



The DANCEL Group Lays Down the Law with Veriato

The DANCEL Group

Industry: Legal Services
Location: D'Iberville, MS and New Orleans, LA
Employees: 15

The DANCEL Group is a professional legal services company specializing in comprehensive litigation support including multimedia production for trial. The DANCEL Group runs a Windows network with 15 workstations, including laptops.

For more information about The DANCEL Group, visit www.dancel.com

Veriato gave The DANCEL Group detailed, timely and actionable information to lower risk, ensure compliance and increase security.

The Challenge

The DANCEL Group CEO Celeste O'Keefe wasn't feeling welcome in her own company and was beginning to get suspicious "I'd walk by someone's desk and they'd shut down the computer screen," said O'Keefe. "Even though that activity was limited to a few people, I started to feel like something wasn't right."

Solution

O'Keefe's brother, an attorney running a small firm, first told her about Veriato, previously known as Spectorsoft. "He doesn't put up with inappropriate behavior in the workplace," said O'Keefe. "I highly value my brother's opinion but I was sold by the friendly and helpful sales and support." After reviewing other options, she decided to implement the robust functionality of Veriato 360 to analyze all user activity including inbound/outbound email, chat/IM, websites visited, applications accessed and even file tracking.

Discoveries

Veriato 360 allowed O'Keefe to increase overall and ongoing productivity by helping her enforce the company's acceptable use policy. In another incident, it enabled her to defend firing an employee for cause, eliminating costly unemployment assessments. "I've stopped unemployment claims after dismissal," said O'Keefe. "As a small business, that's a key savings. When a former employee goes on unemployment, expenses go up." While O'Keefe appreciates the economics, she says, "It's not the money as much as the principle."

Today's Working Environment

O'Keefe said based on the makeup of today's workforce, a business tool like Veriato 360 is more important than ever before. "We're in a techie world and especially with the younger workforce, it's part of their life," said O'Keefe. "They check email... they check products ordered... they go on eBay. I don't have a problem if someone wants to check something quickly. It's when it's excessive that I have a problem. As far as I'm concerned, surfing the Internet is just one more way to lie down on the job. You didn't have to worry about that ten years ago."

The DANCEL Group has a written acceptable use policy outlining appropriate behavior at the computer and on the Internet. "We call it an Electronic Media Policy," said O'Keefe. "It clearly states NO web surfing, and no excessive non-work activities. I remind my staff regularly that we do monitor and if any non-work activity is excessive, it will come to my attention," said O'Keefe.

"I want to believe people will do the right thing, but that's not always the case. So instead of worrying, I'll check with Veriato360."

Celeste O'Keefe
CEO
The DANCEL Group

Productivity

An incident involving a young DANCEL Group sales representative illustrated the powerful insight Veriato can provide. "We agreed she could look for another job while continuing to work for us, but that her job search would not take place on our time," said O'Keefe. "However, something was not quite right. Since she had a laptop, I thought there'd be no way to verify her activities."

"I called Veriato and was pleased to learn that as long as Veriato 360 is installed on her company laptop, the data would be available. When I went to look at the reports, I discovered she had done a school term paper and she was looking for a job—all on my time," O'Keefe continued. "She was trying to cover her tracks by deleting emails and such, but with Veriato 360 I could see it all. She couldn't deny it. I told her I was disappointed, and had to let her go that day."

O'Keefe has also used Veriato 360 to "save" a valuable employee, which reinforced her high regard of the software in the management process. "I've turned employees around using Veriato," explained O'Keefe. "I've actually saved someone by showing them my findings of them playing solitaire for hours. When counseling someone, Veriato is the piece of the puzzle that solidifies the process. The software gives me something tangible to prove my position, so it isn't just their word against mine, and then I can use it as a counseling tool."

Veriato 360: The Software of Choice

O'Keefe looked at web filtering and site blocking software but found it to be labor intensive and too restrictive in an industry where the staff needs to do broad web searches on a regular basis. "Veriato 360 is easy to use and it didn't require much time, which is good because I'm a small business and have to pay \$125 an hour for IT support. Veriato 360 is cost-effective and has paid for itself," said O'Keefe.

"Veriato 360 is like insurance," said O'Keefe. "It keeps honest employees honest. If there is a workable issue, it can help you straighten them out. If not, you can safely get rid of them with cause. It's just like with video cameras ... people act differently when they know they're on camera."

O'Keefe said she doesn't access Veriato 360 reports unless she has reason. "If you watch, you can get the feeling there's a problem," said O'Keefe. "When you get that feeling, you check it out right then... I guess you could say I use it on an 'as-needed' basis."

O'Keefe says that employee monitoring is not only good business practice but consistent with her upbringing and family values. "I was raised that when you go to work, you work," said O'Keefe. "I want to believe people will do the right thing, but that's not always the case. So instead of worrying, I'll check with Veriato 360."

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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