Internet abuse, lost productivity, and compliance and regulatory mandates, nearly all (96%) reported Spector 360 confirmed their suspicions.
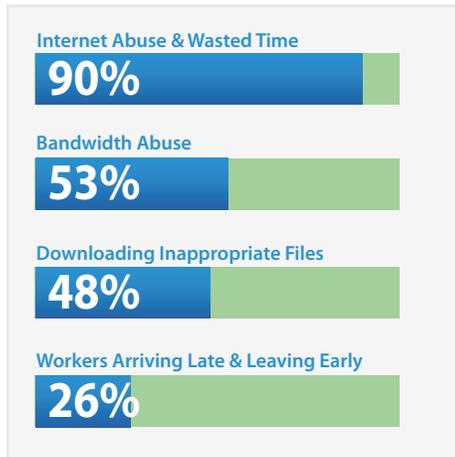
Monitoring Beats Filtering

Another interesting survey finding was the way in which SpectorSoft customers perceive monitoring vs. Internet blocking and filtering. Of those who had installed a filtering solution, 84% found Spector 360 monitoring to be as valuable, or more valuable, than filtering. Only 4% said they found filtering to be more useful. These statistics mirror an October 2007 parental study published by the Pew Internet Research Project which reported that Internet monitoring software is more effective than online filtering in helping to protect children.

While filtering attempts to keep users from visiting a list of restricted web sites, Spector 360 offers multiple reporting tools that cover every aspect of PC and Internet activity. For example, Spector 360 not only tracks which Internet sites are visited but also how long an employee spends at a web site. This feature is valuable to organizations in determining if a permitted site — such as CNN or ESPN — is nevertheless being abused. SpectorSoft products also record email and chat conversations, web searches, offline applications run, and much more.

Spector 360
Finds More than Expected

Internet Abuse & Wasted Time
90%

Bandwidth Abuse
53%

Downloading Inappropriate Files
48%

Workers Arriving Late & Leaving Early
26%

While almost all participants agreed that Spector 360 confirmed their suspicions, more than half detected a greater amount of abuse than they expected, and 28% found "far more" abuse.

"One employee showed no abuse at all, starting work on time and working all day long. Another logged very little non-work activity at all. But with the exception of those two, EVERYONE was abusing."
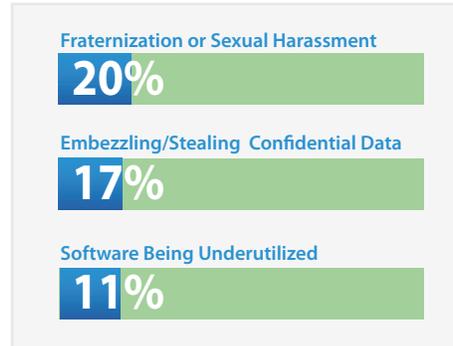
Ken Laursen, F&B Communications, Wheatland, IA

Of the top abuses uncovered by Spector 360, 9 out of 10 respondents found employees spending work hours surfing the Internet for personal reasons. More than half of the organizations surveyed reported employees consuming excessive bandwidth. Nearly half found employees downloading illegal or inappropriate material such as porn, music, or unapproved software. Employees arriving late, leaving early or taking excessive breaks was an issue detected by 26% of Spector 360 customers, and nearly 1 in 5 – 17% – detected theft of confidential files and data.

"Spector 360 has absolutely increased productivity. Spector 360 definitely is worth the price. If you get back just 10 hours of work per employee a year, Spector 360 pays for itself many times over."

Ross Benov, IMV Projects, Calgary, Alberta, Canada

Spector 360
Finds Off-Line Abuse

Fraternization or Sexual Harassment
20%

Embezzling/Stealing Confidential Data
17%

Software Being Underutilized
11%

Spector 360 also is successful in detecting off-line issues at surveyed organizations. Nearly 20% found potential sexual harassment activities, 15% reported embezzling or the stealing of company assets, 11% found applications and programs that they were paying for but were being underutilized, and 5% found evidence of the use of illegal drugs within their organization.

Spector 360 Boosts Productivity

With Spector 360's ability to quickly detect abuses via its Quick View charts and auto-generated reports, it came as no surprise that Spector 360 customers reported a significant organizational productivity increase.

"With the threat of losing critical information and low productivity in the workplace being a norm, having Spector 360 makes a big difference between profit and loss. Spector 360 has helped tremendously in ensuring we get the best out of our employees."

Chris Tay, Hop Hing Food Group, Beijing, China

Spector 360
A Solution That Works

It is clear from the 2009 SpectorSoft Customer Survey that Spector 360 is helping organizations detect and eliminate employee abuses, recouping lost productivity.

"Spector 360 helped us cut down on unnecessary Internet use and let us verify in what programs employees were using the most bandwidth, enabling us to reduce lost productivity. Spector 360 also helped us make sure employees are not tampering with documents or data they have no business changing."

Norm Ratliff, Cibola County, Grants, NM

About SpectorSoft

SpectorSoft develops, markets and supports PC and Internet monitoring and surveillance products for education, business, government and home users, including Spector Pro, eBlaster, Spector Pro mac, Spector CNE Investigator, and Spector 360.

More than 50,000 companies and more than 500,000 consumers have purchased SpectorSoft solutions to crack down on Internet abuse in their business or home, and SpectorSoft has made the prestigious Inc. Magazine List of Fastest Growing Private Companies in the U.S. four times in the past five years. SpectorSoft monitoring technology is a THREE-TIME winner of the prestigious PC Magazine Editors' Choice Award.

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