

## GOLDEN STATE FOODS

## CUSTOMER CASE STUDY

### INDUSTRY:

Foodservice manufacturer  
and distributor

### WEBSense INTEGRATION:

Juniper Networks  
NetScreen Firewall

*"Security was a major concern, spyware was a problem, and we needed to be able to lock down desktops in the event of a virus; Websense Security PG and CPM gave us that ability. Using Websense brought security threats to our attention and helped us to reduce them"*

Mike Bourque  
Technical Services Manager  
Golden State Foods



Golden State Foods Corp. (GSF) is one of the world's largest diversified suppliers to the quick service industry. Its core businesses include the processing and distribution of liquid and meat products, produce, and bakery items, as well as a nonprofit organization for kids, the GSF Foundation. For more than 50 years, GSF has been a key supplier to McDonald's and is currently its largest supplier of liquid products in the United States, second-largest distributor, and third-largest meat company, servicing thousands of restaurants worldwide. Based in Irvine, Calif., GSF's leadership group relies on internet-based communication tools like video-over-IP to coordinate efforts at its 10 distribution centers and five food processing plants in the United States and abroad. GSF technical services manager Mike Bourque's job is to make sure the company's network is running smoothly so executives and managers have the bandwidth they need for reliable communication.

### CHALLENGE – Preserve bandwidth and protect network resources

It can be a challenge, considering that almost all of GSF's 2,500 employees have access to the internet for business and limited personal use through 600 desktop machines, laptops, or one of many internet kiosks installed in break rooms at warehouses and processing plants so workers could do personal business during breaks. "Our IT group was spending about 35% of its time responding to calls related to network security: spyware, malicious code, and pixilation and stuttering during videoconferences because of depleted bandwidth," Bourque says. "We needed a centralized way to secure the network, control bandwidth, and manage internet-use policies for groups of users, individuals, and workstations regardless of their location."

### SOLUTION – Websense Enterprise® with Security PG™, Bandwidth Optimizer™ and Client Policy Manager™

GSF chose Websense, the best-of-breed web filtering and web security solution, with Premium Groups™ (PGs), Bandwidth Optimizer™ (BWO) and Client Policy Manager™ (CPM) to address their web security, desktop security and bandwidth concerns. Employees log on at all times of the day, and not only for work-related use. GSF uses Websense to manage access to sites with inappropriate content, and it also deploys a quota-time feature to allow each person 90 minutes of non-work-related surfing a day in 20-minute increments. "Employees like having internet access," says Bourque, "but it means we have to be vigilant in the way we manage and address security threats."

GSF uses Security Premium Group (Security PG™) to prevent access to sites associated with spyware, keylogging, malicious code, phishing, and other threats. Furthermore, Websense Security Labs™ provides rapid threat-identification and protection. Analysts work 24 hours a day, seven days a week to expose websites with malicious content—in some cases while they're in set-up mode, before exploits have been released. To address security threats at the desktop level, GSF uses CPM to stop the execution of unauthorized applications such as spyware, peer-to-peer file sharing, and hacking tools. It locks down GSF's machines so an employee can't bring a disk from home and add programs for personal use.

"CPM is an important tool for us. I learned the value of CPM a couple of years ago when we decided to configure our computers in the most uniform way possible," he explains. "We found unauthorized utilities, unlicensed software, games, malware. Now we use CPM to make sure our standard set of software stays standard."

Websense reporting tools have provided GSF with capabilities for tracking, analyzing and reporting on internet activity and overall risks associated with employee computing. "With the Websense reporting tools, we learned that P2P file sharing with programs like Kazaa was more prevalent than we originally thought." Bourque said.

### Network and desktop security is one of GSF's strategies for managing bandwidth.

Websense can be deployed on a central server or with a distributed enterprise like GSF's, where each location uses its own connection to the internet rather than routing outbound URL requests through a corporate WAN. When a user requests a web page, the local firewall communicates over the internet with GSF's Websense server. Websense checks the URL against the Websense Master Database of more than 13 million websites organized into more than 90 categories of internet content and replies with a block or permit notice. The response is fast because Websense integrates with GSF's Juniper Networks NetScreen firewall to cache URL requests and responses. Caching speeds up network performance and preserves bandwidth.

"Before Websense, we had to route all outbound requests through a single, filtered connection," Bourque says. "Now I can configure, maintain, and apply policies from my office even though each remote location has its own firewalls and T1. We've recovered 30% to 40% of our bandwidth by using Websense."

Bourque also can prioritize and manage network traffic in real time using BWO. "For example, when we schedule a videoconference I use BWO to allocate a percentage of our bandwidth to that activity," he says. As network traffic reaches Bourque's preset threshold, BWO ensures that video-over-IP has priority access to network resources. To manage access to bandwidth-intensive sites, including streaming media, internet radio and TV, personal network storage/backup, internet telephony, and peer-to-peer file sharing, GSF uses Bandwidth PG, part of the Premium Groups family.

The return on GSF's investment in Websense includes a reduction in Help Desk calls. Instead of spending 35% of its time responding to calls related to depleted bandwidth, spyware, and malicious code, Bourque estimates the IT staff now spends less than 5%. Another benefit—the confidence GSF executives have in video-over-IP and other web-based communication, Bourque says. "They don't have to contend with the distractions caused by depleted bandwidth," he says. "Their ideas come through loud and clear."

To offer a secure internet environment for its employees, while also preserving network resources, Websense was the right choice for Golden State Foods.

For more information about Golden State Foods visit [www.goldenstatefoods.com](http://www.goldenstatefoods.com).

### About Websense

**Websense, Inc. (NASDAQ: WBSN) is the worldwide leader of web filtering, and premier provider of web security and desktop security software. Websense software is preferred by leading Fortune 500 and FTSE customers, as well as government agencies and educational institutions. Websense software increases employee internet productivity and secures organizations from emerging internet threats by providing a proactive web security component that compliments traditional security solutions. Only Websense delivers flexible, integrated policy enforcement at the internet gateway, network, desktop and remotely with over 22 million seats under subscription, ranging in size from 100-person firms to many of the world's largest corporations.**

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