Sophos MDR provides 'peace of mind' 24/7/365 cover for **Torridge District Council**

Torridge District Council is a local authority in northern Devon, England, with headquarters in Bideford and eight smaller satellite offices around the area. The district comprises 984 sq. km (380 sq. miles) and has a high-quality natural and built environment.

CUSTOMER-AT-A-GLANCE

Torridge District Council

Industry
Local authority

Number of Users
250

Sophos Customer
Since 2020

Sophos Solutions
Central Intercept X Advanced with XDR and MDR Complete for VDI Estate
Central Intercept X Advanced for Server with XDR and MDR Complete

"The resources and capacity in our team of ten staff is limited, and the Sophos MDR service delivers cybersecurity protection that we can't provide in-house. With round-the-clock cover, we have peace of mind and can rest assured that we have the best protection."

Mike Tudge, ICT Infrastructure Lead, Torridge District Council

The IT team at Torridge District Council was looking to migrate to a new VMware Horizon virtual desktop infrastructure environment from its legacy Citrix-based remote desktop services. As a public sector organisation, the Council needed to find an antivirus cybersecurity solution to provide high-quality protection against cyber threats and attacks, while minimising disruption to users.

Business challenges

The IT team had planned to move to a cloud-based VMware Horizon virtual environment in summer 2020, but with the onset of the Covid-19 pandemic and a large proportion of staff required to work from home, they needed to accelerate implementation. They were in the final phases of testing, but accelerated implementation to get the solution up and running by May 2020, which led to them speeding up the process of finding a suitable antivirus solution to support this as well.

With up to 250 staff at the headquarters, eight satellite offices around the area, and many employees working remotely, the Council needed to put the solution in place while minimising disruption to people and operations.

The technical solution

The IT team at Torridge District Council spoke to their Sophos partner about their needs, trialled solutions from a couple of providers, and decided that Sophos solutions best met their operational needs. In May 2020, Intercept Advanced was rolled out for Horizon VDI Estate, and Intercept X Advanced for Server was integrated in October 2021. Torridge District Council also opted for Sophos MDR Complete, which provides 24-hour cybersecurity cover, 365 days per year. This is a service they have found invaluable, providing peace of mind and assurance that a comprehensive cybersecurity service is in place, given that they don't have the resources to do this themselves.

"We wanted a reliable solution that was lightweight and minimised disruption to users. The Sophos solutions we chose delivered just that. The Sophos antivirus solution is offloaded onto a virtual appliance, rather than on each separate machine, which reduces the resources being used on the machine that the user is working on."

Mike Tudge, ICT Infrastructure Lead, Torridge District Council

Business benefits

Torridge District Council's ICT Infrastructure Lead, Mike Tudge, explains the benefits of the Sophos solutions they now have in place: "I think the key thing that stands out for us is that we have peace of mind and that we have constant monitoring and protection from cyber threats and attacks throughout the year and around the clock.

Mike listed further benefits as being:

‣ Excellent customer service and support from Sophos

‣ Minimal disruption to operations as the solutions run in the background

‣ A lightweight solution that doesn't overbear user devices

‣ Regular reports on cybersecurity activity

‣ Excellent support from Sophos and their partner, from trial and procurement and on an ongoing basis

‣ Sophos expertise on evolving cybersecurity matters across different industries around the globe

‣ Time saving and stress reduction, knowing cybersecurity is being handled by Sophos, enabling the team to focus on other priorities

‣ The ability to make enquiries for their own monitoring purposes via Sophos Central

‣ A trusted and operator-friendly interface

"Sophos are real experts in the field, providing cybersecurity across a range of sectors around the world. Even if we had a member of our team dedicated to this, we wouldn't have the 24/7/365 cover that Sophos gives us. And we know that it works. We carried out an internal penetration test, which the Sophos MDR team detected and swiftly dealt with."

Mike Tudge, ICT Infrastructure Lead, Torridge District Council

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

SOPHOS