

PLUS Malaysia Keeps Traffic Moving by Neutralizing Cyber Threats with Rubrik Security Cloud

"Millions of Malaysians and businesses across the country depend on us to keep traffic moving. Rubrik is pivotal in maintaining our business resiliency."

 Yew Jin Kang | Former CTO, PLUS Malaysia



CHALLENGES

When a ransomware attack crippled a peer expressway operator, causing a standstill that affected millions of commuters and businesses, PLUS Malaysia recognized the urgent need to bolster its defenses against cyber threats. The attack's consequences—ranging from halted traffic to compromised emergency services—underscored the critical nature of uninterrupted operations for PLUS and its customers. PLUS set three priorities for its data security strategy:

- 1 Bolster cyber resilience to prevent ransomware-induced disruptions**
- 2 Protect critical data beyond Azure's default 30-day backup limit**
- 3 Ensure operational continuity and scale into new markets with a unified cloud solution**

OUTCOMES

PLUS Malaysia's leadership focused on ensuring uninterrupted services for millions of travelers while driving broader business growth. With Rubrik, PLUS Malaysia successfully realized:

**16%****TCO Savings**

Compared to Azure backups

**RM70M****Weekly Revenue**

Protected due to downtime reduction

**1.9 Million****Daily Customers**

Served without disruption

**5% Annual****Business Growth**

Supported with Rubrik's scalability



BACKGROUND

PLUS is the vital backbone of Malaysia's transportation infrastructure, connecting the northern border with Thailand to the southern border with Singapore. It links all major airports, seaports, and towns across Peninsular Malaysia, serving over 32 million citizens. As the largest expressway concessionaire, PLUS facilitates the safe and efficient movement of people, goods, and essential services, with traffic volumes reaching 1.7 million vehicles daily and swelling by over 30% during holidays.

COMPANY DETAILS



Public Sector,
Transportation



APAC | Petaling Jaya,
Malaysia



Serving the Transport
of 1.7M Vehicles Daily



5,000 Employees

A Wake-up Call from Ransomware

After a thorough evaluation of data security solutions, Rubrik was selected for its immutability, ease of use, and ability to seamlessly unify protection across hybrid cloud environments. Combined with 16% total cost of ownership (TCO) savings and advanced threat detection and response capabilities, Rubrik provided PLUS with the complete cyber resilience it sought after.

"Millions of citizens and businesses across Malaysia and beyond depend on us to keep traffic moving. Rubrik's robust data security measures and quick recovery options are pivotal in maintaining our business resiliency," said former CTO Yew Jin Kang.

TRANSFORMATION WITH RUBRIK

Future-proofing Cloud, On-Prem, and SaaS Data Security

PLUS has an extensive network infrastructure for collecting payments at cashless toll plazas and rest areas along Malaysia's expressways. This infrastructure also supports traffic control, toll gates, and emergency response for the country.

"Customers use our PLUS mobile app to pay tolls, check traffic, redeem loyalty offers, and so much more. Our services are an integral part of Malaysians' daily lives – that is why it is imperative our infrastructure be resilient to serve our citizens day in and day out," said Kang.

A cloud-first organization and one of Asia's largest Microsoft Azure users, PLUS hosts 90% of its workloads on Azure and Microsoft 365. The company initially planned to rely on Azure backups; however, the ransomware attack on its peer concessionaire highlighted the need for more comprehensive data protection for its cloud data.

With Rubrik cloud-native protection, PLUS has a unified single pane of glass for both on-prem and cloud data, immutable and air-gapped backups, as well as cost efficiencies, being able to take advantage of low-cost long-term storage with intelligent tiering and deduplicated data archival.

Rubrik also enables PLUS to safeguard years of critical M365 data, beyond the default 30-day period limited by Azure backups, ensuring business continuity even in the case of hardware failures. Kang highlights, "Rubrik gives us the flexibility to pinpoint and recover individual emails or SharePoint and OneDrive files for our customers. The precision search and recovery features have improved the customer experience by streamlining the restoration of lost emails and files."

Looking ahead, PLUS is committed to further enhancing its cybersecurity measures, ensuring that it remains ahead of emerging threats and continues to serve as a reliable pillar of Malaysia's transportation infrastructure.

"We are aggressively growing up-to 5% every year. As PLUS Malaysia continues to expand across Malaysia and Asia, we wanted a partner that could grow with us. With Rubrik protecting our crown jewels, our data, we are confident we can deliver on the promise to get Malaysians where they need to go."

 **Yew Jin Kang** | Former CTO, PLUS Malaysia



PRODUCTS & SERVICES



**Enterprise
Data Protection**



**Azure Cloud Data
Protection**



**Microsoft 365
Protection**

ABOUT RUBRIK

Rubrik (RBRK), the Security and AI company, operates at the intersection of data protection, cyber resilience and enterprise AI acceleration. The Rubrik Security Cloud platform is designed to deliver robust cyber resilience and recovery including identity resilience to ensure continuous business operations, all on top of secure metadata and data lake. Rubrik's offerings also include Predibase to help further secure and deploy GenAI while delivering exceptional accuracy and efficiency for agentic applications. For more information, please visit www.rubrik.com and follow [@rubrikinc](https://twitter.com/rubrikinc) on X (formerly Twitter) and [Rubrik](https://www.linkedin.com/company/rubrik) on LinkedIn.