



CASE STUDY

University of the Arts London

"SEP2 work with UAL, not for them."

Introduction

UAL had a requirement to upgrade their existing firewalls as they were approaching End of Life and therefore started evaluating the market.

SEP2 provide UAL with a co-managed service using Check Point products, which helps deliver continuous improvements to the existing infrastructure. This ensures UAL can continue doing what they do best, building the future.



University of the Arts London

UAL are one university that combines six colleges and a growing number of institutes; they are a high-profile client with high profile alumni. UAL specialise in a growing number of areas including art, design, communications, fashion, performing arts and game design.

University of the Arts London (UAL) is ranked 2nd in the world for Art and Design according to the 2021 QS World University Rankings®, for the third year in a row. It is Europe's largest specialist art and design university, with over 19,000 students from more than 130 countries. Each of these students need seamless technical onboarding, a process that includes email, wifi passwords, shared drive access, tutorials and much more.



The Project

UAL were using Check Point firewalls, which were deemed to be best value to fulfill their requirements. Check Point were asked to present a trusted reseller who would best fit the refresh project; SEP2 were the obvious choice. Whilst protection was at the heart of the project, UAL also wanted to ensure that a solution could work at scale and be future-proofed.

This was not intended to be a short-term solution. Clearly, with such a surge in users during induction week, UAL had high demands for support during these critical periods.

The students themselves are often working with technology as part of their studies. Game design is an obvious example... but even the sewing machines used by fashion students are networked.



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Working in a true Partnership

UAL need flexibility in their partnerships. They are not a typical client – they have a huge surge in demand at the start of the academic year, and then ongoing challenges to face throughout the year. An off-the-shelf solution will not work. Additionally, this is a co-managed project. UAL have their own in-house specialists which they want to continue to use, so a 3rd party would only be needed for 3rd line escalations, larger projects and consultation. Finally, it was important that there was a cultural fit, too. UAL are a creative force with creative students, so are always looking for a great fit with key suppliers.

UAL decided to partner with SEP2 because we understood the need for flexibility. We took time to get to know the HE sector – what drives the peaks and troughs in demand - so that we could respond appropriately. SEP2 have been known to carry out firewall updates at one minute past midnight when required.

SEP2 are experienced in co-managed projects. We understand the importance of clear communication to ensure that problems are efficiently solved. We know that we are being trusted with the keys to a very large, complex and respected house, and that we have to carry out our duties with trust, care and complete professionalism.

Keith Joy describes it as follows: "SEP2 work with UAL, not for them."



"They live and breathe the technology. It comes from the top, however everyone is an expert within SEP2, from sales through to the service desk".

"We don't want to wait to be told what more we can get from vendors' products. SEP2 are great in pro-actively helping us achieve value-add solutions. They aren't about chasing revenues, they are about providing best possible value."

Keith Joy, Head of Technical Services - UAL