



## Customer-at-a-Glance

South Oxfordshire District Council (SODC) provides services and advice to the residents of South Oxfordshire.

### Industry

Local government

### Number of Users

400

### Website

[www.southoxon.gov.uk](http://www.southoxon.gov.uk)

### Sophos Solutions

Sophos SafeGuard Encryption  
Sophos UTM

### Sophos Customer

Since 2010

# South Oxfordshire District Council turns to Sophos following a devastating fire.



"We compared Sophos UTM with competing solutions. The majority were similar yet far more expensive."

SIMON TURNER

IT Operations Manager, South Oxfordshire District Council



“We've worked with Sophos and Axiom for many years now and they were able to go the extra mile and help us in our time of need. I doubt we would have received the same service elsewhere. They've helped us to get our services up and running again – it's now business as usual.”

SIMON TURNER  
IT Operations Manager,  
South Oxfordshire District Council

**South Oxfordshire District Council** has been working with Sophos and partner company Axiom Secure IT Ltd since 2010. During that time, the team has built up a trusting and longstanding relationship with both parties. This successful relationship proved its worth in January 2015 when flames engulfed the SODC building in Crowmarsh Gifford, Oxfordshire. Against the odds, Sophos and Axiom were able to help out within just a few hours.

## Business challenges

The main challenges faced by South Oxfordshire District Council since 2010 can be summarised as:

- **Meeting the Government's Public Services Network (PSN) requirements**  
The council's IT Operations Manager, Simon Turner, initially turned to Sophos in 2010 seeking encryption products to meet the Government's Public Services Network (PSN) requirements. He needed to increase his security platform coverage, had been to Sophos HQ to look at roadmaps and products, and was keen to get started with improving security and compliance at the council. Secure email and web protection were also ongoing challenges.
- **Dissatisfaction around Bring Your Own Device (BYOD)**  
In 2013, the council faced Wi-Fi challenges. Councillors were keen to hook up to the network using their own devices and were unable to do so. Staff and visitors were also expressing their dissatisfaction around Wi-Fi in council buildings.
- **An arson attack**  
In 2015, the council faced their biggest challenge of all. A devastating fire ripped through the council buildings, destroying everything.

### About Axiom Secure IT Ltd



Awarded Sophos new business of the year in 2009, Axiom Secure IT Ltd (formerly Lucid IT Services Ltd) has gone from strength to strength. Their experienced consultancy has provided hundreds of organisations assurances that they are safe and secure and fully compliant. SODC has been a dedicated client since 2010 and regularly uses Axiom as a trusted advisor.



“After the fire, we needed to get our systems up and running as quickly as possible. It needed to be business as usual for our residents. Within days we were fully functional again, and our staff who are now without an office workspace can even work and access systems from home.”

SIMON TURNER

IT Operations Manager, South Oxfordshire District Council

## Technology Solution

As a result of the initial enquiry around PSN compliance in 2010, Sophos recommended one of their partners to Simon. This was Axiom Secure IT Ltd who were an ideal fit due to their specialist knowledge around Sophos Safeguard Encryption, a product that was implemented by the council.

Later on, in 2013, Sophos and Axiom were able to support South Oxfordshire District Council even further with the introduction of Sophos UTM. Sophos UTM solved a number of the council's challenges:

- ▶ Secure email protection
- ▶ Secure web protection
- ▶ Secure Wi-Fi for staff and guests

“Sophos is not so well known for its corporate Wi-Fi,” says Simon, “yet it's been great for us. As well as being able to build up a security package, we now have the added benefit of secure Wi-Fi from the UTM itself. We haven't needed to buy anything extra apart from a few access points.”

Subsequently, when the fire broke out in 2015, Simon was able to call Axiom and Sophos for support. They gave him a new UTM to take back to the temporary SODC offices the same morning, keeping staff and systems protected even during a crisis.

## Business Results

Simon summarises the benefits as being:

- ▶ The range of products on offer to support PSN compliance
- ▶ The firewall and firewall rules are protected by the UTM's own Wi-Fi, far more beneficial than having to trust access points from other vendors
- ▶ The UTM was up and running within just half a day and it's an 'out of the box' solution
- ▶ Time savings – there is no need for Simon to meet with multiple vendors or review multiple solutions
- ▶ Cost savings of up to £50k compared with competing solutions (even with an upgraded product). Sophos quoted around £25k for the South Oxfordshire District Council solution, including hardware, yet other vendors quoted as much as £75k.
- ▶ The ability to lock down the corporate and personal Wi-Fi, without using VLAN, for greater security
- ▶ The relationship between the three parties that provided a support network and a fast response when it was needed most in 2015

Sophos Enterprise Account Executive Howard Johnston is proud of the service delivered by Sophos during such a difficult time, saying: “It is unusual for a global vendor to react so quickly in a time of need. I doubt you would experience the same service from any of our competitors. Essentially we're a global vendor and we acted like a high street shop.”

According to Lorna Burman, co-founder of Axiom Secure IT Ltd: “We'd worked with South Oxfordshire District Council for so many years that they had no problem getting in touch with me the morning the fire broke out. Together with Sophos we were able to work quickly and efficiently to get the customer back on track.”



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