



# Sophos Managed Detection and Response hits the note for the **Royal College of Music**

Founded in 1882, The Royal College of Music (RCM) is a world leading music conservatoire with a prestigious history and contemporary outlook. Its excellence was recognised by the 2022 QS World University Rankings, in which it was ranked as the global top institution for performing arts by subject.

With more than 900 students from over 50 countries, the RCM is a vibrant community of talented and open-minded musicians. RCM professors are musicians with worldwide reputations, accustomed to working with the most talented students of each generation to unlock their artistic potential. The RCM is situated in South Kensington, London.

## CUSTOMER-AT-A-GLANCE



ROYAL  
COLLEGE  
OF MUSIC

*London*

**Royal College of Music**

**Industry**

Educational/charitable institution

**Number of users**

Cumulative 1,300 students and 800 staff

**Sophos Customer**

Since 2021

**Sophos Solutions**

Managed Services - Sophos Managed Detection and Response

*“With the challenges posed by shifting some of our operations across two locations, the need to enable remote working due to Covid-19, and ever-increasing cyber-security risks, we knew a new approach was necessary.”*

**Birju Patel, Technology Manager, Royal College of Music**



In 2020, The Royal College of Music (RCM), based in London, embarked on an extensive three-year digital transformation project, having secured funding to do so. It had also recently acquired an additional site, with staff and students working across two locations.

Additionally, the RCM continued to operate on a hybrid learning basis further to the Covid-19 pandemic and fulfil its partnerships with other educational institutions around the world. Read on to find out more about the IT security challenges the RCM faced and how Sophos and Sophos partner Planet IT have been able to help them.

## **Business Challenges**

The RCM needed a cloud-based IT security solution that would provide protection for around 400 endpoints, 1,300 students and 800 staff. As an educational and charitable institution, the RCM works within stringent budget parameters and has an IT team of six members of staff, supporting the entire college across two sites. In addition, the team enables remote access for students and partnerships internationally as well as a combination of college owned and Bring Your Own Device (BYOD) devices including Apple technologies.

Birju Patel, Technology Manager at the RCM sought out solutions that would enhance the college’s digital capabilities, empower remote and hybrid working, support BYOD, and safeguard teaching and learning, while protecting the college from cyber threats.

The college was previously using McAfee to provide cyber security protection, but this solution didn’t support devices at home or on the move, and it wasn’t compatible with Windows 10, so the college began looking at alternative solutions. In addition, the college had purchased 200 new laptops to support hybrid and remote working during the pandemic and needed an overarching solution to protect these.



*“Sophos MDR was exactly what we needed to fill the gap in our team and give us peace of mind that cybersecurity is taken care of 24/7.”*

**Birju Patel, Technology Manager, Royal College of Music**

## The Technical Solution

RCM has had a long-standing 12-year relationship with Sophos partner, Planet IT, so they reached out to them to seek out the best solution for the college. Together they went on to identify Sophos as the preferred IT security provider.

Birju had worked with Sophos solutions in a previous role and had been impressed with how well they performed, so integrating Sophos as part of the digital transformation project was already on his radar. Birju looked at Sophos solutions and other options with Planet IT. He also attended seminars and meetings with Sophos to help him establish whether their solutions were the right for the college.

After considering the options available, RCM adopted Sophos Intercept X and XDR solutions in July 2021, to support the college’s transition to the cloud and provide cybersecurity across all devices. This also included supporting the IOS devices in the Studio Department, with the additional benefit of providing antivirus software for staff and students at home.

The team at RCM was pleased with these solutions but soon after, a further challenge arose when a member of the IT team left the college suddenly, leaving the team over-burdened and challenged to manage cybersecurity. Birju, conscious of the need to monitor security around the clock and the risks the college would face if this wasn’t done properly, took the decision to upgrade to Sophos Managed Detection and Response (MDR).

Sophos MDR is a cybersecurity as a service, which provides 24/7/365 ransomware and breach prevention services. It is managed by a team of experts, who detect and prevent cyberattacks. With Sophos MDR, the RCM now has cybersecurity covered, which not only relieves the burden from the IT team, it also gives them peace of mind that threats and attacks will be effectively managed and responded to. Birju finds this out of hours support particularly useful and reassuring.

## Business Benefits

Birju reports that Sophos was able to provide RCM with a good price as a charitable and educational institution, and their functionality far outweighed what was on offer from other providers.

The whole process went well from the outset, from initial discussions with their Planet IT Account Manager, to implementation of the solutions, through to the upgrade to Sophos MDR. Birju's team have found Sophos intuitive and easy to use, and the 24/7 cybersecurity reporting, monitoring and support from Sophos has proved invaluable.

### Other benefits Birju highlighted were:

**Confidence** – around cybersecurity and ransomware protection including security for IOS and remote devices, and free antivirus software for staff and students at home.

**Excellent support** – highly effective interaction between RCM, Planet IT and Sophos.

**Simple management** – an easy, secure, and competitively priced migration to the cloud together with the integration of 200 new devices. A smaller footprint on systems that's easy for the team to manage.

**Easy reporting** – facilitated cybersecurity governance with automated reporting.

**Time savings** – and an improved user experience for the IT team allowing them to spend more time on strategic projects instead of firefighting.

**Global reach** – security solutions that support hybrid teaching and learning globally.

Birju is delighted with the security solutions the college has in place alongside the guidance they receive from Planet IT and the round the clock support from Sophos experts.

*“Sophos MDR is a brilliant solution that’s worth checking out. It’s reliable and intuitive at a competitive price. The support provided has also been game-changing for our team.”*

Birju Patel, Technology Manager, Royal College of Music

To find out more about Sophos solutions, call (0)8447 671131 or email [sales@sophos.com](mailto:sales@sophos.com)