

# Sophos goes above and beyond to protect Shore against escalating cyber-attacks

Shore, also known as Sydney Church of England Grammar School, is a comprehensive independent boy's school located in North Sydney. The school welcomes girls and boys from its Early Learning Centre until Year 2 and then boys from Years 3 to 12. Shore aims to provide students with broad and in-depth courses of learning and opens up a range of pathways for their futures.

## CUSTOMER-AT-A-GLANCE

**Shore**

**Industry**  
Education

**Website:**  
[www.shore.nsw.edu.au](http://www.shore.nsw.edu.au)

**Number of users**

1700 students  
300 staff members  
1400 student mailboxes  
to be protected

**Sophos Customer**  
more than 10 years

**Sophos Solutions**

Sophos Endpoint  
Sophos Firewall  
Sophos Central  
Sophos MDR

*“When you need to deep dive, the platform is intuitive and comprehensive. We can follow our noses and get the right info confidently. This became a huge time-saver and quickly answers any concern that we might have.”*

Richard Jones, ICT Manager at Shore

## Why is cybersecurity key to protecting students' most valuable data?

Schools are among the most vulnerable institutions to cyberattacks. The [Office of the Australian Information Commissioner](#) ranks the education sector in the top five most breached industries in Australia. Schools are prime targets for cybercriminals as they hold a huge amount of data, endpoints and users across the environment, including students, staff and parents. This creates a very rewarding and accessible environment for cybercriminals.

According to Sophos' State of Ransomware Report the education industry sees much higher encryption rates during ransomware attacks, with data being encrypted in 73 percent of attacks, compared to an average of 65 percent across all industries.

The education sector also continues to suffer more than any other industry when recovering from ransomware attacks. Despite institutions paying the ransom 99 percent of the time, only two percent will recover all their data when doing so. Furthermore, as recovery time for the education industry is the longest of all sectors, a holistic cybersecurity strategy that includes detection and recovery becomes a vital part of operations.

Schools hold confidential student records like contact details and sensitive data, making cybersecurity a necessity to protect the privacy of students and their families.

## How can you protect against sophisticated cyberattacks?

Shore regularly reviews available cybersecurity solutions, seeking new tools and services to update its cybersecurity infrastructure.

“It's a fast-moving space, you really have to be reviewing what vendors can offer on a regular basis,” said Richard Jones, ICT Manager at Shore. Although Shore was previously only using Sophos Endpoint, a significant industry incident led Shore to take on a more holistic approach with the school implementing Sophos Firewall and Sophos Central to bolster its defences. Sophos' combination of capability, return on investment and maturity enticed Shore to build on the existing relationship.

In 2021, Shore was one of more than 200 global businesses and MSPs which fell victim to a significant encryption event. Thankfully, due to

*“Sophos Central is intuitive and gives logical next steps during the containment and recovery processes. It means you stay well informed and feel supported throughout the ordeal.”*

Richard Jones, ICT Manager at Shore

Sophos' solutions and proactivity, the impact was manageable. Sophos Firewall and Intercept-X proactively detected the attack and prevented serious harm, as Sophos was able to quickly contain the outbreak and help Shore recover quickly. The work of Sophos' Rapid Response team prevented the attack from having a much more significant impact.

While Sophos' solutions effectively and quickly addressed the ransomware attack, it was Sophos' proactivity in alerting Shore that stood out to Jones, “A part of what Sophos did for us was to actually make us aware of the issue in the first place. My account manager called me personally.” Even though Shore had not implemented Sophos' Managed Detection and Response (MDR) solution, the school was still notified of and protected from the attack.

“Through its early warning system, Sophos proactively reaches out to any customer where it sees suspicious activity on the customer's network, even those who aren't MDR customers. I thought that was a very important signal and reflective of the partnership we have with Sophos,” said Jones.

After witnessing the benefits firsthand of Sophos MDR, Shore decided to incorporate it into its tech stack. The school realised there was no way it could implement high-quality always-on threat hunting internally and turned to Sophos MDR for a 24/7/365 solution. MDR was able to give Shore a far better vantage point of the threat landscape and filtered out unnecessary alerts to reduce notification fatigue for the Shore team. Sophos' ongoing threat hunting saves Shore significant time and money, while Sophos' Rapid Response team bolsters its response and recovery protocols and puts Shore's tech team's mind at ease.

## The benefit of using Sophos

The Sophos team's diligence, proactivity, and ability surpassed Shore's expectations. Sophos made day-to-day use easy through Sophos Central, which helped Jones and Shore become more productive.

Sophos Central's usability gave Shore additional peace of mind. With Sophos' intuitive user experience interface, Jones and his team were able to understand threat notifications easily and quickly, which has proven crucial in many scenarios, significantly reducing the stress and anxiety Shore's tech team felt when facing an attack.

“When you need to deep dive, the platform is intuitive and comprehensive. We can follow our noses and get the right info confidently. This became a huge time-saver and quickly answers any concern that we might have,” said Jones.

"I feel that a system that can quickly get you to a point where you know you are either okay or you are not, is a big comfort factor," said Jones. "Sophos Central is intuitive and gives logical next steps during the containment and recovery processes. It means you stay well informed and feel supported throughout the ordeal."

On top of Sophos' usability, Shore saw many benefits from Sophos' communication channels. Sophos would consistently and immediately notify Shore when systems were in need of updating, provide regular communications and alerts, and frequently share clear and efficient reporting. Shore is also privy to a variety of important information, including recurring bulletins, free assessments, and mailing lists.

By working with Sophos, Shore has been able to uphold a holistic cybersecurity strategy, protecting more than 2000 students and staff through solutions including Sophos Central, Endpoint and MDR. It was not just the eminent solutions that have created a successful relationship, but the personalised experience and proactivity Sophos provides.

"Sophos is not just about the products; it offers something more in the form of immediate support, partnership, and that invaluable human touch. It's something we haven't experienced with other companies."

*"Sophos is not just about the products; it offers something more in the form of immediate support, partnership, and that invaluable human touch. It's something we haven't experienced with other companies."*

Richard Jones, ICT Manager at Shore

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