

### The Smith Family Implements Internet Protection at an Affordable Price

The Smith Family is a national, independent children's charity that helps disadvantaged Australian children by unlocking opportunities through education and learning. Using Webroot Web Security Service, the result was effective Internet protection for 700 employees across The Smith Family's 100 sites at an affordable price, while removing the single point of failure risk.



### The Problem

Established in 1922, The Smith Family is a national, independent children's charity that works in partnership with other caring Australians to help disadvantaged Australian children to unlock opportunities through education. Research has shown supporting children's education and learning is one of the most effective means of helping them to break the cycle of disadvantage. Today the organisation focuses on linking disadvantaged children with literacy and mentoring programs, opportunities and supports, and connecting them with those Australians who have the capacity, skills and resources, to help them realise their potential.

As The Smith Family continues to evolve to meet the needs of the 21st Century, its usage of Internet applications to support its operations and communications has increased significantly. In response to this shift, The Smith Family's Business Information Services team engaged Webroot's Security as a Service (SaaS) solutions to strengthen the organisation's information security safeguards and enable more productive use of the Internet.

The Smith Family's operations rely heavily on the Internet for a broad range of activities for which security is paramount, such as for the delivery of community programs, online fundraising campaigns; supporter communications; email communications and the organisation's national computing network.

However a complex Internet filtering system was forcing all Internet traffic through a central point, causing double handling, burdening the system and causing it to creak under the pressure of over 700 connected users.

While recognising the importance of protecting its users and infrastructure, The Smith Family knew it needed an alternative solution that would unburden the system and minimise costs.

Andi Luiskandl, Head of Business Information Services, The Smith Family said, "Our mission is to help disadvantaged children overcome educational, health and life limitations, in order to prevent the disadvantage they experience today from continuing into their adulthood. Thus it is critical that all our systems are in order, running at optimum levels and minimum cost so we can continue to effectively support our programs in community and help more disadvantaged Australians".

### The Solution

Leading Internet security provider Webroot worked with The Smith Family to implement its Webroot® Web Security Service.

This SaaS technology, which uses cloud computing to instantly deliver security updates, works seamlessly with The Smith Family's existing Microsoft infrastructure to proactively scan, protect and enhance the efficiency of the organisation's Internet traffic. It also complements The Smith Family's transformation program using Microsoft Dynamics to integrate business information and connect staff, children, supporters and volunteers.

The Smith Family's 700 Internet users now have significantly faster access as Webroot's Web Acceleration feature compresses content from websites to enhance the speed of delivery while providing protection from spyware and viruses. The system's unique traffic routing capability also dramatically improved The Smith Family's previously sluggish system.

In addition, The Smith Family is protected against known Internet threats as Webroot's technology thoroughly examines programs which are most susceptible to malicious attacks for over 400 vulnerabilities. In addition, Webroot searches the network for keyloggers and Trojans while blocking viruses.

Importantly for an organisation with a mobile workforce, Webroot's seamless authentication and protection for roaming users provides protection against Internet vulnerabilities for The Smith Family's Learning for Life workers who are located in communities right across Australia.

### The Benefits

Using Webroot Web Security Service, the result was effective Internet protection for 700 employees across The Smith Family's 100 sites at an affordable price, while removing the single point of failure risk.

Charles Heunemann, Asia Pacific Managing Director, Webroot said, "The previous system left The Smith Family's web and email infrastructure sluggish, vulnerable and it was cost prohibitive. Webroot's Security as a Service requires no hardware or software purchases, thereby minimising costs, while maximising protection. The Web Security Service blocks 100 per cent of known viruses and spyware and comes with a 99.9 per cent 'uptime' guarantee.

"Finding the right solution for The Smith Family was extremely rewarding. We not only resolved the issues The Smith Family was experiencing, but delivered a service that would benefit the organisation overall and assist 700 users do their job, helping people who really need it," he said.



**Andi Luiskandl,**  
**Head of Business Information Services**