



# WiscNet Elects Marshal8e6 to Lead Wisconsin Schools, Government, and Public Services with a Hardware Filtering Solution

## Client:

WiscNet

## Web Site:

www.wiscnet.net

## Number of Users:

64,000+

## Requirements:

Web Filtering and Reporting

## Solutions:

R3000 Internet Filter  
and Enterprise Reporter

“Marshal8e6’s Internet Filter and Enterprise Reporter have helped alleviate WiscNet staff time and improve customers’ experience with our service.”

**Kika Barr**  
Technical Support Manager  
WiscNet

## Profile

Wisconsin State Education Research Network (WiscNet) is a non-profit, membership-based association. It consists of public and private organizations that provide high quality, cost-effective network services and access to worldwide information and computing resources in Wisconsin. Members of WiscNet include the State of Wisconsin, virtually all of Wisconsin’s colleges and universities, more than 75 percent of the state’s K-12 school districts, consortiums, most library systems, many local and municipal governments, and several nonprofit affiliated organizations.

## Challenge

WiscNet was experiencing many performance problems with their former software Internet filtering solution, such as failure to connect to the Internet, bottlenecks, and difficult manageability. Technical Support Manager Kika Barr also found the software filter to be unscalable: “The hardware was not scaling for the number of users we had. We kept putting in more servers, which became very costly, but the performance problems never stopped. We had several complaints from our members, which forced us to look for another option.”

With over 64,000 users, each small problem created by the software filter was creating a large obstacle for WiscNet members. Rich Turiel, Technical Support Specialist, says, “Our clients include network administrators, government officials, school board members, and parents. We can’t afford to have glitches in the network, because they don’t just affect us, but over 450 widely varying organizations.”

**Whether WiscNet members are schools or government facilities, they share basic objectives in Internet safety:**

1. Block unacceptable Web sites and protect both students and employees from harmful content
2. Save bandwidth
3. Reduce exposure to legal liability due to inappropriate Web content
4. Minimize security threats from malware, spyware, and adware
5. Improve student and employee productivity
6. Comply with federal laws such as CIPA

“Marshal8e6 was the only solution that fit all these requirements and more,” says Mr. Turiel.

## Solution

Marshal8e6’s scalable and high-performing R3000 Internet Filter and flexible Enterprise Reporter are designed to secure against Internet threats, ensuring regulatory compliance and lower TCO. Marshal8e6 supports and maintains the operating system, the Web filtering and reporting applications, and the hardware platform, unlike software vendors who leave administrators to determine which component of the hardware, OS and filtering software is at fault if there is ever a problem. Because of this, Marshal8e6’s clients never experience finger pointing between vendors. “Marshal8e6’s staff gives great response time, they are very flexible and they listen. They consistently take the time to help us,” states Ms. Barr.

“We are pleased with Marshal8e6 and its ability to stay competitive in the Web filtering market. But it is in the customer service that Marshal8e6 really shines.”

Rich Turiel  
Technical Support Specialist

In addition, Marshal8e6 appliances and its operating system have been optimized to provide best-of-breed performance and functionality. Finally, there are no premium categories, which means no premium pricing.

Key features include:

- “X-Strikes” Blocking: Sets limits on users attempting to access “inappropriate sites.”
- Google and Yahoo SafeSearch Enforcement: Blocks access to inappropriate content within the Google/Yahoo search engines, including images
- Real-time Probes allow administrators to monitor user Web activity as it occurs.
- Anonymous Proxy blocking
- Flexible detailed reporting and archiving of Web activities (Enterprise Reporter)

The WiscNet team’s favorite feature? IP Group Management. “The IP group management has allowed us to provide our customers with the ability to manage and customize their filtering options on a real-time basis. This allows individual schools to be more specific about what they want to block without blocking legitimate sites,” says Mr. Turiel.

## Result

Because network availability 24/7 is the order of the day, WiscNet found it made the right choice with Marshal8e6. There are no single points of failure and the appliances are far easier to configure and manage than software-based filters. Which makes servicing Wisconsin’s education, research and public service constituencies that much more pleasant.

“Marshal8e6’s R3000 Internet Filter and Enterprise Reporter have helped alleviate WiscNet staff time and improve customers’ perception of our service,” says Ms. Barr. “Since we first purchased the product in 2000, it has grown and improved consistently, showing that Marshal8e6 is serious about providing good service.”

Mr. Turiel states, “We are pleased with Marshal8e6 and its ability to stay competitive in the Web filtering market. But it is in the customer service that Marshal8e6 really shines.”

## About Marshal8e6

Marshal8e6 is a global provider of Secure Internet Gateway products for organizations of all sizes. Marshal8e6 is the only security company capable of delivering comprehensive content security across multiple delivery platforms, including software, appliances and Software-as-a-service (SaaS). The company’s complete security portfolio delivers the tools necessary to manage and secure email, Web and the endpoint as well as protect against data leakage. Today, more than 16 million end users in more than 20,000 companies in 96 countries rely on Marshal8e6 solutions to protect their businesses at the email and Web gateway.



### Corporate Headquarters

Marshal8e6

828 West Taft Avenue  
Orange, CA 92865  
United States

Phone: +1 (714) 282-6111  
Fax: +1 (714) 282-6116

### International Headquarters

Marshal8e6

Renaissance 2200  
Basing View, Basingstoke  
Hampshire RG21 4EQ  
United Kingdom

Phone: +44 (0) 1256 848 080  
Fax: +44 (0) 1256 848 060

### Asia-Pacific

Marshal8e6

Suite 1, Level 1, Building C  
Millennium Center  
600 Great South Road  
Auckland, New Zealand  
Phone: +64 (0) 9 984 5700  
Fax: +64 (0) 9 984 5720