



CYBERHOUND CASE STUDY LINK UP



CyberHound Dramatically Improves Network Performance and Reliability for Link-Up NSW

Link-Up NSW play an important role in supporting the NSW Aboriginal and Torres Strait Islander community to remain connected to their culture, country and community. Their programs provide a holistic approach to help realise successful life journeys for members of the community as well as making valuable links to an extended network of support services.

CyberHound's internet management and security solution has dramatically improved the internet and network performance for Link-Up NSW's multiple office locations. It has provided them with the crucial visibility they were lacking, enabling them to take control of all network activity in real-time.

The corporation implemented CyberHound's technology after becoming increasingly frustrated with the performance of their network. Terry Chenery, CEO for Link-Up NSW, and Paul Barlow, the corporation's ICT Manager, explain "*The CyberHound solution really appealed as it provided us with visibility to know what is happening on our network and enables centralised management for all internet security across our multiple sites*".

CYBERHOUND CASE STUDY LINK UP



Our CyberHound solution has provided the benchmark for what we expect from all of our ICT solutions. It worked fabulously right from the get go and enabled us to address our major concerns immediately.

Terry Chenery, CEO, **Link Up NSW**



Link-Up NSW's Challenges:

Below are some of the challenges experienced by the team:

- Frequent performance issues of third party service providers (internet and email) – which were time consuming and complex to resolve
- Rudimentary levels of firewall protection – increasing the vulnerability of their network to the risks of malware, ransomware and other malicious activity
- Inflexible and restrictive internet filtering rules - impacting staff productivity
- Limited ability to monitor online activity & internet usage
- Ensuring privacy and access of sensitive information
- Huge levels of SPAM

The Goals:

The primary goal for the team was to improve the performance and reliability of their network and internet. Further to this they wanted to achieve the following:

- Have a simple and seamless way to manage their sites
- Obtain a global view of what was happening on their network – especially the performance of third party services
- Increase the visibility of online activity including monitoring of internet usage quotas
- Be able to centrally manage internet requirements for trouble shooting

The Outcome

CyberHound's solution has delivered Link-Up with the following benefits:

- Enhanced performance and reliability of their network – Link-Up are now confident in the performance of their network and their ability to quickly to trouble shoot any issues
- Premium network protection - CyberHound's granular web filtering and next generation firewall security provides piece of mind their network is protected from malicious websites and evolving security threats
- Powerful and intuitive reporting – “Reviewing the comprehensive reports has become part of our normal daily operation. They highlight the important stuff and are delivered directly to nominated key staff ensuring any concerns can be addressed quickly”, said Paul Barlow
- Employee support and education – CyberHound's ClearView and web filtering features help educate employees about appropriate online behaviour – enhancing productivity of staff
- Significantly reduced levels of SPAM
- Responsive and professional support



CyberHound provides us with the ultimate confidence our network is protected. The team have been and continue to be very professional and all our support requirements are answered promptly.

Paul Barlow, ICT Manager, **Link Up NSW**

