

CUSTOMER CASE STUDY

Coleg Cambria reduces manual security work with Sophos MDR

The North Wales college gains continuous monitoring, investigation, and response while keeping its technology team focused on learners and digital services.

Customer
Coleg Cambria

Industry
Education

Location
North Wales and Mid Wales, United Kingdom

Sophos Solutions
Sophos Managed Detection and Response Plus (MDR); Sophos Endpoint

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.

Executive summary

Across five campuses, Coleg Cambria supports more than 6,500 full-time students, with total learner participation reaching up to 20,000 during the year. Its technology team also supports approximately 1,300 to 1,500 staff.

With Sophos MDR, Coleg Cambria gained 24/7 access to cybersecurity specialists who monitor, investigate, and respond to threats. This reduced the internal team's hands-on investigation and remediation work while creating a more coordinated security operation across the college's environment.

Protecting education across five campuses

As Director of Technology at Coleg Cambria, Adam Cleaver oversees the digital environment that supports learners and staff across campuses in North Wales and Mid Wales. His remit spans technical support, infrastructure, privacy, cybersecurity, digital transformation, and AI-related systems, making reliable and secure technology essential to the college's day-to-day delivery of education.

Challenge: moving beyond alerts to active response

Before adopting Sophos MDR, Coleg Cambria used Google Chronicle, Sophos Endpoint, and a separate security operations provider. Because these services operated independently, alerts typically arrived by email, leaving the team to review logs and complete remedial work with limited guidance from the provider.

With a small team supporting users, devices, and services across five campuses, Coleg Cambria needed to strengthen its security operations without diverting resources from its wider operational and strategic priorities. Building and staffing a dedicated, around-the-clock security operations centre was not practical, so the college needed an approach that could extend the team with continuous specialist coverage.

"Sophos MDR works for us because we're able to tap into 24/7 expertise that we just couldn't replicate ourselves in-house."

Adam Cleaver
Director of Technology,
Coleg Cambria

SOPHOS

Approach: extending the team with Sophos MDR

To gain continuous specialist coverage without building an in-house security operations centre, Coleg Cambria extended its existing relationship with Sophos and adopted Sophos Managed Detection and Response Plus. The service gave the college 24/7 monitoring, investigation, and response while allowing its internal team to stay focused on students, staff, and strategic technology initiatives.

Onboarding was straightforward. The college connected Google Workspace, Microsoft Entra, Cisco Duo, and Cisco firewalls to Sophos MDR Plus, bringing signals from key cloud, identity, and network services into its managed security operation. Cleaver described the process as "almost plug and play," with Sophos helping the team resolve configuration issues quickly.

By connecting these services, Coleg Cambria gives Sophos specialists the broader context needed to investigate potential threats across its cloud, identity, and network environment. This combination of connected security telemetry and human judgment supports a more coordinated response and enables incidents to be investigated and resolved before the internal team needs to act.

Results: less manual work and greater confidence

The change has shifted the college team's role from leading each investigation to receiving the outcome of work already completed by Sophos MDR specialists. Instead of treating every automated alert as the start of an internal investigation and remediation process, the team often finds that the incident has already been investigated and resolved.

For the college's lean technology team, this creates more capacity to support learners, staff, and strategic initiatives, backed by 24/7 monitoring from Sophos MDR specialists.

> " When we've had an alert come through, typically it's already been closed and solved. We're finding far less hands-on work day to day because it has been remediated before we even know about it."

Adam Cleaver
Director of Technology,
Coleg Cambria

Outcomes at a glance

- 24/7 monitoring, investigation, and response
- Incidents frequently investigated and resolved before the internal team needs to act
- Coverage connected to key cloud, identity, and network services
- Less manual remediation for the college's technology team
- More capacity for learner-facing and strategic technology priorities

"The changes we've put in place have massively increased our security posture at Cambria. We're in a far, far better place now than we were before."

Adam Cleaver
Director of Technology,
Coleg Cambria

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2026-10-20-CCS-MP