

# Bensalem School District Increases Security and User Satisfaction with iboss

## Overview

The Bensalem School District, located outside of Philadelphia, PA, has six elementary schools, two middle schools, and one high school serving 6,500 students and 1,100 staff members. The person tasked with managing the district network that connects these schools, and keeping it operating smoothly is Network Engineer, Kurt von Schwedler. Among his many duties, Kurt is responsible for network security, which means protecting the network against cyber threats and fulfilling CIPA compliance by safeguarding students from inappropriate content. In addition to many onsite workstations at 12 district buildings, the network supports over 1,600 school-owned iPads and Chromebooks, as well as many BYOD users.

## The Challenge

Bensalem had been using Lightspeed for their Web security for the past six years, but increasingly, they were disappointed with its performance, "Lightspeed was not user friendly and the fact that their solution required the deployment of a client to authenticate each end-user device was a drain on IT resources," Kurt explained.

He was also unhappy with the fact that it was difficult to reach Lightspeed technical support, when there was a problem. In addition, Lightspeed's lack of flexibility forced the district to restrict end-user access to applications important to students and staff, in order to ensure adequate security.

Once they decided to replace Lightspeed, there were several other factors Bensalem wanted to consider before making a decision. Kurt and his team manage the network access of elementary and high school students, as well as staff, and they needed a solution that could streamline the authentication process to ensure accurate policy enforcement for these disparate groups. With so many mobile devices using the network, protection against advanced threats and unwanted applications was a major concern. They also wanted a solution that would offer greater scalability and bandwidth control so that network availability could be relied on for critical processes such as testing. Reporting was important to their compliance and policy requirements, so being able to generate detailed reports was high on their list of must-haves. Finally, they sought a solution that would be easy-to-use, from a vendor who could supply expert technical support that would be there when they needed it.

## The Solution

Bensalem chose iboss Web Security because of the rich feature set and responsive support team fit the requirements they were trying to fulfill. Some of the factors that influenced their decision to choose iboss include:

- ✓ **Visibility and Application Control** – iboss provides visibility across the full Web stream (131K data channels) that includes live dashboards, allowing network administrators to gain instant insight into problems such as proxy circumvention attempts, unwanted applications and malware.

**Organization:**

Bensalem School District

**Industry:**

Education

**Location:**

Bensalem Township, PA

**Size:**1,100 Teachers and Staff serving  
6,500 students**Solutions:**iboss Web and  
Application Security

- ✓ **Streamlined Authentication** – The ability to bind users to their profiles automatically, no matter what type of device they are on, via directory services integration, was an important factor in their choice of iboss.
- ✓ **Social Media Controls** – Bensalem wanted granular control over social media so they could allow access, while minimizing the risk.
- ✓ **Bandwidth Throttling** – With all the mobile traffic hitting the website, they needed to have granular visibility and control over bandwidth to ensure network availability when and where it is most needed.
- ✓ **Advanced Threat Protection** – Bensalem was concerned with protecting the large amounts of student records on the network and wanted a solution that could increase their protection against data theft.
- ✓ **Ease-of-Deployment** – In switching from Lightspeed, Bensalem wanted to avoid a complex integration process. iboss streamlined deployment makes implementation fast and seamless, even if you are switching from a competitive solution.
- ✓ **Technical Support** – After their experience with Lightspeed, Bensalem was looking for more responsive support. iboss' concierge technical support puts customers immediately in touch with an experienced support engineer who can tackle any issues that arise.

## The Results

Bensalem School District is happy they chose iboss and are already experiencing the benefits. In every area that was important to them, they have seen significant improvements:

**Implementation and Technical Support:** Bensalem anticipated some complexity in switching from Lightspeed to iboss but were very pleased to find deployment was easy and transparent, minimizing end-user hassles. Kurt was impressed with iboss Technical Support staff saying, "iboss support is certainly one of the best in the industry. Not only is there minimal wait time, but also the engineers are extremely knowledgeable and well spoken. Sadly, this is far from common with other organizations."

**Authentication and Reporting:** iboss comprehensive reporting and streamlined authentication allows Bensalem to secure users across the district, making sure each group, regardless of device type, receives accurate policy enforcement and Web access. Bensalem also found the live bandwidth dashboard indispensable in giving them real-time visibility of bandwidth consumption across the network.

**Social Media Controls:** Bensalem found iboss social media features very beneficial for their schools. As Kurt explained, "Opening social media websites for end users is one of the biggest decisions many school districts face. iboss provides incredible application level control and we are now able to open these websites to both staff and students, yet control what they can actually do."

**YouTube Support:** Bensalem had found controlling content on YouTube a challenging area, but found the problem was solved by iboss. "The iboss proprietary Clean Video Search technology gives us exactly what we wanted for students. It allows for a huge library of appropriate videos while removing all advertising and comments. We find this to be far better than YouTube for EDU," he said.



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Kurt von Schwedler  
Network Engineer  
Bensalem School District

**Application Management:** With all of the mobile devices on the network and access to thousands of applications, Bensalem wanted to be sure they could provide access to authorized applications without worrying about unacceptable content. iboss gave them the control they needed, “With iboss, I can be more lenient with users and allow them to have access to applications that weren’t available with Lightspeed. This has cut way down on helpdesk calls, and freed up IT to focus on other issues,” Kurt said.

**Chromebook Support:** iboss’ Chromebook transparent SSO authentication feature is proving very useful as Bensalem will soon be distributing 600 additional Chromebooks to students. “Because Chromebooks cannot bind to Active Directory it was challenging to implement policy management,” Kurt explained. “iboss’ Chromebook SSO feature works well and it’s nice to know that our end users will always get the correct filtering policy whether on a PC, Mac, or Chromebook.”

**FireSphere™ Advanced APT Defense:** Bensalem’s evaluation of FireSphere™ is going well and they are impressed with its ability to increase their data protection. Kurt commented, “It’s extremely powerful and being able to instantly detect malware on the network is advantageous, especially at a gateway level”. They also like the auto-quarantine feature that detects and blocks high-risk devices, as well as the CISO dashboard, which gives them real-time visibility into threats on the network.



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Kurt von Schwedler  
Network Engineer  
Bensalem School District

**About iboss Cybersecurity**

iboss Cybersecurity defends today’s large, distributed organizations against targeted cyber threats which lead to data loss, with the iboss next-gen Secure Web Gateway Platform, leveraging innovative cloud architecture and patented advanced threat defense technologies. iboss advanced solutions deliver unparalleled visibility across all inbound/outbound data channels, and include security weapons that reveal blind spots, detect breaches and minimize the consequences of data exfiltration. With leading threat protection and unsurpassed usability, iboss is trusted by thousands of organizations and millions of users. **Visit [www.iboss.com](http://www.iboss.com).**