Sophos MDR protects a major public sector organisation in Ireland

With over 5,500 users and endpoints across 300 sites in Ireland, our customer needed a cybersecurity solution to provide complete protection on any network in any location, and a move from on-premise to the cloud. The customer is a large public sector organisation handling highly sensitive information, so they needed a market-leading solution they could 100% rely on.

CUSTOMER-AT-A-GLANCE

Industry
Public sector

Number of Users
5,500

Sophos Solutions
Managed Services – Managed Detection and Response

Sophos customer
Since 2022

"Our main driver for going to the market was to replace an ageing endpoint protection solution. Our existing solution was cumbersome to manage and it was an on-premise solution. Since we now had a mobile workforce, we needed a cloud-based solution to provide protection across the board."

Sophos customer, Ireland

In 2022, a major public sector organisation in Ireland was looking to upgrade its ageing cybersecurity infrastructure. They wish to remain anonymous due to the sensitivity of their work.

The customer was reliant on an on-premise solution and given the hundreds of sites across which its operations were based, with over 5,000 endpoints, the existing solution was not sufficient to ensure all endpoints were comprehensively protected. Furthermore, given that the data it works with every day is highly sensitive, the customer was seeking an industry-leading solution to ensure all systems, devices, processes and data were kept safe and updated at all times. The customer had therefore taken the decision to find a cloud-based solution to achieve this and put the project out to tender, which Sophos won.

Business challenges

A key challenge for the customer had been ensuring all devices were properly connected. With 300 sites, a cloud-based solution would be the only feasible way the customer could majorly upgrade its cybersecurity solutions and get the protection it needed.

A further challenge the customer faced was resource issues; building an in-house team to manage cybersecurity across so many locations, servers and endpoints would not be affordable or sustainable.

The customer therefore needed an affordable cloud-based solution and round-the-clock cybersecurity protection to replace the existing ageing on-premise infrastructure.

The technical solution

Sophos began work with the customer to implement its industry-leading Managed Detection and Response solution (MDR) solution. The customer reported that the key differentiators that set Sophos apart from competing cybersecurity solutions were the advanced threat detection, live 24/7 monitoring, access to the Sophos team of experts, and a dedicated customer support representative.

The Sophos Professional Services team worked with the customer to identify test groups and review existing policies in order to migrate what they needed over to the new platform. In terms of the implementation, because the Sophos solution is cloud-based this took just a matter of minutes.

The Sophos cloud solution plugs into the customer's Azure environment. It benchmarks the configuration against industry standards and recommends what is needed to improve the security posture. It also monitors Azure logs in real-time and alerts of any anomalies.

Business benefits

The customer reports that the Sophos team of MDR experts essentially act as an extension of their IT team, and that having access to their expertise is incredibly helpful. With Sophos MDR, the customer's network is monitored 24/7, meaning they can rest assured that any threats are being handled, even outside of office hours. Plus, with the MDR solution in place, the team is able to focus on other business-critical priorities instead of firefighting.

Further benefits highlighted by the customer include:

‣ Confidence around cybersecurity including ransomware protection

‣ Peace of mind with comprehensive round-the-clock threat detection and response

‣ Outstanding 24/7 support from Sophos and regular contact with the Account Manager and Technical Account Manager

‣ An easy, successful and fast transition to Sophos MDR

‣ Access to the team of MDR experts

"We opted for Managed Detection and Response, a fully managed service to provide protection from cyberattacks across our entire network. The solution gives us peace of mind that our cybersecurity will be monitored and managed 24/7, and the solution offered excellent value for money."

Sophos customer, Ireland

To find out more about Sophos solutions, email sales@sophos.com

SOPHOS

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