



Veriato 360 Offers Compliance and Productivity Gains at IMV Projects

IMV Projects

Industry: Energy
Location: Calgary, Alberta, Canada
Employees: 650

IMV Projects is a worldwide leader in project management for the oil and gas exploration and development industry. IMV Projects is part of the Wood Group Mustang, a multinational corporation with approximately 25,000 employees in 46 countries and annual sales of more than \$4 billion.

IT Manager Ross Benov supports a Windows Server network of approximately 650 workstations.

For more information about IMV Projects, please visit www.imvprojects.com

IMV Projects was challenged to increase network security and “determine the nature” of employee time spent on the Internet.

The Challenge

Transitioning from an independently owned business to part of a larger public company created a bit of culture shock for the employees of IMV Projects. IT Manager Ross Benov confesses that network security was as casual as the company culture.

“As far as passwords and system access, there were not many restrictions,” said Benov. “But, once we were acquired, restrictions were tightened.”

Now part of Wood Group Mustang, a public, multinational corporation, the IMV Projects computer network needed to stand up to compliance requirements and audit scrutiny. Additionally, some productivity concerns were raised. Benov said supervisors began to notice employees were spending more time on the internet, and management expressed a desire to “determine the nature of that.”

The Solution

“The company first looked into monitoring when an employee was let go and decided to sue the company. I was asked to provide information on what the employee had, and had not done,” said Benov. “Using Windows and email utilities, I was able to gather some information, but not much, and not easily.”

Then, a year later, the company received an anonymous email stating an employee had hired on with the express purpose of gathering confidential information for the competition.

Yet, despite these events, purchase and implementation of monitoring software remained a low priority. A solution was not sought until continued company growth, and corporate acquisition came into play.

IMV Projects needed an employee monitoring solution that would help close a number of gaps in their network security. They needed a solution that would monitor and report on internet usage, addressing their productivity concerns. They also needed a solution that would monitor email and chat traffic, to ensure company confidential information was protected. Finally, the solution they chose needed to have robust reporting “out-of-the-box”, to help with their compliance and audit requirements.

“Once I began looking for a solution, I very quickly noticed Veriato 360 then known as Spector 360,” said Benov. “My main interest was what we could monitor with the program, and it can monitor a lot! And next (I was interested in) its reporting.”

“Veriato 360 pinpointed the wasted time and the persons responsible. After that, we definitely saw a change in work habits.”

Ross Benov
IT Manager
IMV Projects

Discoveries

Although IMV Projects had a popular internet filtering appliance in place, Benov said using Veriato 360 helped him discover some websites that were responsible for a significant portion of his company’s non-work activities. Social media websites had become a tremendous productivity drain.

“Our filtering product blocked most non-work websites, except at lunch hour,” said Benov “But some websites that have become very popular were not blocked by the appliance, and Veriato 360 identified them.

Veriato 360 analyzes the monitored data, providing informative charts and drill-down details instantly. It was this powerful drill-down capability that illuminated use and abuse within IMV Projects.

“Veriato 360 Data Explorer and User Explorer pinpointed wasted time, and the persons responsible,” said Benov. “After that, we definitely saw a change in work habits. The non-work websites I identified were blocked, and since then I have needed to block only a couple more.”

Veriato 360 contains powerful internet filtering technology which enables IMV Projects to centrally manage and enforce company policy. Veriato 360 allows for creating different policies for different groups of employees, defining sites that are blocked or allowed, and even set up schedules when these policies will be in effect.

While Benov does not use Veriato 360 to monitor specific employees, he has received several management requests for investigations.

“Most requests for a closer look at employee activity concern internet browsing,” said Benov. “Nearly all of our employees bill their time to specific projects, and you can’t bill hours and surf the internet at the same time.”

Working with Employees

Benov said that the IMV Projects employment contract includes a clause that amounts to a basic Acceptable Use Policy when it comes to use of company equipment and services, including computers and internet access.

“It’s always been in place,” said Benov. “But now, with Veriato 360, we can enforce it. Users are aware we are monitoring, and they are supposed to be aware. We sent an email to the staff alerting them to the process, and there was a buzz after that.

“Veriato 360 has absolutely increased productivity. If we get back just 10 hours of work per employee a year, Veriato 360 pays for itself many times over.”

Ross Benov
IT Manager
IMV Projects

Veriato 360: The Software of Choice

Getting started with employee monitoring was easy for the team at IMV Projects. According to Benov, installation and setup of Veriato 360 went smoothly.

“The install wizard is great, giving you all the options you need and more,” said Benov.

Benov adds that he and one other IT person handle the monitoring process for IMV Projects’ 650 employees. They both appreciate the Veriato 360 Dashboard.

“The Dashboard is easy to use, a good interface,” said Benov. “It’s straightforward, no training required, you can figure it out by yourself.”

Benov feels that the comprehensive, ready-to-use reports within Veriato 360 provide him with all the information he requires.

“I haven’t needed to customize any reports,” said Benov. “Those that come with the program have worked just fine.”

“Quick View essentially is a great shortcut to general reports,” continued Benov. “From Quick View, you can dig deeper if you see a trend. I really like that flexibility, a nice filter, easy to use, not the case with many other software programs. You can focus on groups of people, or a specific user. Also, you can focus on time periods, all of it is easy to specify.

“Veriato 360 has absolutely increased productivity. Considering the impact it has had, the features and ease of use, Veriato 360 definitely is worth the price. What we bought it for, it has done. If you get back just 10 hours of work per employee a year, Veriato 360 pays for itself many times over.

“Since we were acquired by the Wood Group, security has been the main concern. The Wood Group sees a comprehensive and complete security package as including a firewall, antivirus software, web filtering, and employee monitoring... with Veriato 360.”

ABOUT VERIATO

Veriato is an innovator in actionable User Behavior Analytics and the global leader in User Activity Monitoring. More than 36,000 companies, schools, and government entities worldwide have relied on Veriato solutions to gain insight into the user activity on their network, and enjoy the security and productivity increases that come with it.

The Veriato mission is to provide world-class software and support that enables our customers to protect their most valuable assets, reduce their risk, and gain unparalleled visibility into their operations. Veriato’s award-winning solutions include Veriato Recon (behavioral analytics based insider threat detection), Veriato 360 (enterprise-grade User Activity Monitoring), Veriato Investigator (employee investigation tool), Veriato Log Manager (event and security log management) and Veriato Server Manager (server management solution).

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