

# Success Stories

## Volunteer Center gets a helping hand from Safe@Office and Portola Systems

### At-A-Glance :

#### Client Name

The Volunteer Center  
of Sonoma County

#### Industry

Non-profit resource  
and referral center

#### Check Point Products

- Safe@Office™
- Security  
Management  
Portal



#### CUSTOMER NEEDS MET

- Affordable security without compromise
- Safe Internet access for volunteers and youth
- Hands-off security management
- No security or IT expert on staff

#### ABOUT THE VOLUNTEER CENTER OF SONOMA COUNTY

The Volunteer Center of Sonoma County located in Santa Rosa, California, helps the helpers in many ways. It sponsors the largest Human Race fund-raising event in the United States. In 2004, 11,000 runners and walkers raised more than a million dollars for 500 non-profit organizations in a single day. The Volunteer Center's day-to-day activities are equally heroic.

Through the Volunteer Center's Human Services Information and Referral program and telephone helpline, more than 17,000 people each year receive the services they need. Through its Court Referral Program, the Volunteer Center places and monitors more than 2,800 offenders annually who are sentenced to community service, with a completion success rate of better than 80 percent. More than 600 non-profit organizations receive assistance with fund-raising, grant writing, and volunteer workforce recruitment from the Volunteer Center. The group also operates the County's paratransit program, called Volunteer Wheels, providing more than 50,000 rides to disabled passengers each year. All this, combined with the 18,000 to 20,000 volunteers placed annually in the community, makes the Volunteer Center of Sonoma County the second largest such center in the United States.

#### THE VOLUNTEER CENTER CHALLENGE

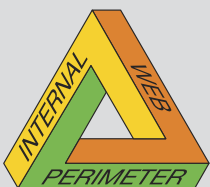
The Volunteer Center relies on the Internet and a network of 40 PCs to run its daily operations and fulfill its mission. "The Volunteer Center is totally dependent on up-to-date information in our computer databases. Non-profits use us to find volunteers, to access available grant programs, and even to locate available shelter beds for the night," says Myra Gaiser, program director for the Volunteer Center.

In addition, many PCs are used by seniors, children, and teenagers. The Volunteer Center wanted to control Web surfing and protect its various users from inappropriate content. While safeguarding information and protecting users is imperative, the Volunteer Center didn't have the knowledge or the resources to manage security.

#### THE CHECK POINT SOLUTION

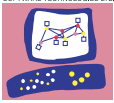
Portola Systems met the Volunteer Center's needs with a Check Point Safe@Office™ Internet security appliance, deployed as a part of managed security service. Portola Systems is a local IT consulting firm that designs, implements, and maintains LANs, WANs, and networks for organizations of every size. "Portola Systems understands our mission, our networks, and our unique budget constraints," says Gaiser. As the Volunteer Center's trusted IT advisor, Portola now takes care of all Internet security, while the center stays focused on the community.

The Check Point Safe@Office appliance is ideal for the Volunteer Center's needs, says Jerry Phoenix, vice president, Portola Systems. "It enables us to provide the Volunteer Center with market-leading security and a managed service at a fixed monthly fee that is very affordable for a community non-profit organization." Portola sets up the center's security rules and keeps them current over the Internet via the Check Point Security Management Portal (SMP).



Intelligent Security

Check Point  
SOFTWARE TECHNOLOGIES LTD.



We Secure the Internet.

The combination of Safe@Office and SMP allows Portola to create and easily deploy Portola-Secure™, a robust managed security service for small businesses. This service includes firewall protection, remote access, 24x7 monitoring, automatic updates, content filtering, and reporting, all for one monthly fee. Users of the managed service, like the Volunteer Center, get comprehensive Internet security that is monitored and maintained by professionals around the clock and requires no up-keep by their staff.

**THE BENEFITS OF CHECK POINT SECURITY**

“The security solution provided by Check Point and Portola Systems supports our whole operation,” says Gaiser. “We can focus on our work, and on helping the community, without worrying about the technology or the security details.”

**Hands-off security management**

The Volunteer Center is getting a much higher level of security—effortlessly. Portola Systems manages the firewall transparently from its own offices. Once a month, Portola emails reports to Gaiser detailing the center’s security protection. One report shows all firewall activity, updates, and blocked access attempts. The other shows the blocked URL addresses by date, time, and category. In one month the service blocked over 10,000 Internet “attacks” and stopped 60 attempts to view inappropriate Web content. “I was simply astonished by the number of unauthorized attempts to access our IT system that were blocked by the Safe@Office system,” says Gaiser.

**Safe Internet access**

With URL content filtering, the Volunteer Center no longer has to worry about volunteers encountering questionable Web sites when they use the Volunteer Center’s computers. The service blocks inappropriate content from many categories including gambling, violence, and drugs and alcohol. “We were particularly concerned about our youth programs because the kids will access inappropriate sites when they are not being supervised,” said Gaiser.

**Reduced cost for two networks**

The Volunteer Center is able to operate the Volunteer Wheels network for Sonoma County more cost-effectively. The Volunteer Wheels network plugs into the DMZ port on the Safe@Office appliance. In this way, both networks can use the same Internet connection and the same firewall, while remaining independent from each other. Communications are improved as well. The program director on the Volunteer Center network is now able to exchange emails and information with her staff on the other network.

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— Myra Gaiser, Program Director  
The Volunteer Center of Sonoma County

**THE VOLUNTEER CENTER FUTURE**

The Volunteer Center hopes to open a satellite office. Safe@Office, with integrated VPN capabilities, will enable the two locations to communicate securely and inexpensively over the Internet. Easily upgradeable, Safe@Office provides a security solution that will serve the Volunteer Center long into the future.

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