

Case Study

Libraries

CUSTOMER SUCCESS

Prioritize bandwidth and filter content

CUSTOMER:

Weber Library
Utah, USA
(200 Users, 4 Locations)

CYMPHONIX PRODUCT:

Network Composer DC30X

Weber County Libr@ry

Situation

In the heart of Ogden UT, about an hour north of Salt Lake, sits Weber Library. A lively library system with 4 different locations, Weber Library serves hundreds of people everyday; with about 100 public access computer stations and just over 200 PC's throughout the entire network. Since these PC's are public, Weber has dealt with a variety of issues over the years. One of their biggest issues with public computers stemmed from the local students who regularly flood the library every day after school hours. Not only would this rush of students consume all the bandwidth and bog down the Internet connection, but it left many of the public access PC's with serious spyware infections because of nature of sites the students were visiting. After months of complaints to the Help Desk by other patrons who could not get any bandwidth, and rising budget costs just to maintain Internet access and keep PC stations clean from infections, IT administrators at Weber felt that it was time to implement a solution to their problem.

Challenge

One of Weber's biggest factors in finding a solution was their limited budget. In researching solutions, administrators discovered that multiple single-point devices would be required; one to address spyware issues, one to prioritize bandwidth and one to control content. Unfortunately, none of the solutions they evaluated fully met their needs and each of the solutions was priced well outside their budget range.

Administrators also discovered that the content control devices they evaluated didn't have the capability to prioritize one website over another - they were limited to either allowing or blocking the website, but could not control bandwidth. Because the content wasn't offensive, administrators didn't necessarily want to block the websites that were consuming resources; rather, they needed to prioritize bandwidth so that everyone in the library had access to the Internet for whatever they needed.

Finally, because of CIPA regulations, administrators needed to provide filtered Internet access to minors. But, they found most web filters were easy to bypass with anonymous proxies and other readily-available technologies. Administrators needed a more robust, feature rich solution at a price that would fit into their budget.

Solution

After researching several different technologies, Weber Library chose to purchase the Network Composer DC30X by Cymphonix to solve their Internet issues. Network Composer allows administrators to identify and control Internet traffic at the gateway of the

Reveal.
Optimize.
Protect.



network, so they know everything that is entering and exiting the network. It also has the control to prevent non-critical traffic from utilizing bandwidth resources that should be going to critical traffic. This means that administrators can set policies to limit the resources available for social networking sites such as MySpace and bandwidth-intensive sites like Youtube, whenever bandwidth is needed for faculty, or for research projects. Network Composer also includes a full suite of bandwidth control tools, like group shaping and user shaping, to easily prioritize bandwidth.



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Scott Jones
IT Administrator
Weber Library



“Installation was also fairly simple and straightforward. We had to move the device in relation to our Intrusion Detection System. We went through a couple of different software versions, but only because we were seeking the latest features,” said Scott Jones, The IT administrator for Weber Library. When asked how the experience was with the Cymphonix technical support team, Scott replied, “Very positive, all issues were addressed and resolved quickly.”

Network Composer addressed the bandwidth issue, but also provided better content control and eliminated spyware infections - saving administrators from having to clean infected machines.

“We now have ‘After School’ bandwidth available. MySpace and Youtube don’t completely saturate our Internet connections now. [And] the solution provided us with an additional layer of Spyware and Virus protection,” said Scott. Once Network Composer was

installed, the value of the solution was recognized immediately. “We didn’t really have a good grasp of how much our T1 lines were being utilized until looking at the traffic patterns. Equitable bandwidth is available now and not usurped by bandwidth intensive sites.”

Success

Network Composer by Cymphonix was able to resolve Weber’s issues with Internet bandwidth hogs and share the bandwidth easily and effectively with all of their patrons. And, not only did Network Composer resolve Weber Libraries’ Internet issues, it was the most cost effective solution available.



About Cymphonix

Cymphonix Corporation, headquartered in Sandy, Utah, uses patentpending Cross-Layer Intelligence™ (XLi™) technology to provide unmatched network threat protection and resource optimization. With the powerful XLi engine, Cymphonix products seamlessly integrate network protection, application performance, and traffic visibility into a single, easily managed solution. Leading the Cymphonix product line is Network Composer, a smart gateway appliance that helps organizations understand at a glance who is abusing network resources and with what applications - enabling problems to be corrected instantly through a clear, easy-to-manage interface.



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