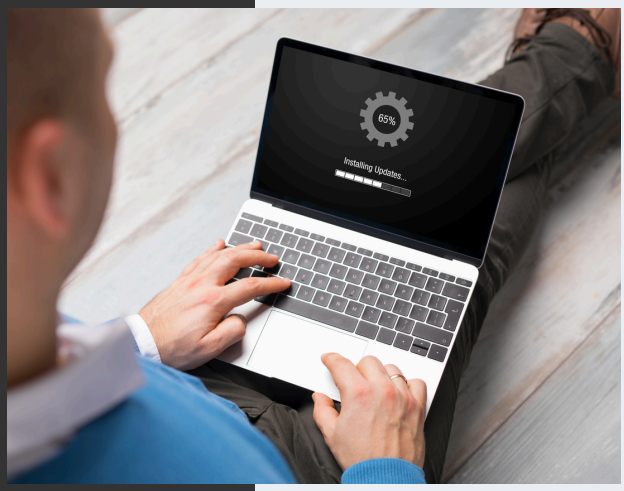
Case Study

Automating Patch Management for a Primary School



The Brief

A primary school in Derbyshire needed to meet Department for Education (DfE) cyber security standards, which require regular software updates to protect against security vulnerabilities. Their IT technician, already stretched thin, was struggling to manually update the school's computers and devices.

The school also had a limited budget and needed a cost-effective solution to ensure compliance without increasing the workload.

What We Delivered

We deployed Action1, a cloud-based patch management solution, to automate software updates across all the school's devices. Action1 offers a generous allowance of 100 free endpoints, which meant the school could cover all their devices without incurring additional licensing costs. The implementation included:

- Centralised management: All updates could be monitored and managed from a single dashboard.
- Automated patching: Updates were scheduled outside teaching hours to avoid interruptions in the classroom.
- Customisation: Specific devices were prioritised for critical patches to ensure key systems were always protected.

Our team handled the setup and provided training for the IT tech to ensure a smooth transition to the new system.

The Benefit to the Client

The automation provided by Action1 drastically reduced the risk of missed updates, which are a common entry point for cyber threats. Within the first month, the system applied 12 critical patches across 80 devices, significantly reducing their exposure to known vulnerabilities.

Value for Money and Customer Service

The 100 free endpoints offered by Action1 saved the school approximately £1,500 in annual licensing costs. By eliminating the need for manual updates, the solution also reduced IT overheads, freeing up valuable time for other priorities.
From a service perspective:

- Efficient deployment: We completed the setup over a weekend to minimise disruption.
- Ongoing support: Our team remains on hand to assist with any questions or adjustments.
- Tailored approach: The system was configured to align with the school's specific needs, including prioritisation of sensitive administrative devices.

Conclusion

The IT tech reported saving an estimated 8 hours per month previously spent manually checking and applying updates. This freed them to focus on supporting staff and students, rather than routine maintenance tasks.

By ensuring the school met DfE cyber security standards without additional licensing costs, the solution delivered both compliance and cost savings. This project highlights Black Swan Cyber Security Solutions' ability to provide affordable, practical, and effective cyber security services tailored to the education sector.

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