

# Anglia Ruskin University improves patching efficiency and estate visibility with Heimdal

Case Study - Education (Higher Education/University)

## CHALLENGES

- **Manual patching workload:** Application patching was consuming significant daily time, pulling the team away from strategic work.
- **Operational disruption:** Unplanned software update requirements regularly diverted attention from planned work.
- **Resourcing at scale:** Managing a large, mixed-use estate placed significant demand on the team and increased pressure on day-to-day operations.
- **Security vs experience balancing act:** Every change had to protect staff and students while avoiding negative impact on the student experience.
- **Compliance readiness:** Cyber Essentials requirements increased pressure to evidence consistent patching and prioritise vulnerabilities confidently.

## SOLUTION

ARU's team began exploring ways to reduce the time and effort involved in patching after recognising how resource-intensive manual processes had become. They assessed options through trials, focusing on practical outcomes: meeting requirements, fitting budget, and having confidence in implementation and support.

Heimdal modules in scope at ARU include:

- **Patch & Asset Management:** Automated third-party application patching and improved visibility into vulnerable applications to support prioritisation.
- **Infinity Management:** More efficient delivery of approved software and updates, helping standardise and simplify routine activity.
- **Privilege Elevation and Delegation Management (PEDM):** Considered as part of ARU's broader access control and compliance approach, with interest in Cyber Essentials-aligned workflows.
- **Expansion:** Based on early success, ARU expanded coverage at renewal, including extending patching to servers and adding remote support capability for IT operations.

## INTRODUCTION

Anglia Ruskin University transforms lives through innovative, inclusive and entrepreneurial education and research. With a large and varied IT environment, ARU needed to reduce the operational burden of application patching while maintaining strong security and governance.

ARU adopted Heimdal to automate patching workflows, improve visibility into application risk, and free up more time for higher-value work across the team.



## ABOUT ANGLIA RUSKIN UNIVERSITY

ARU operates across campuses in Cambridge, Chelmsford, Peterborough and Writtle. IT Services spans multiple directorates and supports staff and students across shared spaces, labs and open access areas, with infrastructure and operations teams responsible for keeping the estate secure, stable and user-friendly.

ARU supports thousands of endpoints across staff and student environments, alongside a substantial server estate, with an IT function of over 100 colleagues. For teams managing endpoints and applications at this scale, automation and consistency are essential.

## IMPACT AND BENEFITS

Following implementation, ARU saw clear operational improvements across patching, visibility and day-to-day management:

- **Time returned to the team:** Automation reduced repetitive work and freed capacity for higher-value activity.
- **More predictable operations:** Fewer unplanned update tasks and less reactive work, improving focus and planning.
- **Better use of team time:** Reducing repetitive administration allowed the team to spend more time on higher-value activity.
- **Better vulnerability prioritisation:** Visibility into application risk supported regular security discussions and patch prioritisation.
- **Stronger path to compliance evidence:** Heimdal is expected to play a bigger role in the next Cyber Essentials audit cycle, helping reduce manual effort in demonstrating control.



*"It's a product that works for us. It's intuitive. The support is so fast and so good, and it's doing what we need."*

- **Otger Tubella Montes**  
Endpoint Management

## WHY HEIMDAL FOR EDUCATION

Higher education environments must support open access for learning while maintaining strong security and governance. Heimdal supports that balance by helping institutions reduce workload, improve consistency, and strengthen audit readiness.

- **Supports education IT teams:** Automation reduces repetitive effort and improves consistency across large estates.
- **Audit readiness:** Better visibility and structured workflows support compliance-focused teams.
- **Operational control without complexity:** Helps institutions stay secure while keeping user experience front of mind.
- **Strong support experience:** ARU highlighted a positive experience across evaluation, rollout, and renewal.

## CONCLUSION

ARU needed to improve patching efficiency and estate visibility without adding complexity or unnecessary operational burden. Heimdal helped ARU move away from repetitive manual patching and towards a more automated, prioritised approach that supports both operational efficiency and compliance readiness.

With expansion into servers and remote support, ARU is building on early success and creating a stronger foundation for secure, scalable IT operations.



*"We have found a solution that has massively saved us time, made the team's life a lot easier, and improved our awareness of what's happening across our estate."*

- **Kyle Strudwick**  
Head of User Infrastructure  
IT Services



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