

SOCURA

Case study

How the Open University got **ahead of the curve.**

24/7 Managed Detection and Response, operating as a seamless extension of the university's security team.

The Open University

Overview

Open access, **protected around the clock.**

The Open University prides itself on offering accessible learning to students from all backgrounds. To safely maintain open access to its digital resources, the university required a Managed Detection and Response (MDR) partner capable of operating as a seamless extension of its security team - expanding threat visibility and providing rapid, 24/7 detection and response across its network.

By choosing Socura, the university has transitioned to a highly proactive security posture, allowing its internal team to shift away from daily alert triage and focus on building long-term resilience.

At a glance

Client
The Open University

Service
Managed Detection and Response (MDR)

Coverage
24/7 detection and response across its network

Alerts handled end to end
93% by our SOC

High-severity SLAs
100% met, every month



On reasons to partner with Socura

“You were clearly a more **modern partner,** more dynamic, willing to work with us.”



We could sense Socura was a newer provider, but a more agile one... You were listening to what the OU needed, and you were willing to work with us in a partnership to meet our requirements and then work around where we’ve got some oddities... You were clearly a more modern partner, more dynamic, willing to work with us.”

Information Security Programme Manager · The Open University

“

Prior to working with Socura, we were perhaps too reactive. Now, often before a user even knows that something has gone wrong, Socura are telling us what has happened, and are actively progressing with the appropriate coordinated containment actions. **We're now ahead of the curve.”**

Head of Cyber Operations & Incident Response · The Open University

On Socura sharing the university's culture and values

"We wanted a partner that would help us **maintain that approach.**"



"We've spent the last five years really fighting to build a positive culture at the university. So what we've tried to do is ensure our security team's culture matches that of the university... we try to be transparent, honest, and operate to help teach staff.

When it comes to incident response for us, we're not shouting down someone's throat when they've made a mistake... and we wanted a partner that would help us maintain that approach."

Cyber Incident Response Lead · The Open University

On maximising utilisation of security controls

“Socura have enabled us to get the best from **the controls we have.”**



We had a lot of new security tools that we perhaps hadn’t always set up, or we'd set them up in a limited way because we weren’t perhaps sure, and we might not have been using them in a cohesive way.

Socura have enabled us to get the best from the controls we have, including consolidating logs into a working SIEM.”

Information Security Programme Manager · The Open University

On freeing up the OU team to focus on other priorities

“Having a partner come in has **really freed up our team** internally to pivot.”

One of our biggest problems (prior to working with Socura) was not having the resources to focus on automation. Having a partner come in has really freed up our team internally to pivot.

Whereas perhaps we were focused heavily on L1 triage before, we’ve really been able to switch that focus towards what can we automate and where do we want to be defending.”

Information Security Manager · The Open University

The first nine months in numbers

93%

of the OU’s alerts handled end to end by our SOC

65%

of incidents happened out of hours, covered by our 24/7 SOC

7–9 mins

average time to pick up an alert, against a 60-minute target

On Socura’s responsiveness

“I personally was really surprised by Socura’s responsiveness and how quick the transition was.”

Cyber Incident Response Lead · The Open University

SOCURA

Talk to our **security experts.**

UK sovereign, 24/7 Managed Detection and Response for universities, colleges and the wider public sector.

> Book a chat

hello@socura.co.uk socura.co.uk LinkedIn

Accredited to protect

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