ThreatDown Powered by **Malwarebytes** | **DMS**

St Bernard's High School Transforms Their Security Posture While Reducing IT Overhead by 20%

St Bernard's High School, a prestigious girls' secondary school in Westcliff-on-Sea, Essex, faced a common yet critical challenge: their existing endpoint security solutions were consuming excessive system resources while failing to provide adequate threat visibility and management capabilities. With 1,024 students, 130 staff members, and approximately 500 endpoints spread across their network, the school's two-person IT team was spending 3-4 hours weekly managing security incidents and performance issues.

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> **St Bernard's High School**

Navigating Security Challenges

St Bernard's High School operates in the modern educational landscape. Every staff member receives a laptop, and computers are widely used throughout the curriculum across all departments. With Microsoft 365 integration and remote access capabilities through an onsite application server, the school's technology infrastructure supports both on-premises and remote learning scenarios.

The school had previously deployed both Sophos and Windows Defender across their environment, but neither solution provided the balance of protection and performance they needed. "Our previous security products were difficult to manage and caused significant performance issues on our computers," explained Matthew Woolner, Network Manager at St Bernard's High School. The performance impact was particularly problematic in an educational setting where slow computers directly affect classroom performance and student engagement.

ST BERNARD'S HIGH SCHOOL

Customer-at-a-glance

Customer - St Bernard's High School
Industry - Education
Country - United Kingdom
Displaced Solution - Sophos, Windows Defender

ThreatDown Solutions

ThreatDown Advanced, including:

- Endpoint Protection
- Endpoint Detection & Response
- Managed Threat Hunting

The Search for a Better Solution

St Bernard's High School knew their endpoint security strategy needed an upgrade. With limited resources and a digital-first learning environment, they couldn't afford trade-offs between protection, performance, and ease of use. So, they set clear criteria for their next solution.

"Our new security solution needed to detect a wide range of threats while maintaining minimal impact on endpoint performance," said Matthew. "Equally important was the requirement for a central dashboard that would simplify management tasks rather than complicate them."

To guide the selection process, St Bernard's High School leaned on their long-time IT consultancy, Design and Management Systems (DMS). Having partnered since 2009, DMS understood the school's environment and constraints. "For schools, the ideal endpoint security strategy combines robust threat protection with minimal system impact and straightforward management," said Gavin Clucas, Sales Director. "You can't afford to have security solutions that slow down classroom computers or require constant IT intervention."

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ThreatDown came onto the school's radar through a mix of outreach and existing familiarity. Matthew had used the consumer version of Malwarebytes at home and was impressed by its threat detection and features like ransomware rollback. "That personal experience with Malwarebytes gave me confidence in the enterprise-grade platform," Matthew said.

That brand trust carried weight with DMS as well. "The school already trusted ThreatDown, which made it an easy recommendation," added Gavin. From a technical standpoint, ThreatDown hit the mark: advanced protection without unnecessary complexity. "It offered the right balance for St Bernard's High School — powerful security that's still easy to manage," Gavin said.

Implementation and Immediate Impact

St Bernard's High School chose to implement ThreatDown Advanced for both workstations and servers, creating a unified security platform across their entire infrastructure. The school managed the deployment internally, demonstrating the solution's ease of implementation—a critical factor for smaller IT teams.

The impact was immediately apparent across multiple dimensions of IT operations. Most notably, the performance issues that had plagued their previous security solutions were resolved. This performance improvement wasn't marginal—it was substantial and measurable. "Processor usage on endpoints dropped by nearly 20% compared to our previous solution, improving overall device performance and reducing user complaints," Matthew quantified.

Results

- **Reduced processor usage on endpoints** by nearly 20%, improving overall device performance

- **Cut security management time** from 3-4 hours weekly to minimal intervention

- **Gained 24/7 expert threat monitoring** to ensure vigilant protection—even outside regular hours

- **Simplified compliance and audit responses** with clear reporting and improved visibility

- **Enhanced student data privacy protection** through early threat detection and isolation

- **Increased staff and student confidence** in device security and digital safety

- **Streamlined threat detection** with fewer false positives during critical operational periods

The centralised management capabilities delivered on their promise of reduced administrative overhead. "ThreatDown has saved us a lot of time in managing our security by having all the tools in one place," Matthew explained, adding that "The time savings have been dramatic. What had previously consumed 3-4 hours weekly for our security management was reduced to minutes. The combination of automated threat response, reduced false positives, and centralised visibility eliminated most manual security management tasks."

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Advanced Capabilities: EDR

St Bernard's High School's implementation includes ThreatDown's Endpoint Detection & Response (EDR), which provides deep visibility into threat activity across their network. "What stands out about ThreatDown EDR is the depth of insight it delivers — from detailed attack timelines and root cause analysis to clear, actionable remediation guidance. That level of visibility helps us understand threats faster and respond with greater efficiency," Matthew explained.

The ThreatDown EDR capabilities transformed St Bernard's High School's daily security operations. "Each day starts with a quick check of the ThreatDown dashboard — we look for any alerts, confirm automated responses, and dig into the insights if something needs a closer look. It's taken a lot of the manual work off our plate and helps us stay a step ahead of threats," said Matthew.

Extending the Team with 24/7 Managed Threat Hunting

With just two people managing IT, St Bernard's High School needed support to ensure threats didn't go undetected after hours. That's where ThreatDown's Managed Threat Hunting (MTH) service made a difference — providing continuous monitoring, expert analysis, and peace of mind.

"ThreatDown MTH has really expanded our capacity. It gives us 24/7 expert coverage, which takes pressure off our internal team and lets us focus on other priorities without compromising security," said Matthew.

That always-on protection has become a key part of the school's security strategy. "What we value most about ThreatDown MTH is the 24/7 expert monitoring — it means threats are being actively hunted around the clock even when our internal team isn't available. The experience has been both professional and reliable. The support is proactive, the alerts are clear and relevant, and it genuinely feels like an extension of our own team," Matthew said.

Simplifying Compliance While Safeguarding Student Data

Protecting student data is a core responsibility for schools — and increasingly, one under regulatory scrutiny. For St Bernard's High School, ThreatDown has helped simplify compliance while strengthening overall security.

"ThreatDown has made it easier to respond to audit and cyber insurance requirements by providing clear reporting and improved endpoint visibility," Matthew said. Just as important, the platform's early threat detection and quarantine features reduce the risk of data breaches that could compromise sensitive student information.

"ThreatDown has strengthened student data privacy by detecting and isolating threats early, reducing the risk of data breaches," Matthew explained. "It also supports our safeguarding requirements by ensuring devices remain secure and compliant with school policies."

Beyond the technical improvements, ThreatDown's implementation has had a positive impact on user confidence and digital safety awareness throughout the school community. "Within the school environment, we've seen increased confidence from staff and students, knowing that devices are better protected. The improved visibility and quick response to threats have helped reassure users about their digital safety," Matthew observed.

The Partner Perspective: DMS's Role

While St Bernard's High School managed the ThreatDown implementation internally, their relationship with DMS as a long-term IT security partner provided valuable context and ongoing support for strategic IT decisions.

"We've partnered with the school since 2009 as their dedicated IT consultancy practice, providing strategic guidance and technical expertise across a range of areas," explained Gavin. "Rather than just providing support, we focus on long-term planning—helping the school make informed decisions that strengthen resilience, improve efficiency, and ensure their IT environment continues to meet the demands of modern education."

The partnership between St Bernard's High School and DMS demonstrates how educational institutions can benefit from expert guidance while maintaining direct control over their security infrastructure. DMS's role as a ThreatDown partner provided additional credibility and support for the solution selection.

"Being a ThreatDown reseller has allowed us to offer St Bernard's High School and our other education customers a trusted, proven security solution that aligns with their needs and budgets," Gavin noted.

Looking Forward

St Bernard's High School's experience proves that schools can achieve strong security without compromising performance. By combining ThreatDown's robust EDR with 24/7 Managed Threat Hunting, they've established a security posture that's both proactive and sustainable.

"The combination of advanced EDR and continuous expert threat hunting means we're actively hunting for threats, around the clock. This layered approach sharpens our defences and gives us confidence that we're protected, no matter the hour," Matthew explained.

With ThreatDown's comprehensive platform and expert support, St Bernard's High School has reduced operational strain, enhanced threat visibility, and built a resilient foundation to face evolving cyber challenges head-on.

ThreatDown
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