Case Study

Providing Heimdal Next-Gen Antivirus and Patch Management to a Primary School

The Brief

A Derbyshire primary school relied on Windows Defender for antivirus protection but found it inadequate for managing multiple devices centrally. The school also struggled to keep devices updated, leaving them vulnerable to security risks. They required a solution that offered centralised management, effective antivirus protection, and automated patching to meet Department for Education Cyber Security Standards - all within a strict budget.

What We Delivered

We implemented Heimdal Next-Gen Antivirus to provide advanced threat detection and real-time protection, complemented by Heimdal Patch and Asset Management. This ensured:

- Centralised control: management of all devices from a single dashboard.
- Automated updates: The patching system kept all software up to date, significantly reducing vulnerabilities.
- Tailored training: We trained their IT technician to use the platform effectively, ensuring they could manage security independently.

The Benefit to the Client

The centralised system saved the IT team hours of manual work each week, freeing them to focus on other responsibilities. Automated patching reduced their exposure to potential exploits, with all critical updates applied within 24 hours of release.

Value for Money and Customer Service

To maximise the school's budget, we bundled the antivirus and patch management solutions into a single package, securing an educational discount that reduced costs by 25% compared to market rates. We also optimised the licensing, ensuring they only paid for what they needed.

From a service perspective:

- Seamless deployment: The rollout was completed outside school hours, ensuring no disruption to students or staff.
- Proactive follow-up: We provided post-installation checks and a dedicated support contact for any questions or adjustments.
- User-friendly setup: The intuitive interface meant the IT technician required minimal ongoing support.

Conclusion

The combination of enhanced protection and streamlined management also delivered measurable results. Over the first three months, Heimdal detected and neutralised several threats that could have compromised sensitive school data. The system's reliability and compliance with DfE standards gave the school confidence during audits, while the cost savings allowed them to allocate funds to other critical needs, including new IT equipment for classrooms.

01246 927142 blackswancyber.co.uk hello@blackswancyber.co.uk