
CASE STUDY

School: Carroll County School District

State: Georgia

District Size: 15,000 Students

Solution: Total Traffic Control

Focus: Mobile/Desktop Filtering,
Support & Training



“The entire suite of products, including spam blocking, desktop security, filtering and mobile filtering is every bit as good as the other products out there AND it’s more cost effective because it’s a single, consolidated solution with a single price per workstation.”

J.J. McDermott
Network Administrator
Carroll County Schools

Lightspeed Customer Success

Carroll County Finds a Better Web Filter, and Gets a Whole Lot More

Overview

In order to ensure student safety, staff productivity, and CIPA compliance, schools need an Internet filter to block inappropriate content. But over-blocking limits the educational power of the Internet, while under-blocking opens up security risks. Facing the need for a more flexible and more powerful content filter for their 4,500 workstations across 26 locations, Carroll County Schools began a comprehensive search for a new solution. They discovered Total Traffic Control, which delivered the feature-packed content filter they needed—plus bandwidth management, security management, and email management, all backed by exceptional training and support.

Challenges

When Carroll County outgrew their current content filter and began looking for a replacement, both the strength of the new solution and the cost-effectiveness were primary concerns. After previewing several products for two-four weeks each, they settled on Lightspeed Total Traffic Control.

J.J. McDermott, network administrator for Carroll County Schools, and the rest of the team have been very pleased with the improvements over their old content filtering solution. “The solution we used previously was only IP-based, and had only 14 categories. The Web Access Manager database in Total Traffic Control uses a combination of URL, IP, and domain names and breaks the database out into about 120 categories. The granularity of the Lightspeed database helps ensure that we aren’t over-blocking, but nor are we under-filtering,” McDermott says.

Solution

This granular and comprehensive filtering solution helps Carroll County Schools enforce AUPs, block non-essential web sites, and ensure CIPA (Children’s Internet Protection Act) compliance. It has also saved McDermott valuable time. “I’m amazed with the rapid response time Lightspeed delivers with requests to unblock sites. Often, by the time I even see that a teacher has submitted a site for review, Lightspeed has already responded to the query. This saves me significant time, and frees me from the hassle of constant requests.”

Mobile users are another concern McDermott has to deal with, not only because he has to monitor their use of school computers but also because he has the difficult job of keeping computers running even after they are taken off the network and exposed to potentially damaging content. The Guide Mobile Filter, a feature of Web Access Manager and Total Traffic Control, extends policies and protection to computers when they are off the network. “We had a problem where laptops would be returned with pop-ups and other issues. Unlike antivirus programs, the Guide Mobile Filter prevents users from accessing known bad sites, such as those that might infect the computer with spyware, to begin with. The Guide Mobile Filter is a preventative and proactive solution for us, which keeps our laptop computers running and our mobile users safe—and makes our jobs as system administrators easier.”

“Total Traffic Control initially won us over because of content filtering and mobile user filtering,” shares J.J. McDermott, System Administrator for Carroll County Schools. “But it has also saved us money: when budgets got tight, we started using the Security Manager component of Total Traffic Control for antivirus protection. It worked well for us, and saved a line item on the budget. The entire suite of products, including spam blocking, desktop security, filtering and mobile filtering is every bit as good as the other products out there AND it’s more cost effective because it’s a single, consolidated solution with a single price per workstation.”

Conclusion

Carroll County chose Total Traffic Control for the comprehensive and flexible filtering it provides for users, both on and off the network—and reduced expenses with the comprehensive solution it provides for security, bandwidth management, spam management, and more. For McDermott, the exceptional training and support from Lightspeed Systems has been a strong reflection of Lightspeed’s commitment to education and its customers.

“I have been very happy with the Lightspeed support,” McDermott shares. “I’ve never had them say ‘That’s not our problem.’ Whatever problem I call in with, they take ownership and follow through to the end. In my case, a couple of times, that has even meant making product updates.” McDermott was also very pleased with the Administrator Certification training he received in Bakersfield. “I went to the training wondering how they were going to fill a week, and assumed that after a day they’d be repeating themselves. But the training was very well laid out and full of interesting information. Lightspeed has such a diverse group of people who are so knowledgeable in different areas.”



About Total Traffic Control

Monitor, manage, filter, and secure your school’s network with a single solution

Total Traffic Control is the complete solution for managing your school network’s usage, health, and security. With this comprehensive solution you can monitor user activity, ensure Acceptable Use Policies are being followed (on email, the Web, or the desktop—both on the network and off), reduce dangerous and costly security threats, ensure school resources are utilized safely and effectively, and easily view and share critical information with custom reports.

About Lightspeed

Lightspeed Systems Inc., founded in 2000, develops comprehensive network security and management solutions for the education market. We are committed to helping schools operate their networks effectively and efficiently, so educators can provide safe online teaching and learning environments.

Our software is used in more than 1,000 school districts in the United States, the United Kingdom, and Australia to protect more than 5 million students. For the past two years, Lightspeed Systems has been recognized on the Inc. 5,000 list as one of the fastest-growing private companies.



Exceptional Service and Support

Our feature-rich solutions designed specifically for schools are the answer to your network management and security needs. But our unparalleled service and support mean our solutions will continue to deliver, long after their easy implementation. With any *Lightspeed Systems* solution, you can depend on:

- 24/7 live-person phone technical support.
- Comprehensive online knowledge bases.
- The Lightspeed Wiki, rife with user collaboration and product expertise.

Professional Development and Training

Professional Services:

We provide customized, collaborative professional development services to address your specific needs. For more information, please contact: ps@lightspeedsystems.com

Training:

To help you fully leverage your investment in Lightspeed Systems solutions, we offer an array of training options.

- Online introductory training and user demonstration videos.
- Administrator certification.
- Regional training throughout the U.S.

Contact Us

Learn more about our products and services at www.lightspeedsystems.com

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See the powerful reporting, policy creation, and customization features of Total Traffic Control, and our component solutions, for yourself. Schedule an online demonstration: www.lightspeedsystems.com/demo

