



CUSTOMER CASE STUDY

Sophos frees up valuable time for Shore to strengthen cybersecurity posture

Sophos gives Shore's IT team time and confidence to focus on education, with Managed Risk and MDR delivering continuous protection and full network visibility.

Shore

Industry

Education

Country

Australia

Sophos Solutions

Sophos Endpoint
Sophos Firewall
Sophos Central
Sophos MDR
Sophos Managed Risk
Sophos Phish Threat

Organization size

1,700 students and 300 staff



Simplifying security for a connected school community

Cybersecurity threats continue to intensify for schools across Australia and the world. According to the 2025 Sophos State of Ransomware in Education report, the education sector remains one of the most targeted globally, with two-thirds of institutions reporting serious protection gaps and AI-driven phishing emerging as a growing risk. Lower education organisations face the highest recovery costs of any sector, even as ransom payments have dropped by 73 per cent year-on-year, and 97 per cent of victims have been able to recover encrypted data.

Schools are particularly attractive to cybercriminals because of the breadth of information they hold – from financial details to student and staff records, and even sensitive health or family data. A single breach can disrupt classes, compromise privacy, and strain budgets. Many institutions also lack dedicated cybersecurity specialists, leaving small IT teams stretched thin as they try to secure hundreds or thousands of endpoints.

At Shore, an independent Sydney school with 2,000 users, this challenge is part of daily life. The school embraces digital learning across all age groups, making the protection of student and staff information critical.

“Scanning for vulnerabilities and potential threats would be a 24/7 job,” said Richard Jones, Head of Technology Services at Shore.

Gaining visibility across every corner of the network

Shore's IT team manages a complex environment spanning classrooms, shared devices, email platforms and personal laptops. With so many endpoints in play, gaining a complete view of the network was increasingly challenging. To strengthen oversight and streamline its security operations, Shore turned to its long-time cybersecurity partner, Sophos.

After more than a decade of working with Sophos solutions, the school expanded its protection suite to include Sophos Managed Risk, giving the IT team continuous visibility into vulnerabilities and potential threats. The new tool complements the school's existing suite of solutions – Sophos Endpoint, Firewall, Central, MDR and Phish Threat, providing a unified, cloud-based approach to detection, monitoring and response.

“Adding Sophos Manager Risk has been really helpful for us. It gives us awareness of everything going on and how we need to act. The biggest advantage is that it kept things business-as-usual for our team. Sophos brings an unmatched peace of mind knowing all potential threats or risks will be flagged with us.”

**Richard Jones, Head of
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The additional visibility also allows the team to identify patterns and respond faster to emerging issues, reducing the likelihood of incidents that could interrupt learning or expose private data.

Saving time and sharpening strategy

With Sophos handling proactive threat monitoring and vulnerability scanning, Shore’s IT team has reclaimed around 40 hours per week – the equivalent of a full-time staff member’s workload.

“Using Sophos takes away all the noise of daily cybersecurity tasks, so we can focus on adding value to the school,” Jones explained. “We only deal with the things that the Sophos managed threat response team feels we need to.”

That saved time is now spent advancing Shore’s broader digital strategy. The IT team is rolling out new initiatives to strengthen staff and student awareness of cybersecurity best practices. Using Sophos Phish Threat, they regularly conduct phishing simulations to help staff recognise and avoid social engineering attempts. Alerts from Sophos Central are also used as educational moments to remind users about data sensitivity and responsible digital behaviour.

“When a Sophos alert picks up personally identifiable information, it opens the door to a conversation,” said Jones. “It gives us a chance to educate users on safer information sharing.”

The partnership has not only improved protection but also fostered a stronger culture of cyber awareness within the school community.

Ongoing partnership and peace of mind

Sophos’ local account team continues to collaborate closely with Shore, sharing insights from its global threat research network and keeping the school informed about emerging attack vectors such as AI-powered phishing, deepfakes, and credential theft. These updates allow Shore to stay ahead of evolving risks and ensure its security stack is optimised for the latest threats.

“The Sophos team knows who we are as a customer,” said Jones. “They’re like an extension of our team. We couldn’t do our jobs without them.”

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The partnership provides Shore with the confidence to pursue digital innovation while knowing that its network is being continuously monitored by both its own IT staff and Sophos' experts.

Key Results

- 40 hours saved per week – equivalent to one full-time IT role
- Continuous visibility across vulnerabilities and network risks
- Enhanced user awareness through training and phishing simulations
- 10+ year partnership delivering peace of mind and proactive defence
- A safer, more focused future

With Sophos, Shore has transformed its approach to cybersecurity – moving from reactive problem-solving to proactive management. The IT team can now focus on innovation, digital learning and supporting staff and students, confident that Sophos is protecting its environment around the clock.

“With Sophos watching our back, we can focus on helping students and staff use technology safely and productively,” said Jones. “That’s what really matters to us.”

Shore's journey mirrors the broader education sector's need for stronger defences and smarter use of resources. In an era of escalating cyber risk, trusted partnerships like this ensure schools can stay focused on what they do best – providing safe, high-quality education.

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**Richard Jones, Head of
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