

Black Swan Cyber Security Solutions Secures UK Schools with Heimdal's Unified Platform

Black Swan Cyber Security Solutions has transformed its cybersecurity operations across UK schools by deploying Heimdal's integrated platform. The result: streamlined management, compliance with Department for Education (DfE) Cyber Security Standards, and around-the-clock threat protection through Heimdal's MXDR services.

Case Study – Managed Service Provider | UK Education Sector



CHALLENGES

Fragmented Toolsets Across Schools

Before adopting Heimdal, many of Black Swan's client schools relied on a mix of disconnected security tools, some using only the free version of Microsoft Defender. This patchwork approach created inconsistent levels of protection and made it difficult to track and respond to threats in a coordinated way.

Lack of Centralized Oversight

Without a unified dashboard, managing alerts across different vendors became time-consuming and inefficient. Alerts were missed, administrative overhead increased, and it became difficult to enforce standardised policies across all school sites.

Increasing Compliance Pressures

With the Department for Education (DfE) introducing mandatory Cyber Security Standards and recommending centralised security management, Black Swan faced growing pressure to provide its schools with a more robust, auditable, and scalable solution.



WHY BLACK SWAN CHOSE HEIMDAL

Black Swan discovered Heimdal through The Tech Tribe, a respected community of MSPs. Positive feedback from U.S.-based MSPs and school IT managers demonstrated Heimdal's ability to meet the demanding requirements of multi-client environments. Heimdal's growing presence within UK education communities, particularly through events and collaboration with the **Association of Network Managers in Education (ANME)**, further validated its suitability.

Following a successful pilot in one school, which revealed significant improvements in security visibility, endpoint control, and operational efficiency, Black Swan made the decision to roll out Heimdal's solutions across all client schools.



ABOUT BLACK SWAN CYBER SECURITY SOLUTIONS

Founded in 2006, Black Swan Cyber Security Solutions is a UK-based Managed Service Provider (MSP) specialising in IT and cybersecurity services for schools and Multi-Academy Trusts (MATs). With a deep understanding of the unique operational and regulatory needs of the education sector, Black Swan delivers affordable and scalable security tailored to the environments of British primary and secondary schools.

The company supports a growing number of educational institutions across the UK, offering a range of services from managed threat detection and compliance consulting to patching, backup, and recovery. Their mission is to help schools meet modern security expectations without compromising budgets or teaching time.

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SOLUTION

Heimdal's Unified Platform for the Education Sector

Black Swan deployed a tailored stack of Heimdal modules across its school environments, including:

- **Next-Generation Antivirus (NGAV):** Delivered Al-driven threat detection that went beyond signature-based antivirus tools, suitable for protecting classroom and administrative endpoints.
- Ransomware Encryption Protection (REP): Prevents ransomware execution and unauthorised encryption attempts in real time, stopping attacks before damage is done, even from fileless or unknown ransomware strains.
- **Privileged Access Management (PAM):** Removed unmanaged local admin rights, allowing time-bound privilege escalation when needed.
- **Single Pane of Glass Console:** Provided one unified interface to oversee all security policies and client activity, saving time and eliminating the need to switch between vendor portals.

RESULTS & IMPACT

• Centralized Management and Increased Visibility

Heimdal's single dashboard allowed Black Swan to centrally manage security across dozens of school sites. This reduced administrative time and enabled faster identification of real threats.

• Compliance with DfE Standards

Heimdal's platform helped schools meet DfE Cyber Security Standards by offering audit-ready visibility, robust protection for staff and student devices, and policy-based controls that aligned with framework expectations such as Cyber Essentials.

• Peace of Mind During Holiday Periods

School breaks are often targeted by threat actors, but Heimdal's XDR platform and MXDR managed services gave Black Swan and its clients confidence that systems remained protected during vulnerable periods.

"Every school holiday, there's a headline about a school hit by ransomware. With Heimdal's MXDR team monitoring our schools' servers 24/7, I finally feel comfortable taking time off myself."

Kevin Walker,Owner, Black Swan Cyber Security Solutions

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Reduced Alert Fatigue and Support Overhead

By consolidating threat intelligence into a unified feed and automating many manual tasks, Heimdal dramatically reduced the number of redundant or irrelevant alerts, freeing up more time for strategic client support.

Future-Proofed Security Posture

With Heimdal's modular architecture, Black Swan can scale solutions as needed, add new protection over time, and easily adapt to changes in DfE guidance or client demands.



CONCLUSION

- By switching to Heimdal, Black Swan Cyber Security Solutions has delivered a step-change in how UK schools
 manage cybersecurity. What began as a fragmented and under-protected network of environments has become a
 streamlined, compliant, and resilient system backed by real-time monitoring and proactive response.
- Heimdal's education-ready stack has enabled Black Swan to deliver top-tier security as a service. This has enhanced operational efficiency for schools while ensuring they remain protected against modern cyber threats.

"With Heimdal in place, I can finally focus on helping schools thrive, knowing their systems are monitored and protected 24/7."

Kevin Walker,

Owner, Black Swan Cyber Security Solutions



"Adopting Heimdal has transformed our service delivery and reassured our education clients that their environments are both secure and compliant."

Kevin Walker,Owner, Black Swan Cyber Security Solutions

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WHY HEIMDAL FOR EDUCATION MSPS?

Heimdal provides a unified XDR platform purpose-built for education-focused MSPs, enabling centralised threat detection, compliance with DfE Cyber Security Standards, and seamless management across multiple school sites. With 24/7 MXDR monitoring and a single console, MSPs like Black Swan can protect UK schools proactively and cost-effectively.

WHY HEIMDAL FOR EDUCATION?

The education sector faces mounting cyber threats, limited IT resources, and increasing pressure to meet compliance standards. Heimdal provides a unified security platform designed to meet the specific needs of educational institutions, helping schools and colleges protect sensitive data, maintain operational continuity, and support safe digital learning environments.

- Comprehensive Protection From ransomware prevention to DNS and endpoint security, Heimdal defends educational institutions across every vector.
- Regulatory Compliance Supports Cyber Essentials,
 GDPR, and DfE/NCSC frameworks with automated tools and reporting to simplify compliance.

- Streamlined Security Management A unified dashboard enables full control and visibility for overstretched IT teams, reducing workload and response time.
- Proactive Threat Prevention AI-driven intelligence and 24/7 monitoring help stop threats before they disrupt learning or administrative operations.
- Cost-Effective & Scalable Tailored for schools of all sizes, Heimdal delivers affordable, future-ready cybersecurity that grows with your institution.

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