



**accident advice** helpline

**Profile**

UK's largest compensation claim specialist

150 employees

**Industry**

Legal

**Websense Solution**

Websense Web Filter

“By using Websense, we estimate our non-productive web usage has been reduced by 50%. We’ve saved around 125 working hours a day—and that’s 800 hours a week in terms of improved productivity.”

**Darren Taylor**

IT Manager,

case study: Accident Advice Helpline (AAH)

# Claim Specialist Increases Productivity with Web Filter

## Overview

Accident Advice Helpline (AAH) is the UK’s largest compensation claim specialist, providing a service for thousands of people who want to claim compensation for injuries incurred as a result of a third party negligence to include road traffic accidents, accidents at work or accidents in public places.

AAH processes in excess of 12,000 claims a year from members of the public. AAH employs 150 staff, two thirds of whom are call-centre operatives.

## The Problem

AAH’s business aims to be the first organisation called by those who have suffered accidents. Once a call has been assessed, AAH vigorously screens the details before offering the claim to one of its panel of solicitors.

Managers suspected call-centre staff were surfing the Web or using ‘chat’ or ‘community’ sites such as Facebook or MySpace during the working day rather than processing accident claims. The IT department was unable to manage this and ensure sensible levels of Web access for AAH’s employees.

As AAH’s IT manager, Darren Taylor is answerable to the company’s directors for all aspects of IT that support the company’s business operations. He was conscious of AAH’s need for productive call-centre operations and needed to gauge the access needed by the staff—plus managers, accounts and marketing personnel, to IT applications, including notably, Internet access

“Predominantly, we’re a call-centre. Users come in, work their shift, using a database, which is all they need to use,” said Taylor. “They don’t need Internet access to do their jobs, so it’s very much a case of understanding and managing Web access to ensure sensible and safe levels of use. If necessary, AAH can restrict Internet access at a lower level or block access to inappropriate sites,” Taylor added.

This inability to understand and address Web misuse was significantly lowering AAH’s productivity, not to mention undermining its investment in improved bandwidth.

AAH asked The Internet Group, its ongoing IT services supplier, to investigate a suitable solution that would enable it to manage Internet access and prevent access to specific Web sites, covering areas such as travel, entertainment, gambling, adult content and jobs.

<p><b>Challenge</b> Limiting Internet access to keep employees on task and productive</p>	<p><b>Solution</b> Websense Web Filter</p>	<p><b>Benefits</b> Improving business productivity and increasing bandwidth</p>
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## About Websense

Websense, Inc. (NASDAQ: WBSN), a global leader in integrated Web, data and email security solutions, enables its customers' success by protecting essential information in the Web 2.0 world. Only Websense solutions provide complete visibility and control over who may use Web, email, or information resources; what information must be protected; how information can be exchanged; and where users and information can go on the Internet. Websense keeps employees productive on any network, anytime and anywhere, to help businesses realize the full potential of constant connectivity while minimizing the risks of data leaks due to human error and malicious attacks. Websense is Essential Information Protection™.

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## The Solution

Taylor needed a tool that would enable him to gauge inappropriate Web use, and then restrict access to specific applications at various levels. Although his managers were aware call-centre staff was misusing the Web during working hours, he couldn't prove it.

The Internet Group recommended Websense® Web Filter to track Web site use and allowed AAH to prevent unauthorised or unnecessary Internet access to specific Web site categories. According to The Internet Group's director Mitchell Feldman, using Websense ensures problems "find" Taylor, rather than him having to go and hunt them down. It also aids AAH with regulatory compliance. Websense ensures AAH has an audit trail in place while managing staff access to non work-related Web sites and applications. AAH is rigorous in its compliance regime, because it has to be.

"AAH is extremely IT-savvy and its investment in IT connectivity has been huge. But when staff are accessing Web sites using streaming media, such as YouTube, and Facebook, they are literally draining its vital bandwidth resources. AAH is conversing with parties such as solicitors, so it is vital that it has a high quality of service in place," says Feldman.

## The Results

Websense enables AAH to categorise the type of Web sites visited, from travel and government, to job-related sites, news or community sites. AAH's IT department can then decide which of those sites are productive or non-productive for employees, and thus where access should be prevented. This is an important issue for AAH because, although its call-centre staff work seven days a week, some of AAH's managers do not and they are reliant on weekend call-centre staff focusing on doing their job, not surfing the Web.

"Websense enabled us to automate our Web use policy so we can easily manage Internet access and ensure that everyone is using the Web sensibly," said Taylor. "More than giving us an insight into what our staff are doing with the Internet, it also shows how the average user works their way around a PC, trying things that they really don't need to do, and so shouldn't have access to."

The long-term misuse of applications like Instant Messaging (IM) are Taylor's biggest concern, together with peer-to-peer applications, which encourages the illicit delivery of spyware. "The beauty of Websense is we can see what people are doing then and there and have the ability to block the specifics in an instant if we have any concerns about security or bandwidth."

Using Websense helps the company to maximise the service benefits from its IT investment in improved bandwidth. "By using Websense, we estimate our non-productive web usage has been reduced by 50%. We've saved around 125 working hours a day - and that's 800 hours a week in terms of improved productivity."

"Looking ahead, we're planning to make some significant changes to our infrastructure," said Taylor. "As part of that, Websense will be moving forward with us and we're looking to upgrade to version 7 soon," said Taylor.

For a free evaluation of all Websense products or to view online demos, visit [www.websense.com/evaluations](http://www.websense.com/evaluations).

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