



Nationstar Mortgage Builds a Better Future for Employees with Marshal8e6's Filtering and Reporting Solution

Client:

Nationstar Mortgage

Web Site:

www.nationstarmtg.com

Requirements:

Web Filtering and Reporting

Solutions:

R3000 Internet Filter and Enterprise Reporter

“Marshal8e6's R3000 Internet Filtering appliance is reliable, fast, and seamless. We have never had an issue with it.”

Hy Ly

Network Manager
Nationstar Mortgage

Profile

Dallas-based Nationstar Mortgage, previously known as Centex Home Equity, is one of the nation's leading mortgage lenders offering non-prime mortgages and home equity loans directly to consumers and indirectly through mortgage brokers and bankers. With offices located throughout the country and a significant servicing portfolio, Nationstar Mortgage is one of the nation's largest retail non-prime mortgage originators. Since its inception in early 1997, Nationstar Mortgage has experienced phenomenal growth by providing exceptional customer service and a wide range of competitive mortgage products.

Challenge

As a company that prides itself on having excellent customer service, fast growth, and being a leader in their industry, Nationstar wants to ensure that not only are its employees comfortable in their work environment, but that its image as one of the most admired companies in America remains solid. Nationstar leaders turned to Internet filtering and reporting in order to ensure employees do not access porn, malicious, and other harmful and unproductive sites while at work. After evaluating a number of software-based filters, the Nationstar IT team decided that Marshal8e6's appliance-based solution was the fastest, had the lowest maintenance, and was completely fail-safe.

Solutions

“After reviewing multiple filtering products out there, we found that nothing else could compare to the benefits of the R3000 Internet filter”, says Hy Ly, Network Manager. As a hardware solution, the R3000 integrates easily and seamlessly into any network environment. Unlike software-based solutions that employ “pass-through” filtering, Marshal8e6's “pass-by” technology eliminates poor performance due to traffic volume and enables filtering to happen as fast as a URL request can get out to the Internet. The R3000 sits to the side of the network traffic, watching and comparing requests to the Marshal8e6 database of Web sites and URLs. That means that unlike a software solution whose filter must pass through a proxy before reaching the end-user, the R3000 will not slow down network traffic or become a bottleneck or point of failure.

“We particularly found the ‘X-Strikes’ feature to be a large time-saver,” says Mr. Ly. As a key feature on the R3000, administrators can enable “X-Strikes” to lock down a user's workstation when administrator-defined thresholds for accessing inappropriate Web sites are exceeded. In addition, Nationstar has found Marshal8e6's authenticator feature to be instrumental in filtering. Stored on the network server, the authenticator runs as soon as a user logs into the network. Because it runs locally, it provides repudiation and gets a user's information real-time on the workstation. Therefore, no matter where that user goes on the network, he or she is being authenticated.

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Hy Ly
Network Manager
Nationstar Mortgage

As a secondary implementation to ensuring that employees stay on track, Nationstar also implemented the Enterprise Reporter. A monitoring and reporting solution, the ER processes the R3000's filtering data and provides point-and-click, custom and pre-set reports—across an entire network or down to a particular individual.

Finally, Mr. Ly and his team are very happy with Marshal8e6's single-source support. With only one contact number to call, Marshal8e6's customers never have to contact any other vendor to handle any filtering issue. “We hardly ever need to call them, but when we do, Marshal8e6 employees always go out of their way to help us”, says Mr. Ly. “Nationstar prides itself on our customer service, and it makes my job much more pleasant to deal with a vendor that does the same.”

Result

After quickly and easily installing the Marshal8e6 solution, Nationstar immediately noticed a drop in the attempts to access inappropriate sites, which not only reduces bandwidth, but also decreases the company's legal liability while increases employee productivity. While employees may not mean to visit disruptive or unproductive sites, their curiosity oftentimes gets the better of them. By implementing Marshal8e6's filtering and reporting solution, companies such as Nationstar can ensure that employees stay productive while on the Internet. “By filtering, we are protecting our customers' data as well as ensuring that we remain a leader in our industry”, says Mr. Ly.

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