# **Durham University** makes a simple and beneficial switch from Sophos Enterprise Console to cloud-based Sophos Central

Ranked fifth in the Guardian University Guide (2020) and sixth in The Complete University Guide (2020), Durham University offers over 200 undergraduate courses and 100 taught postgraduate courses, as well as many research degrees. With a total student population of around 19,000 and close to 4,300 staff members, the University is run from Durham's distinctive residential and educational communities.

## CUSTOMER-AT-A-GLANCE

**Durham University**

**Industry**
Higher Education

**Number of Users**
8,000

**Sophos Solutions**
Sophos Central

**Sophos Customer**
Since 2013

Happy with the on-premises Sophos Enterprise Console, yet keen to extend its security provision further, Durham University transitioned to cloud-based Sophos Central in late 2018. Already Sophos advocates, the 100-member strong IT team at the university chose to continue working with Sophos for its simple but effective functionality and the company's tried and tested security protections.

## Business challenges

With around 19,000 students and over 4,000 members of staff, keeping everyone at Durham University safe from cybercrime can be a real challenge. The majority of staff and students connect at least one device to the University network and there is significant BYOD usage, with BYOD, phishing, and spoofing threats targeted at University members of significant concern.

Keeping staff and student data protected and university systems and services available is critical to the operation of university business.

"We have used Sophos for a number of years. It has proven effective at Durham, adding significant value to our security operations. The core feature set meets our current requirements, and with Sophos Central there is a clear and simple modular path to supplement our protections, with enhanced features in response to emerging threats. The Sophos Higher Education support team has always dealt quickly and effectively with our requests and support requirements."

Gary Foster, senior manager – Cyber Security, Durham University

## The technical solution

Gary Foster, the university's senior manager of Cyber Security, and his team worked on the project to upgrade to Sophos Central, procured through Sophos partner Phoenix Software. One of his main priorities was to reduce manual processes through increased automation to reduce threat response times and minimise repetitive manual tasks. He was also interested in the new feature which allowed policies to follow users, regardless of the devices they have.

## Business benefits

Implementation of Sophos Central has been a smooth process and the transition has been moving at a steady pace, in line with the university's requirements. Gary particularly enjoys using the interface in Sophos Central and likes the uncluttered dashboard, new API, and alerts. He sees the main benefits of Sophos Central as being:

### Time savings
The IT team are able to work on other high-priority tasks because Sophos Central and its API allows for more jobs to be automated.

### The ability to roll out new features
Gary is interested in switching on additional features within Sophos Central in the future. When he chooses to do so, rolling out the new functionality will be automatic and easy to manage.

*'We are already making time savings with Sophos Central and I know we will save even more time in the future.'*

Gary Foster
Senior Manager – Cyber Security,
Durham University

## Layered protection

Sophos Central provides the university with layered protection in addition to Microsoft Office 365 and third-party firewalls, keeping staff, students, professional support teams, devices, and servers safe from online threats.

## Effective security for GDPR compliance

"I am comfortable that we have improved threat protection over Sophos Enterprise Console. Sophos Central prevents users from visiting websites that could harbour online threats," he notes.

Gary summarises: "By implementing Sophos Central we have seen improvements to how our security operations function works. We really like the new interface – more of what we do within Sophos Central is automated or simplified, saving us time. We are now looking forward to trialling Intercept X on our servers and continuing our close relationship with Sophos."
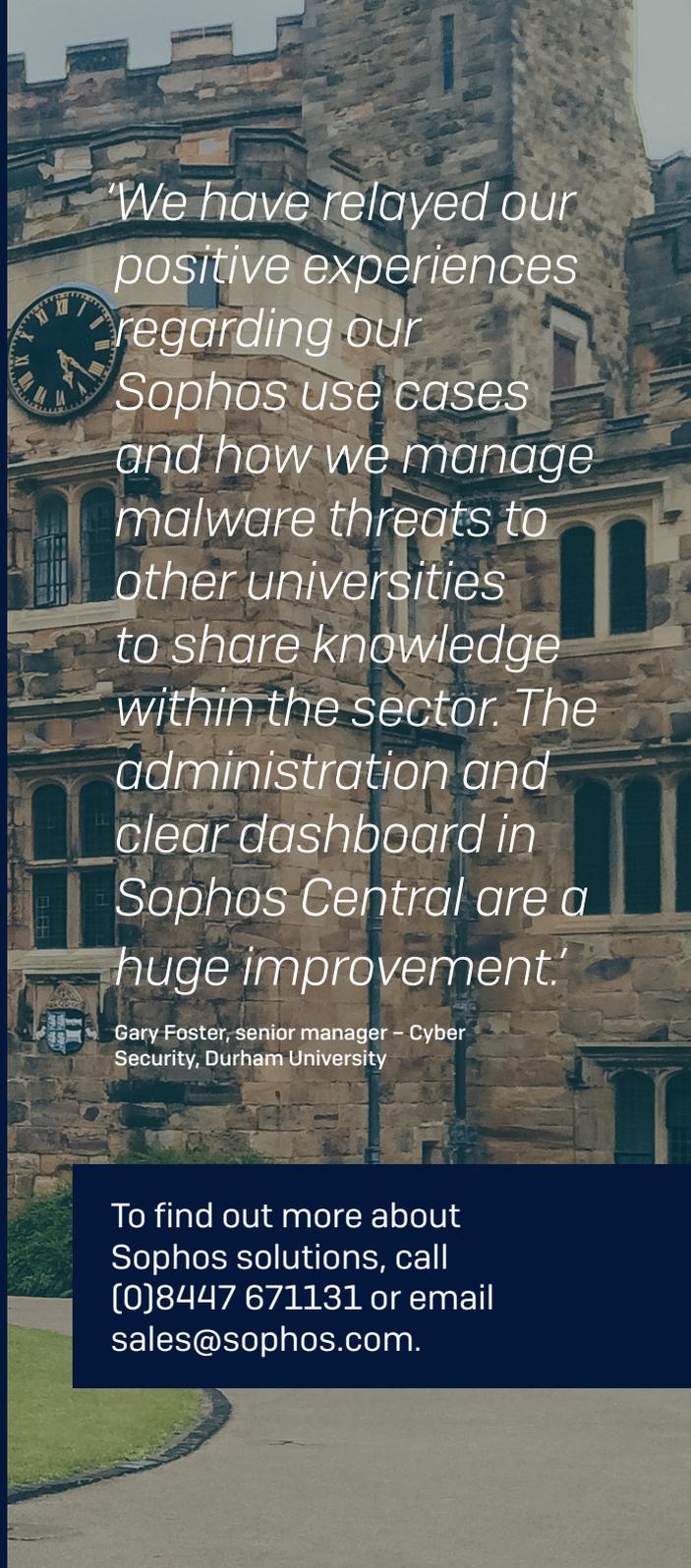
*'We have relayed our positive experiences regarding our Sophos use cases and how we manage malware threats to other universities to share knowledge within the sector. The administration and clear dashboard in Sophos Central are a huge improvement.'*

**Gary Foster, senior manager – Cyber Security, Durham University**

To find out more about Sophos solutions, call (0)8447 671131 or email sales@sophos.com.

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