

## At Hagerman & Company, the Mi5 Webgate Appliance Eliminates Malware, Saves 6 IT Man-Hours a Week, and Makes the Network Go 20% Faster

### Mi5 Webgate puts malware out of business at Hagerman & Company

John Boline is Service Manager at Hagerman & Company, a CAD/CAM products reseller and service provider with 87 employees and 19 offices nationwide. Until 2007, shareware virus products kept the company's networks reasonably well-protected.

"But at the end of 2007," John says, "we began seeing real problems when legitimate business sites started being infected with malware – and each infection required three or four hours of manual cleaning. So when I saw an ad for the Webgate, I called Mi5 and spoke with an engineer who set us up with a trial unit."

"Once the Webgate appliance was installed, I logged into the management UI and saw that it had immediately found several problems. It showed me six machines that were infected with bots and other malware. When those users opened their Web browser, a Webgate screen told them they were infected and said 'Click here to clean.' I called my IT guys in, and we were all just beside ourselves that the device was finding these things and proactively providing a remediation."

*"We were looking for a single solution that would block access to unauthorized sites, and filter malicious Web payloads and traffic at the network edge. Because we backhaul our e-mail and Web access from the branch offices to headquarters, we expected the Webgate would introduce some latency to the network. However, once we had the Webgate appliance inline, the network actually got faster. We now have 20 percent more network capacity, and we've reduced manual disinfections from several a week to zero."*

*– John Boline, Service Manager, Hagerman & Company*

"I also realized that we weren't seeing a negative hit in our network bandwidth; in fact, the network ran 20% faster because of the bots and other malware that the Webgate had removed."



#### Organization, Industry

Hagerman & Company sells sophisticated CAD/CAM/CAE products and solutions as an Autodesk Channel Partner and Premier Solutions Provider.

#### Challenge, Solution

John Boline, Hagerman & Company's Service Manager, says the IT staff were manually correcting several malware infections per week, and the time and effort spent cleaning desktop PCs was continuing to grow. With the Mi5 Webgate appliance in place, infections dropped to zero, and available bandwidth increased 20 percent after the Webgate removed existing infections.

“Lots of products can do site filtering at the desktop, but when you’re dealing with hundreds of machines the administration can get complex. Another option is service-based solutions, but in many cases they add a client that puts an extra load on the local systems. I needed an appliance that I could put inline, and that would allow safe business traffic and block the threats. The Webgate from Mi5 was EXACTLY what I was looking for.”

## The Results:

“As a company, we have the philosophy that we’ll pay for something if it gives us long-term gains in productivity. With the Mi5 Webgate, what we didn’t realize was how quickly we would see the benefits. They were immediate – the Webgate protected our machines, cleaned the machines that were infected, and gave us back, conservatively, six man-hours minimum per week that we’d spent going out and manually cleaning desktop PCs.” – John Boline, Service Manager, Hagerman & Company

## About Hagerman & Company

Illinois-based Hagerman & Company offers CAD/CAM/CAE products and services, IT consulting (primarily for automation systems, product data management, and electronic document management), and Customer Relationship Management. Hagerman has offices in 19 U.S. cities and operates Autodesk Authorized Training Centers (ATCs) in four cities. Hagerman is an Autodesk Premier Solutions Provider (Manufacturing).

## About Mi5 Networks

Mi5 Networks appliances enable companies to protect their Web perimeter and eliminate the employee productivity losses, PC clean-up costs, and data theft associated with undetected malware. Mi5’s Webgate appliances protect organizations against malicious URLs, spyware, crimeware, botnets, viruses, and other Web-based malware, and enable central control over employee Web use. In 2007, SC (Secure Computing) Magazine named Mi5 “Innovator of the Year.” In 2007 and 2008, Gartner Inc. positioned Mi5 Networks in the “Visionaries” quadrant of its Secure Web Gateway Magic Quadrant report. Privately held, Mi5 Networks is based in Sunnyvale, California. For more information, visit [www.mi5networks.com](http://www.mi5networks.com).

### Why Mi5 Webgate?

John Boline reports: “We ran a series of tests on the Webgate to see if we could get around the filtering. We tried going through proxy sites – nope, it blocked them. IP addresses instead of text – it blocked them, too. In fact, the Webgate blocked access not only to known sites infected with malware, but it pre-scanned file downloads for infections and blocked access to sites with dubious content such as illegal drugs, weapons, pornography, etc., straight out of the box. We’re seeing more machines up, we no longer have pesky malware problems, and we’re enjoying an extra 20% in recovered Internet access bandwidth.”

### Implementation and Ease of Use of Mi5 Webgate

“The setup was pretty doggone easy, and the GUI gives us fine granular control over filtering content at the desktop level.”

### Experience Working With Mi5 Sales and Technical Teams

“Mi5 couldn’t have been more helpful – though, in truth, the setup was so simple that we hardly needed any handholding at all.”

### Benefits Realized With Mi5 Webgate

“The Mi5 Webgate is one product that completely lived up to the marketing materials we’d read about it,” says John Boline. “By automating the process of malware removal, it’s saving our IT staff at least six hours a week manually fixing end-user PCs. And now that our machines are free of rogue traffic and botnets, our network capacity has increased by 20 percent.”