London South Bank University prioritises student experience with Sophos MTR

Originally the Borough Polytechnic Institute, London South Bank University was established in South London in 1892 and has been improving the lives of students, businesses and the local community ever since. The University has around 20,000 students, 2,500 employees and tens of thousands of endpoints UK and internationally.

CUSTOMER-AT-A-GLANCE

London South Bank University

Industry
Higher Education

Sophos Customer
Since 2013

Sophos Solutions
Sophos Managed Threat
Response Advanced
Intercept X

"With Sophos Managed Threat Response we have around the clock surveillance, support and IT expertise. This assures our board of directors and students that we are always safe, secure and compliant."

Alex Denley, Director of IT Innovation and Transformation, London South Bank University

With a complex and vast IT estate across multiple sites, London South Bank University's IT team needed specialist help to stay ahead of constant and growing security threats. They turned to Sophos for a 24 hour, 365 days a year service.

Alex Denley is Director of IT Innovation and Transformation at London South Bank University. When he joined the University in 2017 he realised that it took significant operational overhead to protect such a large and varied technology stack across many sites that presented big challenges. These challenges mainly centred around compliance and the safe storage of student data while maintaining a proactive approach to IT security. This is where the Managed Threat Response service from Sophos has been able to help.

Business challenges

London South Bank University had partnered with Sophos partner SCC for many years. Alex turned to them for advice on the best ways to secure the University's network, endpoints and data without expanding the IT team. He wanted the IT team to focus their time and energy on improving the student and learning experience without cybersecurity distractions.

Dave Peace, Information Security Specialist at SCC, quickly identified a need to consolidate the University's cybersecurity provision to reduce the burden of managing thousands of endpoints and resolving issues.

"Alex had to optimise his team to deliver the maximum amount of value, says Dave, "this meant that the longer they spent managing cybersecurity, the less time they had to dedicate to innovative education solutions for their students."

The solution

When Alex first approached Dave in 2020, the University's on-premise cybersecurity solution from Sophos was soon to go end-of-life and SCC therefore advised that they upgrade to Sophos Central with Intercept X. This would provide cloud-based and centralised security ensuring that all endpoints were protected and easily managed from a central point. This immediately reduced the administrative burden of such a large and complex IT estate.

More recently Alex worked with Dave to reduce cyber risks even further and discussed the benefits of a 24/7 managed IT security service to continually ensure compliance and protect data. Alex realised that an outsourced team of information security experts could provide around-the-clock surveillance and expertise to ensure the University was always safe, secure and compliant. The cost and time it would take to manage the same level of service in-house was prohibitive.

Dave therefore recommended Sophos Managed Threat Response (MTR) as an unparalleled service in the IT security sector. Alex already knew that Sophos understood the needs of Higher Education and could deliver a personable, immediate service at a competitive price to protect the University's systems, data and technology.

Business benefits

The University now benefits from a highly proactive approach to information security, managed by a team of Sophos experts who are available to combat threats 24/7. Further benefits include:

Access to industry experts
Alex and his team have 24/7 reassurance that their network, systems and data are secure, protected and compliant. They know they can contact the MTR team any time of night or day.

Increased capacity
Alex and his team have been able to refocus their attention onto projects that have a direct impact on the student experience. This is crucial for the University for student satisfaction and to provide impressive ways to attract new students.

A strategic approach to security
The IT team at the University are now able to get involved in security from a more strategic perspective, rather than being involved in the detail of individual incidents.

Proactive and responsive
The University is no longer fire-fighting security issues due to the proactive and constant surveillance from the Sophos MTR experts. This gives Alex and the leadership team at the University peace of mind.

Excellent service
The Sophos account management team, the industry experts on the MTR team and SCC deliver excellence every day. They are trusted strategic partners to the University that ultimately add value to the student experience.

Alex concludes: "Being able to pass on all cybersecurity management to Sophos has taken the pain out of the security element of IT provision. This means we can truly focus on student-focused development that will really make a big difference to our team and our students."

The partner

SCC's managed IT services, industry leading technology partnerships and specialised knowledge spanning over 45 years working with the UK's largest public sector and commercial sector organisations can help you realise the hybrid workplace for your business.

www.scc.com

"The use of the MTR service has allowed us to free up significant underlying operational hours that have enabled our teams to focus on real-time student initiatives and increase student satisfaction."

Alex Denley, Director of IT Innovation and Transformation, London South Bank University

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