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Business Computer and Network Specialists

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untangle™

What is the Untangle Managed Network Security Program?

In the shortest definition—the Untangle Managed Network Security Program is a service that offers complete internal and external network security for your organization. Today's business is faced with threats from the Internet, the need to have secure remote access, and concerns with employee productivity. The ITWorks Untangle program ties the needs of network security together into one package. The system sets at the perimeter of your network and manages all traffic going into and out of your network.

Web Content Filtering	User Policy Management	Perimeter Virus Protection	Internet Attack Blocker	Internet History Reporting for each network user
Phishing Site Blocking	Spyware Blocking	Stateful Packet Inspection Firewall	VPN Connections for remote offices and workers	Dual Internet Connection Support

You've probably heard of the term firewall—your firewall (also called your router) sets between your private network and the rest of the world (the Internet). The Untangle Security system is your firewall. It keeps everyone on the internet from being able to access your network.

Manage and Monitor Employee productivity

Besides acting as a 24/7 network security guard, the Untangle Managed Security system offers content filtering which is updated on an hourly basis to block access to over 50 categories of websites (Porn, Gambling, Video Sharing, Dating, Illegal Drugs/Alcohol, Violence, Weapons, etc.). In addition, you are provided with monthly reports of overall network and internet usage, and can request reporting on specific users or websites at any time. With user policy management, we can even configure different levels of internet access for different users—for example, management may be allowed access to Facebook, but staff members are not.

Stop Scams, Viruses, and Spyware/Pop Up Ads

Just like a security guard at the front door, the ITWorks Untangle Managed Security system stands guard at the door to the world—your internet connection. The system actually inspects all internet traffic before it is allowed into your network. This means if someone goes to a website that is a scam—like a fake banking website– they are never allowed to get there. If a virus comes in through the internet, the ITWorks Managed Security Program stops it before it can even get into your network. It's the security guard that protects your most critical asset—your data...and he never sleeps, takes vacations, or needs to be fed!

Utilize Backup Internet Connections for faster Internet & Redundancy

In today's business world, an Internet Outage will result in a dramatic loss of productivity. The Untangle Managed Security Appliance allows for multiple Internet Connections. This accomplishes two goals: Automatic failover so that if your primary internet connection goes down, the second internet connection immediately takes over so that your users never experience down time **and** also allows us to use the second connection for certain types of traffic—for instance, all e-mail traffic may utilize the second connection, which results in faster internet connectivity.

An Extra Level of Antivirus Protection

The ITWorks Untangle Network Security device allows for perimeter antivirus protection. While you have anti-virus software on your computers and servers, this provides an additional layer of virus protection. As internet traffic comes through the firewall, it is automatically scanned for viruses before they can reach your computers. While this is not a replacement for having anti-virus software on your computers, it provides for a more thorough antivirus solution. Viruses from the internet are detected before they enter your network.

A More Secure VPN solution

The ITWorks Untangle Network Security service provides a more secure web based VPN solution for your users that is compliant with financial and healthcare regulatory requirements. In addition, by having a web based interface for users to connect with prevents having to create VPN connections on individual computers. As long as you have a web browser, you can form a safe and secure connection to the internal network. This results in lower costs from traditional VPN scenarios, where connections have to be created on individual computers.

Quality of Service (QoS) and Bandwidth Control

As your office begins to take advantage of new technology such as Voice over IP phone systems, web based time keeping systems, etc. it becomes necessary to be able to prioritize internet speed. For example, it's more important you have a clear and consistent phone connection than it is that you can browse web pages quickly. QoS allows us to specify which devices and what type of traffic take priority over other types of traffic. In this scenario, we are able to specify that phone traffic (or e-mail traffic, web traffic—any type of traffic) receives priority over other types of data.

Internet Filtering

Besides being able to block users from getting to specified websites, such as pornography or gambling, the ITWorks Untangle Managed Security appliance also can block applications such as Instant Messenger and peer-to-peer file sharing applications. This becomes even more of a concern with the recent rise in prosecution of users who are illegally sharing music, TV shows, and movies. If your users are doing some type of file sharing service to download music, etc. it presents a large network vulnerability issue. The ITWorks Untangle Managed appliance stops this traffic before it gets into or out of your network.

24/7/365 support

The ITWorks Untangle appliance comes with 24/7 support for any problems. The appliance is monitored and managed day in and day out. The unit is solid—it doesn't fail, it doesn't go down, and provides your organization with secure internet connectivity, VPN connectivity, backup connection failover, and reporting. It saves you money—for example, the cost of tracking internet usage one time for one employee is greater than the cost of receiving automated reports from Untangle for all users internet usage on a weekly basis.