



Midnight wake-up call delivers peace of mind

Kennewick K–12 schools closed security gaps, eliminated classroom malware disruptions and gained a proactive security posture with SecureWorks managed services with Red Cloak from Dell Technologies



K–12

United States

Organization needs

Twice a month, senior members of the limited IT staff at Kennewick School District had to address malware issues, diverting them from more important tasks. Although a defense-in-depth security model was in place, they lacked the time, tools and expertise to address all its components holistically, so they sought a managed services provider that could do so.

Solutions at a glance

- [Dell Technologies Secureworks Managed Security Services](#)
- [Dell Technologies Secureworks Advanced Endpoint Threat Detection \(AETD\)—Red Cloak](#)

Organization results

- Prevents classroom disruptions, boosting learning outcomes
- Supports a proactive security posture
- Identifies and prioritizes security alerts
- Saves time for a limited IT staff
- Provides forensic evidence quickly
- Offers total visibility via the client portal dashboard

“We love how Secureworks monitors the log files 24/7 of every firewall, server and system we have and flags concerns, while screening false positives.”

Ron Cone, IT Director, Kennewick School District

Despite having defense-in-depth security with advanced firewalls in place, Kennewick School District suffered regular malware intrusions. Most often, teachers were victims—by suffering phishing attacks or by downloading infected education resources as simple as a set of fonts.

“That opened us up to our first ransomware attack,” says IT Director Ron Cone. “At least twice a month or more, my top guys would have to disable, disinfect and reimagine a teacher’s classroom PC, taking three hours of their time and potentially disrupting the teacher’s classroom plan for the day.”

Cone initially sought a qualified vendor to conduct penetration testing of the district’s defenses, choosing Dell Technologies Secureworks because it offered the most cost-competitive package of services.

Finding vulnerabilities others missed

“Secureworks found a vulnerability on our third-party online payment process system that was missed by the vendor’s own pen-testing done by an outside party,” Cone says. “Secureworks showed how they could take control and do anything they wanted to it, so we knew Secureworks was better at this than others out there.”

Since then, the district expanded its Secureworks engagement from annual penetration testing to Managed Security Services and Red Cloak advanced endpoint threat detection. “We love how Secureworks monitors the log files 24/7 of every firewall, server and system we have and flags concerns, while screening false positives,” Cone says.

His team also values the clear escalation path Secureworks laid out for alerts when they’re issued. “When Secureworks called after midnight that our Student Information System was compromised, our vendor was just patching their app,” Cone says. “But that told us Secureworks is on guard all the time, giving us great peace of mind.”

Cone and two of his 18 IT staff members often use the SecureWorks client portal’s dashboard for a real-time status of all monitored devices. They log in from their PCs, tablets or smartphones, anywhere and anytime.

Global threat intelligence

“Secureworks doesn’t just alert us to incidents; they always prioritize them and suggest a solution based on their global scope and experience,” says Cone. “We simply can’t hire someone with the threat intelligence Secureworks managed services gives us.”

When an intrusion occurs, Secureworks can provide forensic evidence promptly, so Cone’s team can quickly isolate an infected device and prevent malware from spreading. SecureWorks’ weekly threat intelligence updates also keeps them apprised of worldwide concerns that could affect the district.

“With Secureworks and Red Cloak, we haven’t had one teacher’s PC infected,” Cone says. “Our security posture is more proactive while saving IT staff time for other important projects. And our teachers can focus more on teaching students, improving learning outcomes.”



[Learn more](#) Dell Technologies
K-12 Security Solutions



[Contact](#) a Dell Technologies
Security Solutions expert



[Connect on social](#)