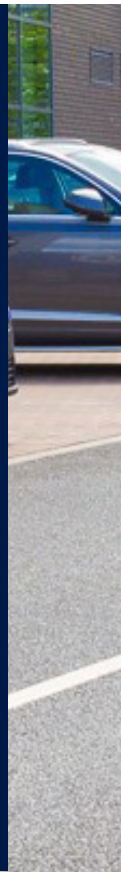
N3i chooses Sophos MDR Essentials as a cost-effective cybersecurity solution

N3i delivers high-quality, responsive IT support and digital services to the NHS and other health and care providers. Their services are designed to meet the unique needs of their clients, which include general practitioners, primary care networks and integrated care systems. Based in the Humber area, they have 55 staff and are supported by parent companies City Health Care Partnership CIC (CHCP) and The One Point.



CUSTOMER-AT-A-GLANCE

N3i

Industry
Healthcare

Number of Users
Circa 5000 endpoints

Sophos Customer
Since 2020

Sophos Services
Sophos Managed Detection and Response (MDR) Essentials

"The UK, and specifically healthcare, is a major target for threat actors worldwide. There has only ever been an increase in threat actors wanting to gain access to clinical systems – the data is valuable on the dark web, and the techniques that they're using are increasingly complicated."

Chris Wallace, Head of IT Infrastructure, N3i

IT support and digital services provider to the NHS N3i, was acutely aware of the growing frequency and complexity of cyber threats to its customers. They began exploring the options available to them, and in December 2023 implemented Sophos Managed Detection and Response (MDR). Read on to learn why N3i chose Sophos over other solutions, and to find out more about their journey.

Business challenges

N3i had been experiencing IT and cybersecurity challenges alongside the general day-to-day running of the business. These included managing an expanding estate with a finite budget and limited staffing resources, the increasing complexities of managing cybersecurity, and threat actors continuously refining their tactics. Chris Wallace, N3i's Head of IT Infrastructure, was conscious that there were also legal implications to consider – the data security element of looking after customer data, and maintaining a secure and legally compliant environment in a healthcare setting – all without hindering 'business as usual'.

N3i had previously looked at setting up their own 24/7/365 fully staffed security operations centre (SOC), but the required costs and staff skill levels meant that this wasn't a viable option for a business of their size. They began exploring alternative options available in the marketplace.

"Sophos MDR has a lot of nice features. It takes away the burden of having to do the 24/7/365 monitoring that we were unable to carry out internally."

Chris Wallace, Head of IT Infrastructure, N3i

The technical solution

Sophos was already part of N3i's tech stack, and the two companies had established a good working relationship over a period of around nine years. N3i decided to go ahead with Sophos MDR Essentials, which provides them with round-the-clock threat detection and response from Sophos' team of experts. He was impressed with the product's features, which removed the burden of 24/7/365 monitoring that they had been unable to manage internally. Additionally, Chris recognised the benefits of Sophos having an expansive staffing base, giving N3i access to a much broader set of skills.

Sophos MDR Essentials focuses on containing threats and escalating high-priority cases. If an active incident occurs, the Sophos MDR Ops team works to stop the attack, preventing spread, but will give N3i guidance on how to neutralise it. Chris explains that N3i's choice was about balance: "When you outsource you want to get the best value for money, balancing cost with level of service, and Sophos offers tiered service levels that enable you to do that."

For added peace of mind, Chris also opted for the Sophos Incident Response Services Retainer, which provides additional on-site support to investigate an incident. This gives fast access to expert support if and when it's needed, supplementing the N3i team's skill set.

Business benefits

Since implementing Sophos MDR, N3i has experienced significant business benefits. Chris highlights 24/7/365 managed threat detection and response as the #1 standout benefit, saying: "Malicious users will target periods of downtime in organisations to launch their attacks at the most inconvenient times – bank holidays, the middle of the night on a Sunday – when staffing is generally lowest. The benefit of having Sophos MDR is that someone is always there, they'll get the alert and they'll take action."

Chris lists additional benefits of Sophos MDR Essentials as being:

- A far more cost-effective solution than setting up an in-house security operations centre
- Support that supplements the skill set of N3i's IT team as and when required
- Proof of compliance with various standards, supporting growth of the business
- Improved reporting and investigation, providing assurance to boards and committees
- The ability to easily integrate the service with existing infrastructure
- Excellent customer service from Sophos experts

"If you're in the NHS or healthcare space, I can't recommend Sophos MDR more. The product has a range of features that allow us to be compliant with NHS standards and other national requirements such as the Data Protection Act. The service has always been great, and the customer relationship is fantastic."

Chris Wallace, Head of IT Infrastructure, N3i

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