



Nationstar Mortgage Builds a Better Future for Employees with the M86 Web Filter and Reporter

Client:

Nationstar Mortgage

Web Site:

www.nationstarmtg.com

Requirements:

Web Filtering and Reporting

Solutions:

M86 Web Filter and Reporter

“The M86 WFR 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.

The 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 M86'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 M86 Web Filter and Reporter (M86 WFR),” says Hy Ly, Network Manager. As a hardware solution, it integrates easily and seamlessly into any network environment. Unlike software-based solutions that employ “pass-through” filtering, M86'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 M86 WFR sits to the side of the network traffic, watching and comparing requests to the M86 Web Filter Database and URLs. That means unlike a software solution whose filter must pass through a proxy before reaching the end-user, the M86 WFR 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 M86 WFR, 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 found M86'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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Its monitoring and reporting solution processes the 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 M86’s single-source support. With only one contact number to call, M86’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, M86 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 M86 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 increasing employee productivity. While employees may not mean to visit disruptive or unproductive sites, their curiosity oftentimes gets the better of them. By implementing the M86 WFR, 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 M86 SECURITY

M86 Security is the global expert in real-time threat protection and the industry’s leading Secure Web Gateway provider. The company’s appliance, software, and Software as a Service (SaaS) solutions for Web and email security protect more than 24,000 customers and over 17 million users worldwide. M86 products use patented real-time code analysis and behavior-based malware detection technologies as well as threat intelligence from M86 Security Labs to protect networks against new and advance threats, secure confidential information, and ensure regulatory compliance. The company is based in Orange, California with international headquarters in London and development centers in California, Israel, and New Zealand.

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