



“Veriato 360 fell right in place” at Florida Commission on Human Relations

Florida Commission on Human Relations

Industry: Government

Location: Tallahassee, Florida

Founded: 1969

FCHR is a state government agency formed to serve as a resource to directly address discrimination. FCHR offers strategies, recommendations, and technical assistance to resolve intergroup tensions statewide.

MIS Manager Fredrick Smith oversees a Windows network of approximately 130 workstations, including remote laptops.

For more information about the Florida Commission on Human Relations, please visit fchr.state.fl.us.

The Florida Commission on Human Relations was challenged to confirm excessive use of the Internet and instant messaging was the cause of perceived low productivity

The Challenge

The management team at Florida Commission on Human Relations, FCHR, had the suspicion that employee productivity was low, mostly as a result of internet misuse. After a management meeting discussing the potential problem, MIS Manager Fredrick Smith was asked to look at employee monitoring software.

“We wanted to ensure employees were not abusing or misusing computer systems in our office,” said Smith. “We suspected too much time was being spent on the internet. Or perhaps employees were installing unauthorized software. We wondered how many of our employees were using social media, instead of working. Additionally, management does not mind the use of IM and chat software, because it’s a good business tool. However, not when abused.”

The Solution

FCHR reviewed three different monitoring software candidates, including Veriato. “I was familiar with Veriato, the know as Spectorsoft from computer lab work in college,” said Smith. “I remembered the product was powerful, and easy to use.” Ultimately, Veriato 360, was the best employee activity monitoring software for FCHR. “Veriato 360 monitoring technology, as well as service and support, stood out above the competitors.”

Discoveries

Installing Veriato 360 immediately confirmed FCHR’s suspicions of internet abuse and low productivity. “Veriato 360 showed us not only were our suspicions correct, the misuse was more widespread, and more severe, than we thought,” said Smith. “You just shake your head and wonder ‘How could you not know to stay away from that kind of stuff?’ You could not imagine some of the things we found.”

According to Smith, FCHR terminated “quite a few” employees based on evidence of inappropriate and excessive internet use collected with Veriato 360. He estimates approximately 80 percent of the terminations fell in the category of “excessive internet use”, while about 10% were in the “excessive chat” category.

“The remaining 10 percent made up the ‘Explicit’ category, a mixture of both inappropriate web content and inappropriate content in chat conversations,” said Smith. Some FCHR employees would initially deny the behavior. However, when confronted with the evidence collected with Veriato 360, the employees would have to confess it was them. “The documentation is there. They usually say ‘Yeah, That’s me.’ once they take a look at it,” said Smith.



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*Fredrick Smith
MIS Manager
Florida Commission on Human Relations*

Working with Employees

Smith said the FCHR has an internet usage policy, and it must be signed as a condition of employment. Additionally, all computers display a Logon Notice, making the existence of employee monitoring quite clear. Use of Veriato 360 fell right in place with our written policy.” said Smith. “Veriato 360 reminds employees that work computers are not private, and are subject to monitoring. There is no expectation of privacy. These are state employees, and while they can do personal stuff on breaks and lunch, beyond that is not ok. As part of the agency’s disclosure of employee monitoring, Smith conducted a demonstration of Veriato 360 for the entire staff.

“Using a projector and laptop connected to the network, I just pulled up Veriato 360 and I showed them the system. I told them ‘You can’t beat the system!’, explaining how Veriato 360 monitored and reported on Excessive and Explicit computer activity,” said Smith. However, deploying Veriato 360 at FCHR not only curbed inappropriate internet use, it improved employee productivity.

“Not long ago, an agency initiative required nearly every employee to research a specific topic,” said Smith. “Using the Search features of Veriato 360, we identified everyone conducting the requested research. It was a great report. Instead of wondering who was researching, Veriato 360 provided a clear answer.”

Veriato 360: The Software of Choice

“After the Veriato 360 presentation, numbers got better, productivity increased,” said Smith. “Employees became more conscious of their activity on the computer, and spent more time working than playing.” Smith said the information presented by the Veriato 360 Dashboard is impressive.

“From the Veriato 360 Dashboard, you have access to instant reports. It’s easy to change the view using dropdowns, viewing different computer and internet activity. The ease of comparison is awesome,” said Smith “You can see the information across the board. I don’t have to manually do the calculations. I can just pull the report.’

“Veriato 360 is simple to use,” added Smith. “You just follow the instructions and it works. I downloaded the trial, ran it, and it installed correctly. There were no problems! I was impressed. Plus, Veriato customer service is AWESOME! By phone or by email, Technical Support responds with a solution almost immediately.”

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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