

## Client:

Nationstar Mortgage

## Web site:

[www.nationstarmtg.com](http://www.nationstarmtg.com)

## 8e6 Solutions:



R3000 Enterprise Filter

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*“8e6’s R3000 Internet Filtering appliance is reliable, fast, and seamless. We have never had an issue with it.”*

**Hy Ly**  
Network Manager  
Nationstar Mortgage

## Nationstar Mortgage Builds a Better Future for Employees with 8e6’s Filtering and Reporting Solution

### Profile

Dallas-based Nationstar Mortgage, previously known as Centex Home Equity, is one of the nation’s leading mortgage lenders offering non-prime mortgages and home equity loans directly to consumers and indirectly through mortgage brokers and bankers. With offices located throughout the country and a significant servicing portfolio, Nationstar Mortgage is one of the nation’s largest retail non-prime mortgage originators. Since its inception in early 1997, Nationstar Mortgage has experienced phenomenal growth by providing exceptional customer service and a wide range of competitive mortgage products.

### Challenge

As a company that prides itself on having excellent customer service, fast growth, and being a leader in their industry, Nationstar wants to ensure that not only are its employees comfortable in their work environment, but that its image as one of the most admired companies in America remains solid. Nationstar leaders turned to Internet filtering and reporting in order to ensure employees do not access porn, malicious, and other harmful and unproductive sites while at work. After evaluating a number of software-based filters, the Nationstar IT team decided that 8e6 Technologies’ appliance-based solution was the fastest, had the lowest maintenance, and was completely fail-safe.

### Solutions

“After reviewing multiple filtering products out there, we found that nothing else could compare to the benefits of the R3000 Internet filter”, says Hy Ly, Network Manager. As a hardware solution, the R3000 integrates easily and seamlessly into any network environment. Unlike software-based solutions that employ “pass-through” filtering, 8e6’s “pass-by” technology eliminates poor performance due to traffic volume and enables filtering to happen as fast as a URL request can get out to the Internet. The R3000 sits to the side of the network traffic, watching and comparing requests to the 8e6 database of Web sites and URLs. That means that unlike a software solution whose filter must pass through a proxy before reaching the end-user, the R3000 will not slow down network traffic or become a bottleneck or point of failure.

“We particularly found the ‘X-Strikes’ feature to be a large time-saver,” says Mr. Ly. As a key feature on the R3000, administrators can enable “X-Strikes” to lock down a user’s workstation when administrator-defined thresholds for accessing inappropriate Web sites are exceeded. In addition, Nationstar has found 8e6’s Authenticat feature to be instrumental in filtering. Stored on the network server, the authenticator runs as soon as a user logs into the network. Because it runs locally, it provides repudiation and gets a user’s information real-time on the workstation. Therefore, no matter where that user goes on the network, he or she is being authenticated.

As a secondary implementation to ensuring that employees stay on track, Nationstar also implemented the Enterprise Reporter. A monitoring and reporting solution, the ER processes the R3000’s filtering data and provides point-and-click, custom and pre-set reports—across an entire network or down to a particular individual.



Enterprise Reporter

*“ We hardly ever need to call 8e6, but when we do, 8e6 employees always go out of their way to help us. Nationstar prides itself on our customer service, and it makes my job much more pleasant to deal with a vendor that does the same.”*

Hy Ly

Finally, Mr. Ly and his team are very happy with 8e6's single-source support. With only one contact number to call, 8e6's customers never have to contact any other vendor to handle any filtering issue. "We hardly ever need to call them, but when we do, 8e6 employees always go out of their way to help us", says Mr. Ly. "Nationstar prides itself on our customer service, and it makes my job much more pleasant to deal with a vendor that does the same."

## Result

After quickly and easily installing the 8e6 solution, Nationstar immediately noticed a drop in the attempts to access inappropriate sites, which not only reduces bandwidth, but also decreases the company's legal liability while increases employee productivity. While employees may not mean to visit disruptive or unproductive sites, their curiosity oftentimes gets the better of them. By implementing 8e6's filtering and reporting solution, companies such as Nationstar can ensure that employees stay productive while on the Internet. "By filtering, we are protecting our customers' data as well as ensuring that we remain a leader in our industry", says Mr. Ly.