



## Palisade Gives Missouri City Set-And-Forget Protection

When the City of O'Fallon, Missouri needed to filter employee access to the Web, it turned to PacketSure™ from Palisade Systems. Later, when O'Fallon needed to guard its network against data loss, they came back to Palisade. They didn't bother shopping around. "We were having such great luck with Palisade, I was happy to expand our partnership with them." said Brian Bazzell, IT Director.

CASE STUDY

The city upgraded to a solution that would provide Data Loss Prevention (DLP), Palisade's PacketSure™ DLP.

PacketSure™ guards against confidential data leaving the network, helps conserve the city government's bandwidth, and guards against employees wasting time and resources on inappropriate Web surfing. Palisade protection also helps keep the city in compliance with relevant regulations, including the Health Insurance Portability and Accountability Act (HIPAA), as well as the Payment Card Industry (PCI) Data Security Standards.

O'Fallon is a 35-square-mile middle-class community with about 78,000 residents, located 30 miles west of St. Louis. A three-person information technology department keeps the network running for the city's 300-plus employees, with 250 workstations.

### Data Loss Prevention

PacketSure™ DLP, from Palisade Systems, is a full-featured Data Loss Prevention (DLP) solution that installs in under 45 minutes and runs automatically. It scans e-mail and other outgoing Internet traffic leaving an organization's network to find and secure confidential data, including Social Security numbers and credit card numbers. PacketSure™ is available either as an appliance that installs on the customer premises, or as a service, with no on-premises hardware required, from a Managed Service Provider partner. O'Fallon chose the appliance solution.

*" You install it and forget it and know it is protecting your network."*  
Brian Bazzell, IT Director

O'Fallon mainly needs DLP to comply with HIPAA requirements, specifically to protect employees' Social Security numbers and other confidential information. The city also takes credit card numbers through an online shopping site for its Parks and Recreation Department, and the Police Department uses the city network to share information with other jurisdictions. People can pay traffic and

<b>INDUSTRY</b> City government.	<b>SOLUTION</b> Palisade's all-in-one DLP and web filter appliance.
<b>CHALLENGE</b> The City of O'Fallon needed to protect confidential data and manage Internet usage.	<b>BUSINESS BENEFITS</b> PacketSure helps the City of O'Fallon comply with government regulations such as HIPAA and PCI Standards, and ensures employee productivity.

parking tickets online for the city as well. All of those services create risk that employees might leak confidential information, accidentally or deliberately. The risk will grow even greater when the city begins taking utility payments online for water, sewer and trash service, which is scheduled for 2010. PacketSure™ protects O'Fallon and its citizens against those risks.

Bazzell oversees the PacketSure™ appliance. Because the solution is automatic, he needs only to set up alerts or generate reports to check for confidential information leaving the network.

## Web Filtering

O'Fallon was initially interested in PacketSure™ for its Web filtering capabilities, which blocks users' access to dangerous, offensive, and counter-productive sites. Bazzell watches to see if anyone tries to circumvent the solution's Web filtering.

"I haven't found anybody in a while," Bazzell said. "I think I've threatened them enough. When I find them, I call them and say, 'I noticed you're hitting this proxy site, which bypasses the city's security measures. If you do it again, I'll make sure your supervisor knows and takes away your access rights.'" He added, "The younger people will try to get away with more, trying to bypass the system. We catch them with PacketSure™."

Bazzell also monitors the solution's "top ten" reports of most popular Web sites accessed by employees, and sites most blocked by PacketSure™. Those lists help the city find employees who've installed unauthorized software like Google Toolbar and and WeatherBug, which use network bandwidth when communicating with servers. "They're small bites, just 64 bytes going back and forth on the network. But you get 200 computers doing that, it adds up," Bazzell said. Once identified by PacketSure™, Bazzell and his team delete the unauthorized software from employees' computers.

Bazzell also uses PacketSure™ to compile reports on individual employees' Internet activities, when their supervisors request them. That happens when a manager is having problems with the employee. "It could be from a co-worker who says, 'Every time I go by John's desk, all I see him doing is surfing the Internet,'" Bazzell said, adding that city jobs don't require a lot of time on the Internet. Or a supervisor might assign work and then wonder why it's not done. The employee might claim to be working on another project, and the manager can check to see if that's true, or if the employee is slacking off online.

*"I can turn it on and not check it for a week if I go on vacation, and when I come back it's still up and running."*

*Brian Bazzell, IT Director*

But more important than helping provide requests for specific information is being able to demonstrate that the city is using its taxpayer-provided network responsibly. "We're not using tax dollars so people can listen to the radio online. We're using tax dollars wisely," Bazzell said.



## Great Support

O'Fallon installed its first PacketSure™ appliance in 2007, and found the process fast and easy, Bazzell said. "When we got it, we installed it, it was that quick." When the city upgraded to PacketSure™ DLP in July, 2009, they found the upgrade equally fast. Bazzell praised Palisade's support staff. "They were great. It was really easy for us," he said. Bazzell had been "dreading" running the old appliance and new side-by-side, to copy rules from the old unit to the new one. "When I called Palisade support, they said, 'Oh, no, let us do that for you,'" Bazzell said.

## Set-and-Forget Protection

"I can turn it on and not check it for a week if I go on vacation, and when I come back it's still up and running. It's been blocking the whole time I'm gone, and nobody had to worry about it," Bazzell said. He added, "It is the best solution we have found to protect our network from malicious Web surfing. The DLP part is excellent. Support is fantastic. You install it and forget it and know it is protecting your network."

Palisade Systems, Inc., is an industry leader in the Data Loss Prevention (DLP) market. Palisade's patented DLP solution, PacketSure, is the industry's only all-in-one appliance that can be installed and running in less than one hour, and it is also available from Managed Service Provider (MSP) partners with no on-site hardware installations required. PacketSure helps organizations proactively secure sensitive and proprietary intellectual property from leaving data networks, defines and enforces access to internal network resources, and enforces compliance with federal privacy and industry security regulations such as HIPAA, FERPA, PCI and GLBA. For more information, please visit <http://www.palisadesystems.com> or contact Palisade by telephone at 1.888.824.0720.