Veriato

Veriato "Golden" for GMI Insurance Services

GMI Insurance Services

Industry: Insurance Services
Location: Valley Forge, PA
Founded: 1980

GMI Insurance Services provides insurance services to the U.S. transportation industry.

GMI's computer needs are delivered by Steve Mitchell, who oversees a network environment with five Windows servers and approximately 25 clients. Mitchell also tends a three-server, 20-client network at CCS, a 'sister company.'

For more information about GMI Insurance Services, please visit www.gmi-insurance.com

The Challenge
According to Steve Mitchell, Information Technology Manager at GMI Insurance Services, workplace "issues" were apparent even before he was hired. GMI Insurance Services, providing insurance services to the US Transportation Industry, had a productivity problem.

"Each month, employees are required to give an accountability report," said Mitchell. "Management felt those reports revealed productivity concerns, and that information was given to me when I arrived."

The Solution
With a productivity ebb apparent and documented, Mitchell was asked to "look for something to get to the bottom of it." Mitchell conducted an Internet search, and one of the products found was Veriato Investigator.

"I knew which product I wanted right away," said Mitchell. "The Veriato product was full-featured and seemed easier to work with than the others. And I was right, it was easy as pie."

Discoveries
Mitchell admitted the reaction to Veriato Investigator findings was "shock and awe." Shock at the discovered employee activities, and awe over the software's capabilities.

"Results were amazing," said Mitchell. "The software revealed lots of personal mischief. There were chat room sessions, personal emails, IMs, lots of surfing. Just lots of non-work items. Some of the activity included explicit content. I found lots of music, even some streaming video, being downloaded and stored on our servers. My backup space was being eaten up. It's remarkable how much can be found on a desktop computer."

Veriato 360 Ushers in New Era
While Veriato Investigator provided GMI Insurance Services with everything it needed at the time, Information Technology Manager Steve Mitchell was intrigued when it was suggested that Veriato 360 would take the company to another level of insight and efficiency.

"I'm loving the fact that with Veriato 360 we can get a quick look at the activity of the whole company, or a specific department, on a graph," said Mitchell. "You can start with an overall view of a month, a week, or a day, using a built-in or custom setting, and then drill down to specifics. Response to the Veriato 360 graphs and charts was WOW!"

One look at Veriato 360's Dashboard interface and robust, graphical reports made migration from Veriato to Veriato 360 the proverbial no-brainer.

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)

Veriato 360 takes the recorded internet and computer activities from each GMI employee, and sends the information to a database. The powerful Dashboard provides Mitchell with more than 80 built-in reports, and unlimited customization, to answer many key questions such as:

- Which websites are frequently visited, and how much time do employees spend on them
- Are employees printing out or copying confidential documents to a USB device
- When are documents being sent via email, and what do those attachments entail
- Are there any inappropriate communication conversations taking place
- Who is arriving to work late, and leaving early
- What are employees searching for on the internet

Working with Employees

Mitchell said GMI and its sister company, CCS, had an Acceptable Use Policy (AUP) in place prior to monitoring. However, enforcement was next to impossible until implementation of Veriato employee monitoring software. In addition to the AUP, because of music and video downloads, Mitchell also developed a "Software Download Policy" which must be reviewed and signed by employees.

Mitchell said the management of both GMI and CCS attributed a workplace productivity increase to the use of Veriato Investigator, and now Veriato 360

"Employee performance has increased by 15 to 20 percent," said Mitchell. "We operate on numbers-based accountability… and previously, the audits were not good. Veriato showed us some job files were being ignored."

Veriato 360: The Software of Choice

Beyond its unparalleled reporting, Veriato 360 retains the user-level investigative tools on which Mitchell came to rely when he began monitoring with Veriato Investigator. If he detects a problem, or suspects a specific employee of abuse, Mitchell can dig deeper and review every detail of the computer and internet activity to gather needed evidence. The level of detail is so precise, he has the ability to review every keystroke and action of an employee, or a group of employees.

"The software causes no performance issues on the network," said Mitchell. "There's no user desktop slow-up. If anything, things are faster because people took software off!"

Mitchell, and the GMI management team couldn't be more confident in their choice to implement Veriato 360 Employee Monitoring Software.

"I give it an A all the way," said Mitchell. "In 15 to 20 minutes, I installed the software and was monitoring. Looking at users versus total cost, the pricing was very reasonable. Veriato 360 pays for itself. Productivity is high and abuse is low, very low.

"I preach this software wherever I go," said Mitchell. "With Veriato 360, we know what our people are doing, and to have that ability is golden."

Go to **www.veriato.com** for a **FREE Trial** | Email: sales@veriato.com

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