Veriato

**Blackburn Rovers
Football Club**

Industry: Sports
Location: Blackburn, Lancashire, UK
Founded: 1875
Employees: 800

Blackburn Rovers Football Club is an English Premier League team. The club operates a Windows Server computer network with work-stations running Windows operating systems.
Most of the club's computers are at the administration facility based at Ewood Park. The club also has computers at a separate Training Center as well as the team's Football Academy.

For more information about the Blackburn Rovers, please visit: www.rovers.co.uk.

The Challenge
The Blackburn Rovers, a professional soccer club in the UK, had a number of computer and Internet security concerns. In addition to monitoring excessive Internet usage, they needed software that would help the club stay compliant with the rules and regulation of the worldwide Payment Card Industry (PCI) Data Security Standard.

"As a Premier League club, we have to ensure that we use the Internet and operate our computer systems responsibly," said Senior Systems Administrator Ben Hayler. "Because of this, we have to make sure all emails, files — all communications — are secure and closely monitored."

The Solution
Hayler said the Blackburn Rovers began looking for a monitoring solution when the club's web filtering product was up for renewal.

"We took web filtering as far as it would go," said Hayler. "We started looking for something more powerful. Our search uncovered lots of products with partial solutions, but we wanted one product to do it all. Veriato 360 stood out as a complete solution."

After participating in a webinar, Hayler and the Blackburn Rovers felt confident in Veriato 360 and it's robust employee computer monitoring solution. Hayler said that following the webinar, the Rovers were "impressed enough to commit… so we purchased Veriato 360."

Discoveries
Upon installing Veriato 360 and monitoring all networked computers, the easy to consume reports immediately identified employees who had excessive personal use of the computers.

"Veriato 360 uncovered time wasting," said Hayler. "Some employees' web surfing was clearly excessive, others had very high bandwidth consumption."

Additionally, Hayler found the Keyword Alert feature in Veriato 360 invaluable. Using a combination of over 1,000 seeded and custom keywords, attempts to hack into the Blackburn Rovers system have become easy to uncover and address. These features were a big step towards the Rovers' PCI Compliance efforts.

Working with Employees
Though discussed in the past, the Blackburn Rovers did not have an Acceptable Use Policy (AUP) in place. "However, using Veriato 360 to monitor employee activity forced us into a position where we needed an AUP," said Hayler. The Rovers released an AUP, as part of the employee handbook. The AUP was made part of the Terms and Conditions of employment, notifying employees of Veriato 360 monitoring the network.

The Blackburn Rovers were challenged by the inadequacy of web filtering alone, as well as the need to closely monitor all internal and external communications.

"One or two employees seemed to be bothered more than anyone else," said Hayler. "For the most part, employees were ok with the new AUP. Veriato 360 has definitely restored order. Productivity is up, you can see what people are doing, and why."

In addition to eliminating Internet and computer abuse, the Blackburn Rovers use the robust reports and screen Snapshots in Veriato 360 to as a training tool. According to Hayler, "Veriato 360 is a valuable IT troubleshooting tool, uncovering user mistakes, which helps correct the problem," said Hayler.

VERIATO 360: The Software of Choice

The Blackburn Rovers were able to satisfy their complex employee monitoring needs with one easy to use product. According to Hayler, "Veriato 360 delivers a complete view, 360 degree protection. It was easy to install and configure. As soon as you launch Veriato 360, you see the big picture." Hayler particularly likes the Veriato 360 design and layout, with its user-friendly Dashboard and Quick View charts.

"Veriato 360 has given us peace of mind," said Hayler. "It pays for itself. It makes it easy to see what activity we have on our network, and act accordingly."

About Veriato

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

Veriato's award-winning solutions include the world's leading employee investigation tool (Veriato Investigator), the award winning User Behavior Analytics solution (Veriato Recon), enterprise-grade User Activity Monitoring (Veriato 360), powerful server management software (Server Manager) and robust Event and Security Log Management (Log Manager)

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