

Spector 360 Yields Appreciable Returns for IBG Business Services

IBG Business Services

Industry:	Financial
Location:	Metro Denver, CO
Founded:	1982
Employees:	≈ 30

IBG Business Services provides worldwide merger and acquisition services to middle market business owners in a variety of industries.

IBG runs a Windows Server 2003 network with approximately 30 PC workstations and laptops running in a terminal server environment.

For more information about IBG Business Services, please visit www.ibgbusiness.com

IBG was challenged by the perception of lost productivity as well as the need for data protection and regulatory compliance.

The Challenge

"A couple of years ago there was a perception that we were losing productivity to PC and Internet abuse," said President John Zayac. "We also felt we needed to have something to help protect the sensitive data of our customers ... other privately held companies."

In addition, Zayac said IBG's charter requires adherence and compliance with DORA, Colorado's Department of Regulatory Agencies

Search for a Solution

Zayac said IBG was afforded a rifle shot approach when it came to finding Spector 360.

"We have strong, long-term relationships with two IT consultants," said Zayac. "Both pointed us to Spector 360 ... they knew it had broad and powerful capabilities. In this case you could definitely say SpectorSoft's reputation preceded it."

Discoveries

Zayac said recent company history is highlighted by at least two items of note tied to the use of Spector 360, both leading to dismissals.

"One employee was shown to be involved with inappropriate content," said Zayac. "In addition to the wealth of other detailed information we had from Spector 360 surrounding this event, the screen snapshots are irrefutable."

Further, based on Spector 360's automatic recording and archival of electronic transmissions – both sides of all chats, IMs, and emails – Zayac said the company was able to detect what he called an employee's "inaccurate representations" regarding a particular business opportunity.

"Using Spector 360, we were able to review the employee's complete communications history for a given period, and found evidence for termination," said Zayac.

"From helping you note the actions of a disgruntled employee to checking on regulatory compliance, Spector 360 has you covered."

"If you gain back 1 hour a day ... then the figure is \$180,000 a year in recouped productivity for just 30 employees."

John Zayac
President
IBG Business Services, Inc.

Working with Employees

Zayac said IBG employees were officially informed of the company's use of monitoring software.

"We informed everyone by email and in meetings," said Zayac. "Monitoring is part of our Acceptable Use Policy (AUP), and part of our employment agreement. Now, with Spector 360, our AUP has teeth."

Zayac said IBG employees reacted to monitoring as expected: "standard business practice."

Spector 360: The Software of Choice

"Spector 360 increased the office's productivity immediately," said Zayac. "There was more attention to work ... less goofing around. We promote an atmosphere with a certain amount of latitude, but not for obvious or habitual abuse."

Zayac added he is a strong believer in the deterrent factor surrounding the use of Spector 360.

"When a camera is placed in a room and people know about it, they act differently," said Zayac.

Zayac said he found Spector 360 easy to use, noting that simplicity is a strong point in Spector 360's favor. He especially appreciated the brief learning curve the program presented to his Assistant Director of IT.

"Spector 360 is intuitive," said Hoffman. "The first time I went into the program I knew nothing about it and yet it was very easy to navigate. I was amazed by the amount of information available, and the ways in which it could be organized and accessed."

Spector 360 has helped IBG feel comfortable with employee use of Facebook and Twitter, social networking crazes reported to be causing productivity drains at many companies worldwide.

"We are absolutely concerned about excessive social networking activity in the workplace, but with Spector 360, I feel confident we are covered," said Zayac. "Having Spector 360 for a while now, I guess you could say we already had the shield up."

"From helping you note the actions of a disgruntled employee to checking on regulatory compliance, Spector 360 has you covered," said Zayac. "Spector 360 reports give us what we need when we need to occasionally realign employees drifting towards nonwork activities. By using simple Spector 360 reports, we can see if we are at risk."

"It's not only who's looking at something they shouldn't be, but also who's doing what they are supposed to be doing," said Zayac.

About Spector 360®

Spector 360 enables you to monitor employee PC and Internet use, analyze trends and patterns, search for specific details, investigate when something seems amiss, and report your findings all from the convenience of your desktop. Spector 360 is a highly scalable, centrally-managed, employee monitoring solution that is easy to deploy and manage, even company-wide.

Features at a Glance

- Monitor all employee PC and Internet activity with high-level charts, graphs and tables
- View detailed activity of individual employees with point-and-click drill down
- Automated reporting
- Includes context-based web filtering
- Multiple levels of security prevent tampering or disabling
- Configure, install and manage over existing network



Spector 360
September 2008

"Top-notch reporting and monitoring"

"Highly configurable and scalable"

"Well-designed client server architecture"

-PC Magazine

"It is not uncommon for me, when interacting with other companies, to ask what software they use to protect themselves from things like data loss, confidential information theft, or inappropriate employee behavior," said Zayac. "Based on simplicity, flexibility, and ability to work well on a number of different levels, I regularly recommend Spector 360."

"When it comes to minimizing or eliminating the potential for litigious activity ... the intangible value of situations you can AVOID ... Spector 360's impact is immeasurable," said Zayac.

Regarding recoup of lost productivity, Zayac is equally enthusiastic but more definitive.

"If gaining back just 10 minutes a day per employee is equal to one work week a year, that's \$1,000 per employee per year, or about \$30,000 a year for a company our size," said Zayac. "If you gain back more -- say 1 hour a day -- then the figure is SIX times that, or \$180,000 a year in recouped productivity for just 30 employees."

"Because Spector 360 is so successful, we really don't review reports very often anymore," said Zayac. "Now it's on an as-needed basis, just to ensure there's no abuse. It's a great program, one we don't have to look at but once a month."



SpectorSoft offers PC and Internet monitoring and surveillance solutions for education, business, government and home users.

To learn more, and see how Spector 360 monitoring software can help solve your Internet abuse and productivity issues, please visit spector360.com.

Learn more about SpectorSoft monitoring and surveillance solutions for business at spectorsoft.com

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