



BELVOIR LETTINGS – CAMBERLEY

A lettings company based in Surrey who are part of a franchise of over 140 agents in the U.K. all owned and managed by a local lettings specialist. The Camberley Office consists of 5 members of staff and the Managing Director, Craig Walker.

As with many company owners, Craig was concerned about the amount of lost productivity due to staff members spending company time and resources on personal activities on the web. An activity commonly referred to as Cyberslacking. He was fully aware staff members were regularly using the internet to access personal email, shopping sites, facebook, twitter etc. Social networking can become particularly compulsive.

This was a particular challenge for him as he's not in the office all of the time supervising his staff and any loss of time has a huge impact on the profitability of the company. Craig was also concerned about his legal responsibilities if staff members were downloading pirated film and music to the company network.

The solution was PCE, Policy Central Enterprise. The software monitors web usage and can send an email alert if any "inappropriate" activities are detected. The reports allow you to see at a glance, the amount of time by individual they spend on line, broken down by each website they visit. It is completely customisable, based on various libraries; it scans for words in these libraries, which activate the relevant captures. There is also the ability to block sites by category, including pornography, gambling, shopping etc.

The result for Belvoir Camberley is personal web activity has ceased **100%**. Craig is delighted with the results and said "whilst I was happy in the past for my staff to use the internet for occasional personal shopping, holiday bookings etc. I knew that, particularly when I was out of the Office, this was being abused. With PCE, where ever I have internet access, I can login and see, in real time the web usage of each individual. It has proven to be an extremely effective deterrent, an invaluable tool for my business. I estimate that before PCE was installed I was losing the equivalent of one person's time every day due to cyber slacking, in a team of 5, this was an enormous cost and loss of revenue to the business"

"I believe I can now come to an agreement with my staff on how much time is spent, maybe during lunchtimes, for their own internet activity, safe in the knowledge that outside of these hours they are being productive for the business. I would highly recommend this as a solution and overall I believe it will help build a good compromise between my team and I, safe in the knowledge I am getting the best results for the Company and safeguarding us against any unacceptable web usage.

