Bitdefender

CASE STUDY

Prince Alfred College Notches High Cybersecurity Scores

Leading Australian private school for boys gains 24x7 reliable cybersecurity protection and monitoring for enhanced learning and user productivity

The Challenge

In education, Apple macOS devices often dominate. The challenge for IT is that some enterprise applications run more smoothly on Microsoft Windows than macOS. Prince Alfred College, one of the largest private schools for boys in Australia, faced exactly that challenge when its prior security software was causing macOS devices to randomly lose Internet access and shut down. The issue generated hundreds of IT support incidents and lost productivity for students, faculty, and administrative staff.

When the school's vendor was unable to resolve the issue, Prince Alfred College embarked on a search for alternative solutions. The school selected Bitdefender MDR (Managed Detection & Response) Foundations and Bitdefender GravityZone Enterprise.

Chris Downing, Systems Engineer, Prince Alfred College, says, "We selected Bitdefender because its advanced MDR service offered excellent cybersecurity defense, in-depth intelligence, and scalability. It was difficult to find an MDR service that did not impact performance of our macOS endpoints. Even the Bitdefender MDR solution had some hiccups with our macOS devices during the proof-of-concept testing. The difference was that Bitdefender engineers engaged with us on a much deeper level and had the skills to quickly diagnose and resolve the issue."

The Solution

Prince Alfred College uses Bitdefender MDR Foundations and Bitdefender GravityZone Enterprise to protect 1,250 workstations and servers with 24x7 security monitoring, threat intelligence and hunting, and advanced attack prevention, detection, and

PRINCE ALFRED COLLEGE

Founded in 1869, Prince Alfred College is a leading day and boarding school for boys. The school provides an early learning center for boys six months and older, as well as education for grades kindergarten through year 12. With approximately 1,150 students, the school's mission is to develop young men of character, purpose, and compassion who will make a positive contribution to the world.

Industry
K-12 Education

Headquarters
Kent Town, South Australia

Bitdefender Footprint
→ Bitdefender MDR Foundations
→ GravityZone Business Security Enterprise

IT Environment
→ Adobe Creative Cloud
→ Autodesk Inventor
→ Citrix XenDesktop
→ Flexischools
→ Microsoft Active Directory
→ Microsoft SQL Server

Operating Systems
→ Linux
→ macOS
→ Microsoft Windows
→ Nutanix

response. Bitdefender MDR Foundations also provides Prince Alfred College with dedicated support and managed onboarding from security experts in Bitdefender's Global Security Operations Center (SOC).

The school's endpoints safeguarded by Bitdefender include Nutanix AHV and AOS hosts, Citrix XenDesktop workstations, Linux and Microsoft Windows servers, and macOS and Microsoft Windows workstations. Bitdefender also protects endpoints running in Prince Alfred College's application environments, such as Adobe Creative Cloud, Autodesk Inventor, Flexischools order management, Microsoft Active Directory, Microsoft SQL Server, SEQTA learning management, and TASS school management, among other applications.

The Results

With ransomware, advanced persistent threats, and fileless attacks on the rise, Bitdefender MDR provides Prince Alfred College with an effective, affordable solution that parallels the protection provided by an SOC.

"Bitdefender MDR monitors our most sensitive systems 24x7x365," Mr. Downing states. "To approach that level of coverage, we would need to hire at least two full-time equivalents at $250,000 annually—which is not feasible. Bitdefender MDR costs a fraction of that while providing us with higher-level expertise and more advanced monitoring of our network and resources. In fact, since we've deployed Bitdefender, there have not been any security breaches."

Prince Alfred College has opted into Bitdefender MDR's pre-approved actions (PAAs) to neutralize threats prior to notification. The IT team also appreciates its Bitdefender MDR Security Account Manager, who is a valuable single point of contact to help triage alerts, answer questions, and provide other information.

Mr. Downing explains, "Bitdefender's multiple security mechanisms have improved our security posture by protecting us from threats that are not easily detected and preventing malicious downloads and activity. Bitdefender MDR experts have the skill sets to interpret if a process needs to be shut down while the rest of us are sleeping. We have gained more peace of mind about our protection from fileless attacks, and zero-day and advanced persistent threats."

Since Bitdefender does not disrupt or slow down endpoints, the learning environment has been enhanced now that students and faculty can be more productive. Laptops are not randomly dropping network connections and requiring students to leave the classroom for IT support. In addition, there has been a significant drop in security-related support incidents, estimated at nearly 80 percent.

Prince Alfred College appreciates the commitment Bitdefender has shown to making the project successful, according to Mr. Downing: "The support from Bitdefender has been extremely responsive and effective. The teams are willing to engage with us to resolve any issue. Bitdefender support gets a five-star rating in my book."