

Wavecrest® **SolutionBrief**



Cyfin

Advanced Employee Web-Use Monitoring and Reporting

Introduction

In any enterprise, Internet abuse in the workplace is a common issue. With statistics showing that employees are using the Internet during work hours for extensive personal and inappropriate use, organizations need to better monitor the use of the Internet to increase productivity among employees. Even as organizations try to control employee Internet abuse through the implementation of software monitoring and Acceptable Use Policies (AUPs), studies have shown that employee Internet abuse continues to cost companies money in terms of lost job productivity, increased turnover rates, data loss, and legal liability.

Employee Internet Abuse Statistics

- 30% to 40% of Internet use in the workplace is not related to business.
- 64% of employees say they use the Internet for personal reasons during working hours.
- 70% of all Internet pornography traffic occurs during the nine-to-five work day.
- A company with 1,000 Internet users could lose upwards of \$35 million in productivity annually from just an hour of daily Web surfing by employees.
- The 2018 FIFA World cup was estimated to have cost U.S. companies about \$3.6 billion in lost productivity

Employee Web use involves human behavior in the workplace, and the proper management of it is a collaborative effort involving managers, HR, and IT. How much visibility into employee Internet activity do company stakeholders really have? Do managers know how productive their employees are during business hours? If the enterprise is not able to identify and investigate employee Web activity, they risk employee productivity loss, legal liabilities, network security threats, reduced enterprise bandwidth, and noncompliance. Without the best possible information in the form of simple Web browsing reports, the organization cannot determine whether their Acceptable Use Policy is being violated.

Managers do not want to be surprised by network behavior they never knew existed. No manager wants to be caught off guard by activity on Web sites they thought were blocked, high volumes of Web traffic, or employees using the Web inappropriately. It is crucial that managers have access to a reporting solution that allows them to analyze employee Web browsing activity, that is, user clicks (or human actions), so that they can easily identify instances of Web abuse that can drain productivity, pose a legal liability threat, or threaten network security.

Overview of a Reporting Solution

Ideally, to begin with, you want a reporting solution that can easily locate and read the Web browsing activity in your network. The reporting solution should be able to configure your log data with automatic log file analysis and detection. It should also allow you to directly connect your syslog-enabled devices to the product in order to seamlessly send your syslog data.

Another necessary feature of a reporting solution is access to information especially at the manager level. With a comprehensive, easy-to-use reporting solution, the organization can delegate the responsibility of keeping track of employee productivity to department managers. A manager portal that provides self-service access is a viable solution where department heads are able to generate their own reports. Managers would be restricted by groups and have access to only their departments, that is, they would see only their employees.

Complete access to information would also include the ability to drill down in reports to obtain further details, also known as interactive reporting. The reporting solution should allow managers to drill down to the details of employee Web activity without needing assistance from the IT department. The reporting solution should also allow easy scheduling of reports and provide distribution options, for example, sending to an e-mail address or to a network or local directory for saving.

A highly effective reporting solution gives managers visibility into Internet activity. This is paramount when accurate, actionable information is critical. The reporting feature should be able to produce uncluttered, manager-ready reports in the form of high-level summaries as well as low-level, detailed reports that can be used for audits, investigations of possible misuse of Web-access resources, forensic investigations, personnel appraisals, and other corporate purposes.

The reporting solution should have the ability to categorize the enterprise's Web activity so that employees' Web usage can be properly analyzed. The enterprise may also need categories, such as cloud service categories, to have risk ratings so that use of low-risk categories or cloud services can be encouraged. For cloud service categories, managers can then evaluate employee use of cloud services by category and risk, identify all services in a category, and view detailed risk ratings of each.

Cyfin is a powerful, intuitive Web-use monitoring and analytics solution that matches these Web reporting requirements and gives you the Internet-usage reports you need on real Web activity, that is, relevant human behavior. It analyzes small-to-huge amounts of current or historical data from human behavior. Some of the product's features are summarized below.

The Cyfin Solution

Data Source Setup Wizard

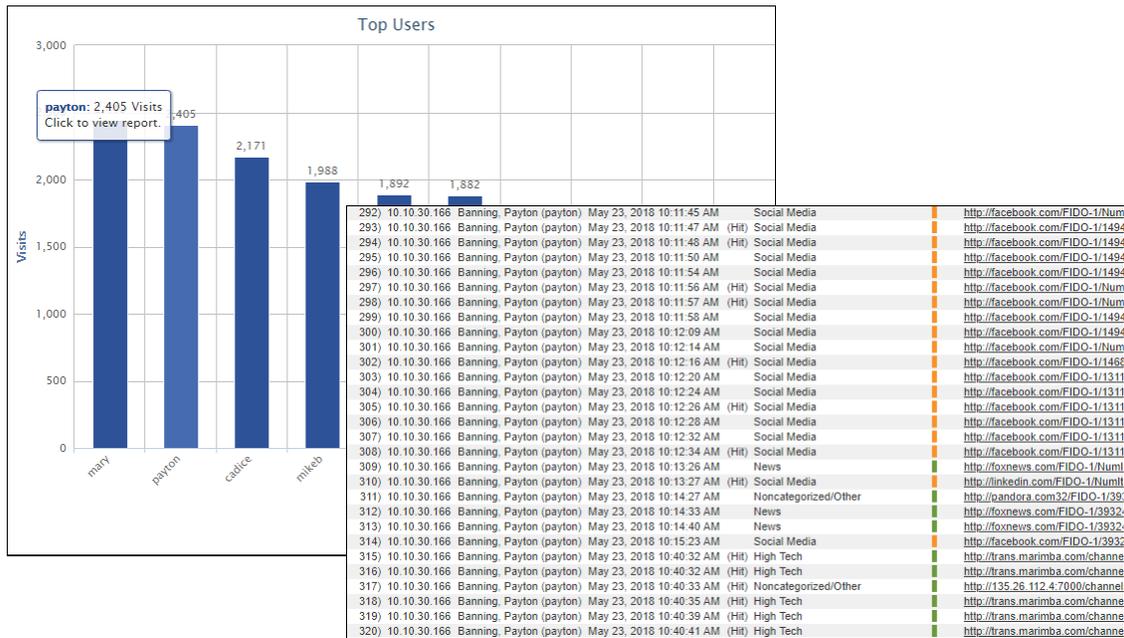
With Cyfin's Data Source Setup wizard, Web browsing data is easily located and read whether it is syslog data, log files, or database logs. The system will analyze your data to detect the data source format and present the most suitable data types. This allows you to select the best data type and ensures that you get the best match available. With Cyfin's built-in syslog server, no third-party syslog server is required, and you can directly connect your syslog-enabled gateways and firewalls to send your syslog data.

Manager Access

With Cyfin's manager portal feature, IT assigns and maintains manager portal access privileges. Managers are given a logon account and are allowed to create and view reports on authorized groups, generating their own reports without assistance from their IT department. In this way, managers get easy, self-service access through the browser. The reporting-only access can be restricted to their departments or groups so that they only see the Web activity of their employees.

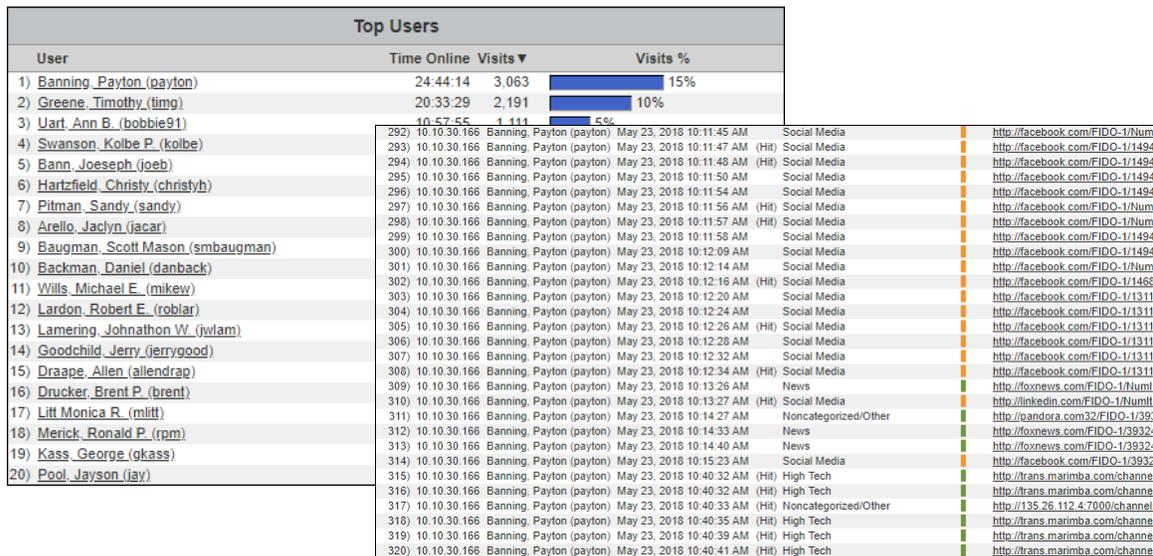
Interactive Reporting

In Cyfin's interactive reporting, drill-down capability allows managers to quickly get Web browsing detail. This is available in both Dashboard charts as well as reports. Dashboard charts provide easy-to-analyze top and trend charts of Web activity by time online, visits, hits, or bytes, for users, groups, categories, sites, and classifications. You may drill down on top charts to get more detailed data.



Drill down from Top Users Chart to User Audit Detail

In reports, detailed information about the Web activity of specific users is available by clicking a report's elements. For example, from a high-level report, such as Site Analysis, you can click an ID Name, and a User Audit Detail report will automatically begin running on the user.



Drill down from Site Analysis to User Audit Detail

Report Scheduling

Reports can be viewed ad hoc or scheduled for recurring automatic e-mail delivery on a daily, weekly, or monthly frequency. You can specify multiple e-mail addresses of different recipients who will receive the report. Scheduling reports securely delivers them to the right person or persons. Reports can also be scheduled to run and be distributed to a directory by specifying a directory path. Scheduling reports is easy and gives you distribution options to choose from.

Report Templates

With a number of different report templates, Cyfin provides easy-to-consume, manager-ready reports on all aspects of Web use. At a high level, managers can run summary reports that depict visits within categories rated as Acceptable, Neutral, or Unacceptable, visits by category, users with the highest volume of activity, Web sites that were most visited, and much more. Cloud service activity can also be reported on, and at a high level, indicates by user the number of visits to sites in cloud service categories.

At a low level, Cyfin offers a variety of detailed audit reports that allow managers to get a comprehensive analysis of a single user's real Web activity including the site's category and full URL, view search terms that users entered on popular search sites such as Google, view users who accessed sites that pose a legal liability risk, and see specific URLs to which a user was denied. Other detailed audit reports show the activity of all users in a single category that you select, activity associated with one or more Web sites, or specific URLs of cloud services by user.

Recommended Reports		High-Level Summary Reports	
Site Analysis		Category Audit Summary	Time Online Analysis
User Audit Detail		Cloud Services Summary	Top Users
		Denied Requests	Top Web Sites
		Legal Liability	Unacceptable Visits
		Site Analysis	User Audit Summary
		Site Audit Summary	
Audit Detail Reports		IT Reports	
Category Audit Detail	Search Terms Audit Detail	Network Information	
Cloud Services Detail	Site Audit Detail	Site Analysis Bandwidth	
Denied Requests Detail	User Audit Detail	Top Bandwidth Sites	
Legal Liability Detail			
Forensic Reports		Cloud Services Reports	
Denied Requests Detail		Cloud Services Detail	
Legal Liability Detail		Cloud Services Summary	
Search Terms Audit Detail			
User Audit Detail			

Report Selection Screen

URL Categorization

With a variety of standard categories and an unlimited number of custom categories, Cyfin categorizes the enterprise's Web activity so that managers can analyze their employees' Web usage. By also providing a number of cloud service categories, Cyfin categorizes your cloud applications and services and allows managers to assess their usage through cloud service reporting.

Summary

Visibility into real employee Internet activity and easy access to the details of this information are vital to an organization to curtail casual surfing, protect against security threats, conserve bandwidth, and enforce the company's AUP. Cyfin gives company stakeholders or collaborators the ability to effectively monitor employee Internet usage. Its Dashboard, summary, detailed, interactive, and scheduled reporting provides visibility, accountability, and confidence in the product's effectiveness. Cyfin empowers department managers with reporting capabilities without reliance on their IT department, quickly supplying the accurate, actionable information they need.

About Wavecrest Computing

Since 1996, Wavecrest Computing has provided business and government clients with reliable, accurate employee Web-access security, monitoring, and analytics solutions. IT specialists, HR professionals, and business managers trust Wavecrest's Cyfin and CyBlock products to manage employee Internet usage with today's distributed workforce in mind—monitoring VPN use, following roaming and remote users, managing and monitoring Web usage for hybrid work environments, comprehensive reporting on Microsoft 365 use, and more. Focused on our customer's needs—reducing liability risks, improving productivity, managing cloud services, saving bandwidth, and controlling costs.

Wavecrest has clients worldwide, including Canadian National Railway, Johns Hopkins, Goodyear, USPS Office of Inspector General, Chevron, Health Choice Network, and a growing list of enterprises and government agencies. For more information on our company, products, and partners, visit www.wavecrest.net.



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