

# Securing Academia: Nuffield College Enhances Patch Management and Remote IT Support with Heimdal

Case Study - Education (Higher Education)

## CHALLENGES

- **Inefficient Remote Support:** The college faced significant challenges remoting onto client machines, which was particularly problematic when assisting off-site faculty.
- **Need for Admin-less Software Installation:** Senior fellows on research projects often required specific software installations but providing them with local administrator rights was a security risk. A solution was needed that allowed for sanctioned installations without elevating user privileges.
- **Tedious Patching & Management:** Previous patching solutions were problematic with installation and synchronization, and the team needed a more automated and reliable process to ensure endpoints were up to date.
- **Multi-Platform Challenges:** With a user base that includes international faculty who prefer Macs, a key requirement was a solution that could manage and support both Windows and Mac devices effectively.
- **Legacy Systems:** The college needed to move away from a previous solution that had become problematic due to licensing and functionality issues.

## SOLUTION

Nuffield College deployed Heimdal to replace its previous endpoint management solutions. The platform was deployed across the college's endpoints and servers to address critical needs in patching, remote access, and software management.

Heimdal's comprehensive suite of products deployed by Nuffield College includes:

- **Remote Desktop:** The remote desktop module significantly improved the team's ability to provide support. The process is now straightforward, allowing IT to access a user's device with a simple email confirmation, which is especially helpful for remote users.
- **Patch & Asset Management (Endpoint & Server):** The team automates software updates and schedules them with a 1-week delay after release to avoid potential issues with corrupted patches. This process saves time and ensures system stability
- **Infinity Management (Endpoint & Server):** This module allows the IT team to deploy a pre-approved list of software to different user groups (staff, students, fellows) that can be installed with a single click, eliminating the need to provide local admin access for most users.
- **Privilege Elevation and Delegation Management (PEDM):** The college uses this module for senior fellows who require temporary or elevated administrative access for specific, project-based software, without providing them full, unrestricted admin rights without the user being present.

## INTRODUCTION

Nuffield College, a part of Oxford University, needed to modernize its security infrastructure to manage a mix of Windows and Mac devices across 400+ endpoints. Faced with challenges in providing remote support and ensuring compliance without giving users local administrator rights, the college's lean IT team adopted Heimdal's platform. This strategic move enabled Nuffield College to streamline IT operations, improve remote support capabilities, and enhance its overall security posture.



**Nuffield  
College**  
UNIVERSITY OF OXFORD

## ABOUT NUFFIELD COLLEGE

Nuffield College, a constituent college of Oxford University, is a research institution with a focus on supporting its community of students, fellows, professors, and staff who work with highly sensitive data. The college's lean IT team manages a large infrastructure of over 400 endpoints and 30 servers. The college has successfully obtained its Cyber Security Essentials certification and is actively exploring the transformation to a cloud environment to ensure data security and maintain operational efficiency.

## IMPACT AND BENEFITS

Post-implementation, Nuffield College has experienced significant benefits that have improved its security posture and streamlined IT operations:

- **Improved Remote Support:** Heimdal's remote desktop solution is described as "really good" and "straightforward," saving the IT team considerable time and effort when assisting off-site faculty, especially Mac users.
- **Streamlined Software Deployment:** By using Heimdal's modules, the college has eliminated the need to provide local administrator access for most users. Pre-approved software is readily available for users to install with a click, which has significantly enhanced security while maintaining user autonomy.
- **Automated & Resilient Patching:** The automated patching process, combined with a strategic 1-week delay, has created a "set and forget" system that prevents the deployment of corrupted patches and ensures all systems remain secure and up to date without manual intervention.
- **Enhanced Security Posture:** The implementation of Heimdal has been instrumental in the college's IT security overhaul, helping them successfully obtain their Cyber Security Essentials certification and strengthen their defenses against evolving threats.
- **Reduced Workload:** The automation and efficiency gained from Heimdal's platform have allowed the college's lean IT team to manage many endpoints and servers more effectively, freeing up time to focus on other critical projects.

## WHY HEIMDAL FOR EDUCATION

Higher education institutions face unique challenges in balancing open access for learning with robust cybersecurity. Managing diverse user profiles (students, faculty, staff), sensitive data, and a wide range of devices requires solutions that simplify management for lean IT teams while providing comprehensive protection. Heimdal delivers a unified platform designed for operational resilience, regulatory readiness, and stretched IT teams.

- **Purpose-Built Protection:** Heimdal defends against phishing, ransomware, and endpoint threats, crucial for safeguarding sensitive research data and intellectual property.
- **Supports Regulatory Frameworks:** The platform helps institutions meet demanding compliance standards (e.g., Cyber Essentials, DfE, NCSC) through automated tools, detailed logging, and auditable policies.
- **Operational Continuity:** Real-time threat prevention, advanced defense mechanisms, and secure remote access ensure critical research and educational services remain uninterrupted.
- **Unified Platform, Lower Workload:** A single dashboard to manage security across diverse operating systems reduces tool sprawl and empowers lean IT teams with rapid response capabilities.
- **Scalable & Budget-Conscious:** Heimdal is flexible enough for organizations of any size, offering maximum protection without the cost of complexity, crucial for optimizing IT budgets.
- **Outstanding Product Quality and Support:** Heimdal's reliable assistance and support are what institutions in this sector look for in a partner, ensuring minimal downtime and an effective IT experience.
- **Continuous Development:** Heimdal's commitment to continuous development ensures long-term protection against emerging threats relevant to cutting-edge research and technologies.

## CONCLUSION

Nuffield College chose Heimdal for its effectiveness in patching, software management, and remote desktop capabilities, which addressed key challenges in their multi-platform environment. The platform has been seamlessly integrated into the college's operations, delivering reliable performance and straightforward deployment. The IT team has found that Heimdal is catering to their needs, and they are committed to its continued use.



*"When my colleagues see the software working, Heimdal ticks all the boxes. The things that are required, mainly like account management and remote access, are the main part of the IT job. It's a really good software. We love it."*

- Salman Pasha,  
IT Engineer



2025 Heimdal® All rights reserved. Registered trademarks and service marks are the property of their respective owners.

[Learn More](#)