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Frenship ISD Enhances Detection and Response Capabilities with Secureworks® Taegis™ ManagedXDR

School district upgrades security program to keep students and systems safe

Company: Frenship Independent School District (ISD)

Industry: K-12 Education

Country: United States

Employees: 1,200+

Solution

Frenship ISD selected Secureworks Taegis ManagedXDR for:

- Better visibility into their environment
- More effective and efficient security approach
- Proactive threat hunting

Overview

Frenship Independent School District (ISD) is a Texas community school district serving more than 10,500 students across 14 campuses in the Wolfforth and Lubbock areas. Designated as a fast-growth school district, Frenship has been growing enrollment 2%-5% annually, and the district plans to open multiple new schools in the next several years.

Challenge

The students and teachers walking the halls of Frenship ISD do not think about cybersecurity, but Joe Barnett does. Frenship's Chief Technology Officer realized the growing school system needed to upgrade its security strategy to stay ahead of threat actors. A potential security incident underscored the need for additional security resources and expertise to ensure around-the-clock security coverage.

The biggest factor in any decision a school district makes is how to best serve students. Safeguarding student data from threat actors is not negotiable. "We're in competition with other schools in our area," Barnett said. "If we don't serve the kids, someone else will. You can only lose parents' trust once. It is difficult to come back from that."

Solution

Secureworks Taegis ManagedXDR provides Frenship with around-the-clock visibility and real-time access to security operations experts. The ManagedXDR dashboard in the Taegis platform gives Frenship details on alerts, why an alert is categorized as high or critical, and recommended guidance on what steps to take to boost their security posture.

ManagedXDR delivers the visibility, context to decide what alerts represent real threats, and expertise Barnett needed. "The biggest thing is visibility and staying on top of the threat landscape," he said. "We really lacked the details we needed, and Secureworks put everything together with meaningful guidance from seasoned cybersecurity experts."

Benefits

Barnett and his team focused on finding a security solution that would deliver visibility and control throughout Frenship's IT environment today and going forward, context into new tactics and techniques emerging across the global threat landscape that could impact Frenship, and guidance from skilled security personnel. When Barnett learned several other businesses in his city had turned to Secureworks for security solutions, he became curious to learn more about the company. "I'm looking at Secureworks, and it's really heads and shoulders above the rest, as far as having everything in one spot," Barnett said. "There were a lot of different choices, but those choices seemed to have pieces and parts that are all included in your portfolio, and that gave us a comfort level in the Secureworks solution."

One benefit that has surprised and delighted Barnett is the clarity and level of detail Taegis delivers with its intuitive dashboard that provides not just an overview of alerts and investigations, but also the ability to see all actions taken by Secureworks, and detailed context related to each specific alert and investigation. This consolidated view is valuable to Frenship, as it allows Barnett and his team to understand quickly what is occurring in their environment and what needs to be done next. As Barnett explained, "The single pane of glass viewpoint and the in-depth details presented in one location make the cycle time between investigation and remediation a lot shorter."

Barnett and his team are big proponents of the live chat functionality in Taegis, which allows Frenship to communicate directly and in real time with Secureworks security operations staff. Frenship's security team is never alone, as Secureworks experts are always available to help. "If we have questions, you're right there," Barnett said. "It gives us a sense of peace about where we are at. It's like phone a friend, or a guide on the side of the road."

Availability of information and context is important to Frenship. So, too, is having a cost-effective solution. ManagedXDR's pricing is clear and upfront, without any surprise

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add-on charges. "We are in the business of education," he said. "That's where most of our spend goes. We have to have not only a highly effective solution, but also a cost-effective solution."

Frenship sought a security solution providing visibility across their environment, access to security experts, and one that can keep up with the changing threat landscape. Building a strong relationship with a security vendor was also important. In Secureworks, Barnett recognizes a partnership that validates Frenship's investment in Taegis. "We are the stewards of our students' data," he explained. "Our parents place their trust in us when they bring their kids to school. They need to feel confident that we protect their information. How do we do that? How do we show that we are committed to that? Our partnership with Secureworks is the answer."

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For more information, call **1-877-838-7947** to speak to a Secureworks security specialist
secureworks.com

About Secureworks
Secureworks® (NASDAQ: SCWX) is a global cybersecurity leader that protects customer progress with Secureworks® Taegis™, a cloud-native security analytics platform built on 20+ years of real-world threat intelligence and research, improving customers' ability to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.