

Whittington Green School Simplifies IT & Enhances Security with Heimdal

Case Study - Education (Secondary School)

CHALLENGES

- **Rising Costs & Limited Features of Previous Solution:** The school's former antivirus solution had escalating costs and offered limited features, with lower-tier packages being phased out.
- **Ineffective Patch Management:** Manual intervention was frequently required to ensure devices were updated, including reminding staff to reboot laptops, leading to lower update compliance across devices.
- **Lack of System Visibility & Resilience:** The previous solution provided limited insight into system status, and recurring errors after updates sometimes necessitated time-consuming clean installs.
- **User Disruption from Security Tools:** The former antivirus caused noticeable delays in file access and pop-up notifications (up to 5 minutes per file), disrupting teachers' workflow.

SOLUTION

Whittington Green School chose Heimdal after a presentation at the Association of Network Managers (ANME), recognizing that it offered more capabilities at a lower price point compared to their previous solution. The implementation has significantly improved patch management and the overall Windows update process. Heimdal was selected for its comprehensive view of security products.

Heimdal's comprehensive suite of products deployed by Whittington Green School includes:

- **Next-Gen Antivirus & Firewall (NGAV):** Replaced their former antivirus solution, actively detecting and blocking threats without causing false positives or user complaints. It provides fast, near-instant file scanning without noticeable delays.
- **Ransomware Encryption Protection (Endpoint & Server):** Offers real-time defense against ransomware, monitoring for unauthorized encryption attempts to prevent data loss.
- **Patch & Asset Management (Endpoint & Server):** Handles Windows updates, providing users with flexible options to postpone reboots for up to five hours, while still enforcing daily reboots to ensure compliance. It also manages third-party software updates.
- **Infinity Management (Endpoint & Server):** Utilized for its scripting features, enabling the IT administrator to efficiently deploy software, such as placing shortcuts on desktops for remote users, saving significant time.
- **DNS Security - Endpoint & Server:** (Referred to as Vector Detection and Zero Dark Player Guard) Actively blocks unwanted content and contributes to real-time threat detection.
- **Threat Hunting and Action Center:** Contributes to the active security monitoring capabilities.

INTRODUCTION

Whittington Green School, a UK secondary school with a lean IT team, faced the challenge of managing its extensive network of devices while balancing rising costs and limited capabilities of its previous cybersecurity solution. Through a strategic partnership with Heimdal, the school gained a comprehensive, cost-effective, and resilient security platform, significantly enhancing update compliance, streamlining IT operations, and ensuring better user experience across its estate.



ABOUT WHITTINGTON GREEN SCHOOL

Whittington Green School is a UK secondary school committed to inspiring and challenging its inclusive community to achieve at the highest level, fostering success beyond academic achievement. Serving approximately 700 students and 100 staff members, the school manages around 400 computers, including 100 laptops. Its entire IT infrastructure, including security and administration, is managed by a lean and experienced IT lead.

IMPACT AND BENEFITS

Post-implementation, Whittington Green School experienced substantial benefits across its IT operations and security posture:

- **Significant Cost Savings & Enhanced Features:** Successfully transitioned to a solution that provided more features at a lower price point, optimizing the IT budget.
- **Improved Update Compliance & Efficiency:** Compliance with Windows updates is now higher across 400+ devices. The IT administrator no longer needs to manually prompt staff for reboots, saving significant time and effort weekly.
- **Streamlined IT Administration:** Automated patch management and the scripting feature have greatly reduced the need for manual intervention in software deployment and updates.
- **Enhanced System Information & Resilience:** Heimdal provides a richer overview of system status and security events, and the platform has proven resilient to user interactions, rarely requiring direct IT intervention for software issues.
- **Improved User Experience:** Teachers no longer experience delays or disruptive pop-ups during file access or updates, and appreciate the flexible reboot postponement options.
- **DfE Standards Compliance:** Heimdal helps the school comply with DfE Digital IT Standards for Schools by ensuring antivirus presence, up-to-date software, and use of latest versions.

WHY HEIMDAL FOR EDUCATION

Educational institutions, particularly secondary schools, face unique challenges in balancing open access for learning with robust cybersecurity. Managing diverse application landscapes, numerous student/staff devices, and often lean IT teams requires solutions that provide granular control without hindering the educational workflow. 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, safeguarding student data and system integrity.
- **Supports Regulatory Frameworks:** Supports compliance (e.g., GDPR, DfE, Cyber Essentials) with automated tools for data privacy and institutional adherence.
- **Operational Continuity:** Ensures operational continuity with real-time threat prevention and secure remote access for vital services.
- **Unified Platform, Lower Workload:** Unified platform reduces tool sprawl, empowering lean IT teams with faster response and effective management.
- **Scalable & Budget-Conscious:** Scalable and budget-conscious, providing maximum protection without complexity, fitting constrained educational budgets.
- **Outstanding Product Quality and Support:** Delivers outstanding product quality and support, meeting the sector's expectations for reliable assistance and uninterrupted educational services.
- **Continuous Development:** Committed to continuous development, always advancing security against emerging threats in educational technologies.

CONCLUSION

Whittington Green School chose Heimdal for its comprehensive features, cost-effectiveness, and user-friendly platform, discovered through an Association of Network Managers presentation. The school now benefits from significantly improved update compliance, streamlined IT tasks for its single administrator, and a more resilient security posture. Whittington Green School, following DfE Digital IT Standards for Schools and planning Cyber Essentials certification, sees Heimdal as a vital tool in maintaining a secure and efficient learning environment.



"It's made it a lot easier for patch management; it just sorts it out. We get active blocking; it's detecting genuine threats, swiftly and silently, without a single false positive or user complaint. It's also saved me an awful lot of time having to go around and saying, 'reboot your laptop, please!'"

- Robin Needham,
Network Manager



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