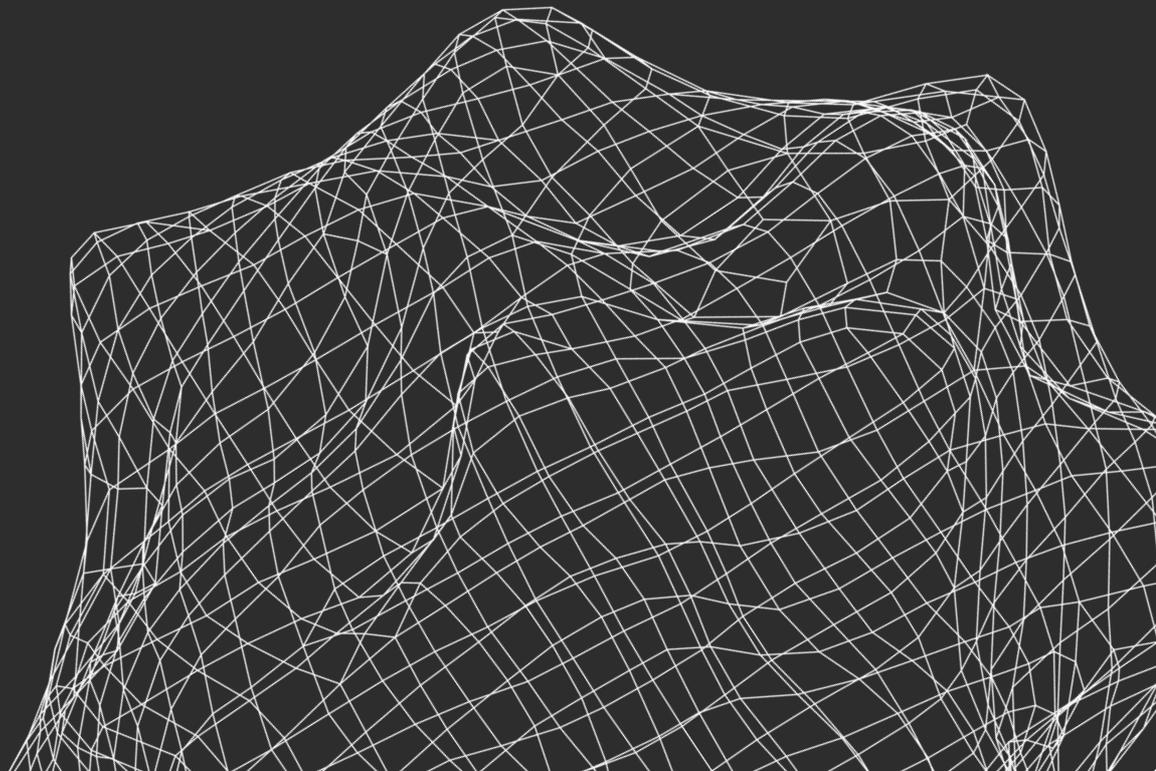((🗼)) SAFEDNS

Use case

Cloud Parental Control & Access Management

((i)) SAFEDNS

With SafeDNS, a Middle Eastern telecom operator met home users' demand for efficient parental control and found just the right solution for corporate customers to manage web access

Organization overview

A Middle Eastern national telecom operator of fixed wireless internet provider
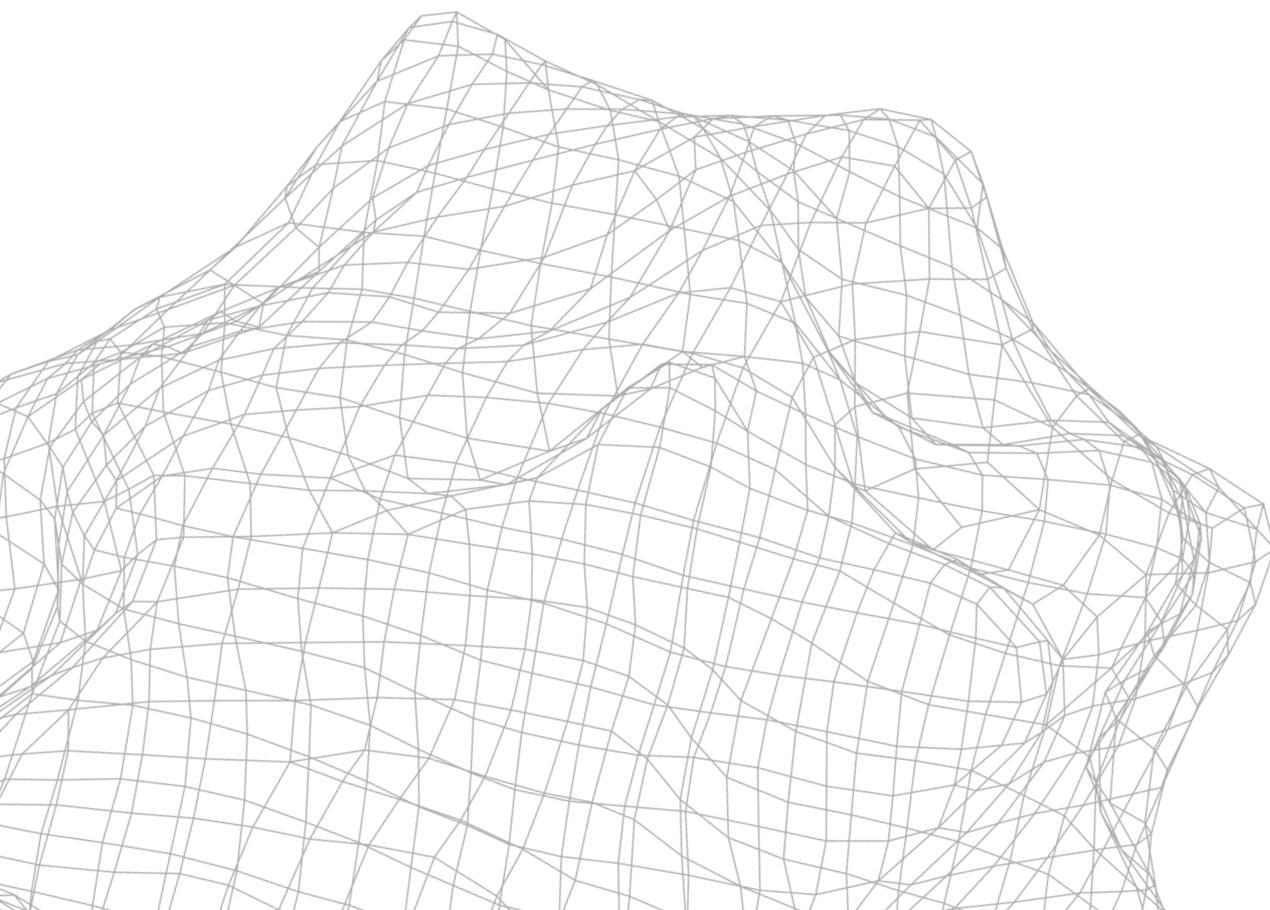
Challenge

To find a single solution to offer customers a parental control service, as well as access management in corporate environments

Solution

SafeDNS cloud service with open API for content filtering, managing web access & parental control

Impact

The telecom operator enlarged its range of products and services, got more satisfied customers, increased its revenue and end users' safety online

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Problem

Is it possible to introduce a parental control service and one for businesses to manage web access with a single solution?

To meet home internet users' demands, the telecom operator needed a parental control system. An access management service for corporate customers was also necessary.

Besides, the operator was looking for ways to efficiently block dangerous and adult websites.

Solution

The SafeDNS cloud-based service for filtering the internet was exactly the right solution for the tasks in question

Of all the SafeDNS products and services for web content filtering and online safety, the cloud service was considered the most suitable one to achieve this telecom operator's aims. The implementation process was carried out in two stages.

Stage 1

To launch the parental control service, the telecom operator's team of developers integrated its accounting system with the SafeDNS cloud via SafeDNS Subscription API to enable and manage user accounts of the parental control service.

Based on the SafeDNS solution for MSPs, a new portal with the operator's brand was launched to allow its parental control users to manage the service. To make the branded portal especially user-friendly, additional modifications were made. First and foremost, the portal was translated into Arabic. Then, a number of settings was hidden and blocked to make configuring the parental control service very easy.

Stage 2

SafeDNS was deployed to provide corporate customers with an access management service. Another branded portal was launched — this one for business users — with a full range of filtering settings, all the advanced features and options offered by SafeDNS.

Detailed instructions for setting up and fine tuning the web content filtering service were compiled for network administrators of the operator's customers. A separate set of instructions was offered to prevent bypassing the filter.

Problem

The SafeDNS cloud service did the job of protecting the operator's customers the way it was envisioned

Once the SafeDNS web filtering service was fully deployed, both for business and residential users, they enjoyed an efficient system for managing access to the internet and defining what content is allowed or blocked for employees going online from corporate networks and children surfing the web from home.

The telecom operator achieved its primary goal of gaining additional revenue by charging a fee for the new services, both of which became very popular with customers.

Besides, the operator got an opportunity to filter out botnets, malware and phishing resources increasing all end users' safety on the internet.

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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.