



# Finding the right tool to monitor Employee Activities

## Introduction

As geographical boundaries cease to exist and the world has become a global village with employees working remotely, the internet has become a necessity to research, communicate, and collaborate. However, with Web 2.0, computer and internet have become a double-edged sword. Be it SME, multinational organization, or remote opportunities, the misuse of e-mail and internet can impact productivity and can also lead to expensive lawsuits.

Social networking websites, Wikis, forums, weblogs, and instant messaging have become a valuable business resource for research, marketing, communication, and collaboration. However, they are the resources that can also be misused. Therefore, organizations globally are looking to address the risks and challenges that the internet has presented.



How much time does an employee spend surfing the Internet?

What percentage of it is for the business requirement and how much time do they spend online for personal use?

Are the employees transferring any sensitive information through emails?



In this white paper, we will answer all these questions and detail the following:

1. What is employee monitoring?
2. Why should you monitor?
3. Benefits of employee monitoring
4. Choosing the right software

# Did You Know?

40

American businesses lose 40% productivity each year due to non-work-related internet surfing

64

of employees visit non-work-related websites on the job every day

46

of employees actively looking for a new position on the internet during work

85

of employees use organization email for personal reasons

## What is Employee Monitoring?

Employee Monitoring allows employers to survey employee activities and measure engagement through different surveillance methods. Organizations monitor employees to track attendance, performance, and productivity; protect trade secrets; ensure information security, and avoid legal liability.

The retail industry has long been used to the idea of employee monitoring with surveillance cameras installed within the premises. While software to monitor employees is relatively new in organizations, the practice has been around from around 1888, [when IBM started with the Time Clock to track employee's time at work.](#)



## Why Should You Monitor?

Employee monitoring is commonplace and an accepted norm by both employees and the organizations. While the reasons to monitor are many, we have highlighted four losses that employee activity monitoring can save your organization from.

### Cyberslacking

Cyberslacking refers to employees becoming distracted by technology in the workplace, usually due to personal, non-work-related Internet usage. Employees may use the internet at work to check and send personal emails, use social media website to connect to friends, access non-work-related (sometimes inappropriate) videos, or shop and play games online.

A ballpark estimate suggests that organizations lose 2.5 hours per day per employee on an average to cyberslacking. Multiply it by the number of employees your organization has – and you have the loss of productivity. Employee activity monitoring can make that loss count.

### Frauds

[Recently, Chinese drone-maker DJI fired 29 employees for a fraud that cost the company \\$150 million.](#) While this is just one of the recent news, organizations often suffer loss due to employees passing sensitive information for their gain.

Fraudulent activities do not cost only the company money but also damages its reputation and the confidence of the customer. With proper employee monitoring, organizations can keep a check on the online activities and data transfer, and prevent such loss.

### IP Theft

In the age of IoT, where data can be accessed from anywhere anytime across any platform, IP (intellectual property) theft has been a concern for the organizations. While the connected world had increased productivity, and made the workforce mobile, it has also given employees new opportunities to access and steal sensitive information from organizations.

The 2018 IP Commission Report estimates the low-end cost of trade secret theft to US firms to be \$180 billion, or 1% of the US GDP and the high-end cost to be \$540 billion, [amounting to 3% of the GDP.](#)

Though companies rarely admit being victims of IP theft, the reality is – IP theft exists, and the loss cannot be quantified. Employee activity monitoring can help prevent IP thefts.

### Legal Hassles

According to the [ePolicy Institute](#), 9% of organizations have battled lawsuits triggered by employee email, which can cost them millions of dollars.

# Benefits of Employee Monitoring



While the benefits of deploying an employee monitoring software are many, let us look at some of the most common benefits:



## Transparency on Employee Performance

Employee monitoring does not only prevent unethical usage of time, internet, or information by an employee but also provides valuable insights into the performance. It helps the management identify the top performers and the lowest performers, thereby making the appraisal system transparent.



## Prioritization

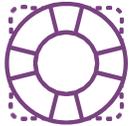


If the senior leadership/managers have visibility on what employees are working on, they can help them prioritize work and prevent errors at the initial level, before it goes out of control. A monitoring tool can also measure the amount of actual time taken to complete a task, and plan future tasks accordingly.



## Less Time Wastage

Employees spend almost 30% of their work time on an average doing personal work, which includes surfing the internet, sending emails, etc. Monitoring software can help organizations keep a check on unproductive time.



## Security

Tracking emails and locations also help in making the workplace more secure for an employee. For example, emails, phone calls, and video surveillance can help resolve sexual harassment claims, GPS tracking can ensure the safety of the employees while they are out on the field.



## Less Administrative Work

Employee monitoring tools can automate a significant portion of the administrative work, like payments, schedule, attendance, and taxes – reducing manual labor and hours spent in Excel considerably.

## While choosing an employee activity monitoring tool, consider the following:

- Is the tool easy to deploy?
- Does it support Cloud deployment SaaS, Opex model?
- Can it monitor and segregate emails – both personal and work?
- Does it have the capability to monitor the internet and social media usage? What skills required to manage and monitor?
- Can I customize rules for each employee, across devices from a single console? Can the administrator access the tool remotely or via an app?
- Does it provide business management reporting to demonstrate ROI to management? Does your tool solve and build use cases for my industry?
- Does tool supports customised reporting?

## Conclusion

A good employee monitoring system can save organizations massive amount of money by cutting down on unproductive time at work, improve employee satisfaction index by promoting the deserving employees, free up time from unproductive administrative tasks, and help identify insider threats.

## Data Resolve can help you:

- To implement tool on cloud or in-premise based on your infra need Pure
- SaaS driven model
- Manage disparate company devices from a single console
- High ROI from time to go live, low infrastructure impact, hosting requirements, payload impact Prevention
- of sensitive information leakage
- Control network bandwidth for non-productive usage Control
- software piracy
- Monitor usage of official email from personal/home devices
- Monitor employee productivity, employee activity, anomaly behaviors

# inDefend: Unified User Behavior Analytics and Insider Threat Management Solution

inDefend is a one-stop solution to help protect your data from all kinds of insider threats within your organization. It allows you to monitor your employees' behavioral patterns and pinpoint potential avenues for data exfiltration. This solution is built to achieve complete transparency over all the digital assets residing within your organization. With our unified solution, you can quickly tackle various kinds of security issues about data exfiltration. It offers a proactive approach to the organization as follows:

## Insider Threat Management

- Get a complete user behavior analysis to protect your sensitive data from being compromised by employees by monitoring their activities and communication habits.

## Employee Monitoring

- Monitor and improve your employees' productivity by keeping track of their work activities during work hours.

## Real-time Alerts

- Get real-time incident alerts for any data exfiltration activity that takes place within the organization.

## Accurate Analytics

- Get detailed cyber intelligence reports which highlight the critical sensitive data leakage scenarios with granular visibility into team dynamics and organizational ecosystem.

## Superior Control

Lockdown or block specific channels or devices in case any sensitive data exfiltration is detected.

## Enforced Encryption

Secure multiple endpoints with implemented encryption to restrict the use of sensitive information or files.

Implementing a better security system is the need of all organizations at this hour. Our unified solution inDefend can secure your organization from data exfiltration. inDefend is designed to prevent data leakage via various communication channels and proactively keep you informed of any sensitive data exfiltration attempt even on the go. So, start securing your organization against data exfiltration with inDefend.



# Data Resolve

## CONTACT US FOR A FREE TRIAL

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### VISIT OUR WEBSITE

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

### TO SPEAK WITH OUR CYBER SECURITY CONSULTANT

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### ABOUT DATA RESOLVE TECHNOLOGIES

Data Resolve Technologies is an IIT Kharagpur incubated startup, focused towards building futuristic products for Insider Threat Management and Employee Monitoring for mid-sized and large enterprises. We enable CIOs/ CISOs and business managers to monitor and predict employee behaviour and report any anomalous intentions detected, helping them build a secure ecosystem and increasing employee productivity.