


**CUSTOMER SUCCESS**

# Healthcare company eliminates issues by automating Internet security

**CUSTOMER:**

SMG Medical  
Utah, USA  
(25 users, 1 location)

**CYMPHONIX PRODUCT:**

Network Composer DC10

**SITUATION**

In SMG Medical is a healthcare company in Murray, UT – just southeast of Salt Lake City. The company consists of two medical practices and one medical billing company. As with all healthcare organizations, SMG Medical depends on Internet resources for getting work done. Medical applications for management, record keeping, billing, research and communications are used constantly by physicians and staff alike.

In 2008, with additional employees and applications being added to the network, SMG Medical's T1 connection became completely bogged down. Because of the organization's reliance upon Internet resources, administrators immediately saw a tremendously negative impact on efficiency. More demand for bandwidth by staff caused critical applications to slow, productivity declined and employees became frustrated.

As administrators tried to resolve the issues, they quickly realized they had no visibility into what or who was eating up all the bandwidth. Because multiple business entities shared the same Internet connection, they not only had to find the users and applications pressuring resources, but also

the organization – making troubleshooting nearly impossible. Without visibility, administrators knew it would be pointless to add more bandwidth – if bandwidth hogs find a solution that would give them visibility into their Internet traffic. They found that many solutions existed for helping them understand their web browsing activity, but that none of the solutions they looked at initially had the ability to tell them which organizations, applications and users were impacting bandwidth. However, upon working with a Cymphonix certified reseller, administrators decided to implement a Cymphonix Network Composer DC10.

**SOLUTION**

Because Network Composer is an in-line deep-packet inspection device, it can identify all types of Internet traffic – well beyond just identifying the web browsing activity traditional web filters usually provide.

Once Network Composer was installed, administrators were able to immediately identify the number one bandwidth consuming application – streaming media. The device gave them much more information than they would have expected.

Rather than just point out streaming media as the top bandwidth consumer, the device revealed the specific websites and servers that were streaming the audio. And, administrators could quickly see what users were generating the traffic. With a quick view of Network Composer's reports, administrators could see that certain employees would arrive at work, start up their computers and immediately launch web radio applications to listen to their favorite radio shows.

Then, rather than increasing bandwidth or cutting off access to web radio sites, administrators were able to set policies to prioritize bandwidth for critical traffic and limit it for these non-critical applications. So, if bandwidth was available, users could listen to online radio. If bandwidth was required by critical applications, media streams would take longer to buffer, but would still be able to deliver the content. Network Composer made it easy to optimize the way SMG Medical used its Internet connection.

## SUCCESS

"The Network Composer allowed us to manage the issues we were having very quickly because now we had the data," says Teresa, SMG Medical's network administrator.

With additional optimization rules, SMG Medical used Network Composer to automate Internet security going forward. Administrators set policy on what types of websites could be visited, how much bandwidth allowed sites could take and what types of applications could be used and how much bandwidth they could take. Once these policies were in place, administrators also set policies for users – controlling how much bandwidth they could use. Network Composer now administers all policies so that each of the three organizations and its employees has

quick access to the resources they need for taking care of business.

"The whole management team was trained on the reporting and shaping tools, and everyone loved learning how to better use our Network Composer. It has helped our office so much- it is such a precise tool- with it there is no debate" says Teresa.

SMG Medical was able to find the complete solution for their Internet issues. Network Composer revealed what was happening on their Internet connection and made it easy to optimize how it worked. Once policies were set, Network Composer automated all components of Internet security – giving administrators time to focus on other challenges and opportunities within the organization. In addition to addressing all their issues, administrators at SMG Medical discovered that implementing Network Composer would be less expensive than just two months of adding a second T1 line. Now, they have the performance they needed and the savings they were looking for.

## SEE FOR YOURSELF

See how Network Composer delivers visibility, security, and performance in one reliable package. Contact your Authorized Cymphonix Reseller for an online demonstration or call or email Cymphonix at 866-511-1155 or [sales@cymphonix.com](mailto:sales@cymphonix.com)



**ABOUT CYMPHONIX** Cymphonix Inc., headquartered in Sandy, Utah, uses patent-pending technology to reveal, optimize, and automate Internet security. With deep-packet scanning technology, Cymphonix solutions address the issues created by evolving content, an increased use of web applications, and bandwidth-intensive websites. Cymphonix products seamlessly integrate network protection, application performance, and traffic visibility into a single, easily managed solution. Leading the Cymphonix product line is Network Composer, a smart gateway appliance that helps organizations understand at a glance who is abusing network resources and with what applications, ultimately enabling problems to be addressed instantaneously with a clear, easy-to-manage interface.



SMART NETWORK, SMART BUSINESS

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