



Profile

Petroleum refining and products for retail, industrial and commercial use.

A fortune 500 company

2500 users across 2 locations in India

Industry

Petroleum

Websense Integration

Websense Web Filter

“The solution is good value for money and requires minimum effort.”

A K Kaushik

Deputy General Manager,
Information Systems, BPCL

case study: Bharat Petroleum Corporation Limited (BPCL)

Bharat Petroleum use Websense to optimise Internet connectivity

Overview

Bharat Petroleum Corporation Limited (BPCL) is one of India's largest PSUs (Public Sector Undertaking). BPCL deals in petroleum refining and petroleum products; its strategic business units include refineries, retail, industrial and commercial usage, LPG (liquefied petroleum gas), lubricants and aviation fuel. BPCL was ranked 325 on the Fortune 500 list of global companies in 2007, and ranked 33 in the petroleum refining industry.

The Problem

The internet is primarily used by management staff for accessing Enterprise Resource Planning (ERP) and other Business to Business (B2B) and Business to Consumer (B2C) applications. Of the 14,000 employees at BPCL, approximately 2,500 employees have Internet access. Access for the majority of cases was via one of two gateways—one in their head office in Mumbai and the other in Greater Noida (Uttar Pradesh). However BPCL also had 300 up-country locations which were connected over VSAT (Very Small Aperture Terminals, a two-way satellite ground system).

In 2000, BPCL faced connectivity problems because of limited available bandwidth which was not being used optimally. As a result of excessive non business related internet usage, it was often difficult to access the corporate applications necessary for the business. The company began to look for a URL filtering solution in order to tackle the problem head on.

BPCL turned to their security partner, Ramco Systems, for advice. It was Ramco who first suggested that Websense could provide a solution to meet their needs. “We were the first customers of Websense through Ramco,” says A K Kaushik, Deputy General Manager, Information Systems, BPCL.

The Solution

Websense Web Filter (formerly Websense Enterprise) provides the ability to develop and deploy a flexible, comprehensive Internet-use policy for businesses from 250 to over 250,000 users in a wide range of integration points. Combine this with its customisable, industry-leading reporting tools and you have complete visibility into your Web usage.

The product was initially tested by BPCL in a live environment and then a licence was purchased for three years. That was back in 2000. Since then BPCL have been so pleased with Websense that they have renewed the license three times. At the last renewal, BPCL felt that they should compare the Websense solution with those available from other vendors, but this just reaffirmed their initial feeling that Websense was the superior product. “We found Websense was technologically and commercially better for us,” says Kaushik.

The Websense solution is currently deployed on both of BPCL's gateways. Administration is centralised and the same policies are run on both gateways which guaranteed company-wide adherence to corporate guidelines. Deployment, according to Kaushik, was smooth and there were no issues.

With Websense Web filter BPCL can:

- Improve productivity – Control access to non work-related Web sites and applications during work hours

Challenge	Solution	Benefits
Bandwidth drain and non-business internet use negatively impacting on business applications	Websense Web Filter	<ul style="list-style-type: none"> • Global access policies • Minimum administrative resource • Significant savings in time and bandwidth • Increased productivity

About Websense

Websense, Inc. (NASDAQ: WBSN) Websense, the global leader in integrated Web, messaging, and data security, 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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- Reduce legal liability – Help guard against inappropriate content from entering the network
- Optimize IT resources – Preserve bandwidth by protecting against intensive Web sites and applications such as streaming media

Websense Web Filter is highly scalable with a distributed architecture which integrates seamlessly with leading network infrastructure products to offer unequaled flexibility and control over Internet usage. In addition to controlling access to Web sites, Websense Web Filter provides policy-based control over more than 100 network protocols protecting against blended security threats and bandwidth drains.

Reactive web filtering measures can't keep up with today's constantly changing content. Malware can appear on trusted sites with good reputations just as easily as on other sites. And since more Web-based applications are becoming available, the Web is now the primary vector for malware. A deep understanding of the Web and how people use it makes Websense uniquely qualified to offer Essential Information Protection in the Web 2.0 world.

The Results

BPCL used the solution as a prompt to set and enforce global URL filtering policies for its management level users. Initially, this move was unpopular with the users simply because they were used to having unlimited access to the Internet. However they soon adjusted to the new policies and problems associated with the bandwidth drain were eliminated straight away meaning that crucial access to business applications was not hampered by bandwidth drains. .

With granular categorisation of Web sites into 90+ categories, URL policies are set according to categories available and the requirements of each individual company. One of the benefits of these easy to use granular controls is that policies can also be adjusted easily to accommodate changing company needs. The sports category is a good example of this, as Kausjik explains: "The Sports category is not usually blocked at BPCL, we don't need to. However if there are high profile events such as cricket matches, we do need to adjust the policy, otherwise so many people keep going to cricket-related websites to find out how India is faring, that it takes up a lot of bandwidth, and impacts our business access."

BPCL also uses the solution for monitoring Internet usage, and can quickly identify trends in terms of data accessed and time spent. "We use it to identify the top websites that users visit and who is using the Internet most," says Kaushik. Also, if a certain user ID and password are being used over multiple IP addresses, it suggests that a user's ID may have been misused by someone to gain Internet access. In such cases, the user is notified and asked to change the password.

Following the installation of the Websense solution, BPCL started working towards distributing the available bandwidth by setting up levels of policies for its users. "We looked to defining Gold, Silver and Bronze levels for users according to their cadre and usage. We could then set different usage policies for these categories," says Kaushik.

Now, with the Websense solution, the company enjoys savings in both time and bandwidth, and this in turn has encouraged an increase in productivity. "One person does the administration and needs only about one day in a month for this task," explained Kaushik, "The solution is good value for money and requires minimum administrative Effort."

Since BPCL began using a Websense Security solution the company has seen a number of benefits:

- Sites that are not related to work can be blocked
- Global access policies have been put in place
- Minimum administrative resource requirement
- Significant savings in time and bandwidth
- Increased productivity

For a free evaluation of all Websense products or to view our online demos, visit www.websense.com/evaluations.