

Welcome to London South Bank University



CUSTOMER CASE STUDY

London South Bank University prioritises student experience with Sophos MDR

Established in 1892, London South Bank University supports around 20,000 students and 2,500 employees. Its complex, multisite IT environment includes tens of thousands of endpoints in the U.K. and internationally. Protecting that environment is essential, but the university also needs its IT team focused on projects that improve teaching, learning, and the student experience.



EST 1892 **LSBU**

London South Bank University

Industry

Higher Education

Sophos Customer

Since 2013

Sophos Solutions

- Sophos Endpoint
- Sophos Managed Detection and Response (MDR)

All Sophos solutions are part of Sophos Fusion, the industry's most complete cyber defense system. Powered by agentic AI with human judgment, it sees everything, connects everything, and enables an organization's defenses to respond as one.

Overview

With a large and varied IT environment across multiple sites, London South Bank University needed to maintain strong protection and support its compliance responsibilities without placing additional demands on its internal team. When Alex Denley, Director of IT Innovation and Transformation, joined the university in 2017, managing security across the technology environment required significant operational effort. The team needed to protect student data, support compliance requirements, and take a proactive approach to cybersecurity while continuing to improve the university's technology services. Sophos Managed Detection and Response (MDR) gave the university access to 24/7 monitoring and security expertise, helping its internal IT team spend more time on projects that directly support students and staff.

Protecting a complex environment without expanding the team

The university's IT team manages a large, complex, and distributed technology environment. The team needed to protect its network, endpoints, and data without increasing headcount or allowing day-to-day security work to distract from student-focused priorities.

Alex Denley worked with the Sophos account team to reduce the operational burden on the university's IT staff. The university first consolidated endpoint security management, then added continuous monitoring and access to specialist expertise.

"We had to optimize our IT team to deliver the maximum amount of value," says Alex Denley. "The longer they spent managing cybersecurity, the less time they had to dedicate to innovative education solutions for our students."

"With Sophos Managed Detection and Response, we have around-the-clock surveillance, support, and IT expertise. This assures our board of directors and students that we are always safe, secure and compliant."

Alex Denley
Director of IT Innovation
and Transformation,
London South Bank
University

Extending the team with 24/7 security expertise

In 2020, the university moved from its on-premises Sophos security product to centrally managed, cloud-based endpoint protection. Sophos Endpoint simplified the management of security across its large, distributed environment and reduced the associated administrative burden.

The university then looked for a way to reduce operational risk further and strengthen its approach to continuous monitoring. Building the same level of around-the-clock coverage internally would have required significant additional time and resources.

Sophos MDR provided the 24/7 coverage and specialist expertise the university needed. The service continuously monitors the environment, while Sophos experts are available to investigate and respond to threats. This extends the university's security capacity without requiring a comparably staffed internal operation.

Sophos Endpoint and Sophos MDR are part of Sophos Fusion, the Sophos AI-Native Cybersecurity Defense System. Together, they provide centrally managed endpoint protection, continuous monitoring, and access to Sophos security experts.

More time for student-focused innovation

With Sophos managing more of the day-to-day cybersecurity workload, the university's IT team has more capacity for strategic priorities and student focused initiatives.

“The use of the MDR service has allowed us to free up significant underlying operational hours that have enabled our teams to focus on real-time student initiatives and increase student satisfaction.”

Alex Denley

Director of IT Innovation and Transformation,
London South Bank University

Further benefits include:

24/7 security expertise

Sophos MDR specialists continuously monitor the university's environment and support threat investigation and response, extending the expertise available to the internal IT team.

Greater operational capacity

With Sophos managing more of the day-to-day cybersecurity workload, the IT team can dedicate more time to projects that improve the student experience and support the university's wider goals.

A more strategic role for internal IT

The IT team spends less time handling individual security issues and more time approaching security strategically. Continuous support from Sophos MDR enables the team to concentrate on university priorities while maintaining around-the-clock coverage.

A trusted extension of the team

Responsive account support and access to Sophos MDR experts give the university additional expertise and capacity when needed. This relationship helps the internal team remain focused on work that benefits students and staff.

Conclusion

"Being able to pass on cybersecurity management to Sophos has taken the pain out of the security element of IT provision. This means we can focus on student-centered development that will make a real difference to our team and our students" says Alex Denley.



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