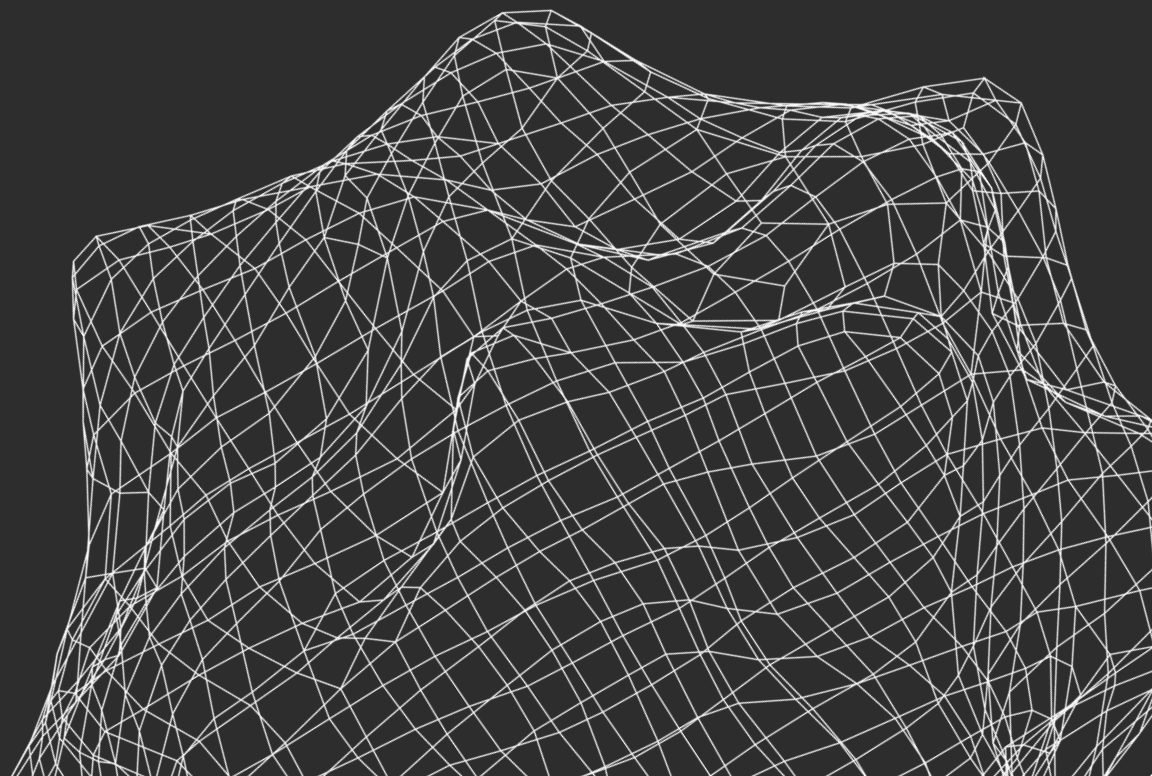Use case

Streamlined Web Filtering & Compliance: Empowering Energía Integral Andina S.A. with SafeDNS

((ñ)) SAFEDNS

SafeDNS Implementation Ensures Seamless Internet Service and Regulatory Adherence

Organization overview

Energia Integral Andina S.A is a prominent energy services provider based in Colombia. The company offers a wide range of energy solutions to residential, commercial, and industrial clients. With a strong commitment to compliance and customer satisfaction, Energia Integral Andina S.A ensures the seamless delivery of services while adhering to government regulations.

Location

Bogotá, Colombia
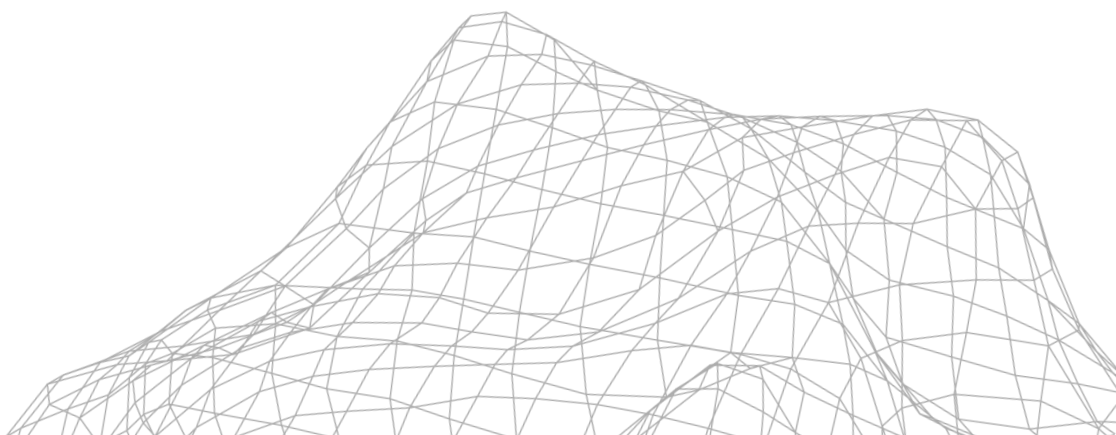
Duration

2019 – present

Challenge

Energía Integral Andina S.A required a web filtering solution that complied with government regulations, restricting certain online content, while maintaining uninterrupted web access for customers with pending payments.

Solution

Energía Integral Andina S.A selected SafeDNS for efficient web filtering, allowing access restrictions compliance while ensuring seamless service for clients. Easy implementation with IP configuration and personalized blocking lists enhanced their web filtering capabilities, meeting government regulations promptly.

Impact

SafeDNS implementation ensured compliance, customized filtering, automated updates, real-time monitoring, global performance, and easy maintenance, enhancing customer satisfaction and efficiency at Energía Integral Andina S.A.

((⛯)) SAFEDNS

Problem

Energía Integral Andina S.A faced a crucial challenge when searching for a web filtering solution. They needed to adhere to government regulations, which mandated restricting access to certain online content like gambling sites, child pornography, and terrorism-related material. However, the company could not afford to cut off internet services completely for customers with pending payments, as doing so would be cost-prohibitive and detrimental to customer relations. Instead, they required a solution that would allow them to prevent specific services like Facebook and YouTube for these customers while still providing essential web access. To address this issue, they sought a web filtering solution that would ensure compliance with the law while maintaining uninterrupted service for their clients.

Solution

To address the web filtering challenges, Energia Integral Andina S.A started exploring solutions that could efficiently enforce the required access restrictions while maintaining a seamless service experience for its clients. After evaluating several options, they chose SafeDNS as their preferred solution.

The product implementation process of SafeDNS at Energía Integral Andina S.A was remarkably smooth and straightforward. Configuring the IP addresses and blocking specific pages proved to be an effortless task, resulting in a positive experience for the company during the setup.

Immediately after the launch of SafeDNS, Energía Integral Andina S.A noticed several advantages that greatly enhanced their web filtering capabilities. The product offered the flexibility to configure IPs, allowing the company to tailor the access restrictions to their specific needs. Additionally, SafeDNS provided the option to create personalized lists of pages to be blocked, granting them greater control over the filtering process.

One of the key benefits that stood out for Energía Integral Andina S.A was the availability of pre-prepared lists of pages that could be blocked right after the setup. This feature allowed them to promptly enforce access restrictions in accordance with government regulations, ensuring compliance without delay.

As for the features they immediately started using, the company leveraged SafeDNS's IP configuration and personalized blocking lists to align with their requirements accurately. The ability to implement these features effortlessly enabled Energía Integral Andina S.A to establish an effective and compliant web filtering system while maintaining uninterrupted internet service for their clients.

Result

The implementation of SafeDNS yielded significant and positive outcomes for Energía Integral Andina S.A:

- Swift and Seamless Deployment: SafeDNS's user-friendly setup facilitated quick implementation, enabling Energía Integral Andina S.A to promptly comply with government regulations. The immediate enforcement of access restrictions minimized any disruptions to internet services.

- Customizable Filtering: SafeDNS's flexible configuration options allowed the company to customize access restrictions, precisely defining which content categories should be blocked while keeping the rest of the internet open for clients.
- Automated Updates: SafeDNS automatically updated its lists of blocked pages, reducing administrative burdens and ensuring continuous compliance with regulations.
- Real-Time Traffic Monitoring: SafeDNS's intuitive dashboard provided comprehensive insights into customer internet traffic, empowering Energía Integral Andina S.A to monitor and manage access restrictions effectively.
- Global Performance and Compatibility: Despite being geographically distant from SafeDNS's headquarters, Energía Integral Andina S.A experienced seamless performance and negligible latency issues. SafeDNS delivered reliable global service, catering to both large-scale and smaller projects.
- Effortless Maintenance: SafeDNS operated smoothly in the background, requiring minimal supervision from the company's staff. The solution's reliability allowed Energía Integral Andina S.A to focus on core business operations while ensuring clients enjoyed an uninterrupted internet experience.

The successful implementation of SafeDNS significantly bolstered Energía Integral Andina S.A's web filtering capabilities. The company adhered to government regulations while maintaining an exceptional standard of customer service by providing uninterrupted internet access to its clients. SafeDNS's ease of maintenance and superior performance contributed to improved customer satisfaction and operational efficiency for Energía Integral Andina S.A.

((i)) SAFEDNS

The SafeDNS filtering technology recieved a prestigious award from the world-famous test lab, Software Suggest. SafeDNS solutions are recognized as having a good value for money.

SafeDNS blocks a whopping 98.5% of requests to adult content.

Contacts

🌐 www.safedns.com

📞 USA   +1 (800) 820-2530

All   +1 (571) 421-2990

✉️ sales@safedns.com

SafeDNS is a company founded in 2010 for developing web filtering solutions for different markets and customers. Since 2013 SafeDNS has been providing products for home and corporate users including businesses, educational institutions, telecom operators, MSPs and VARs.
Now SafeDNS products and cloud service are used by more than 4000 organizations and tens of thousands of home users worldwide.