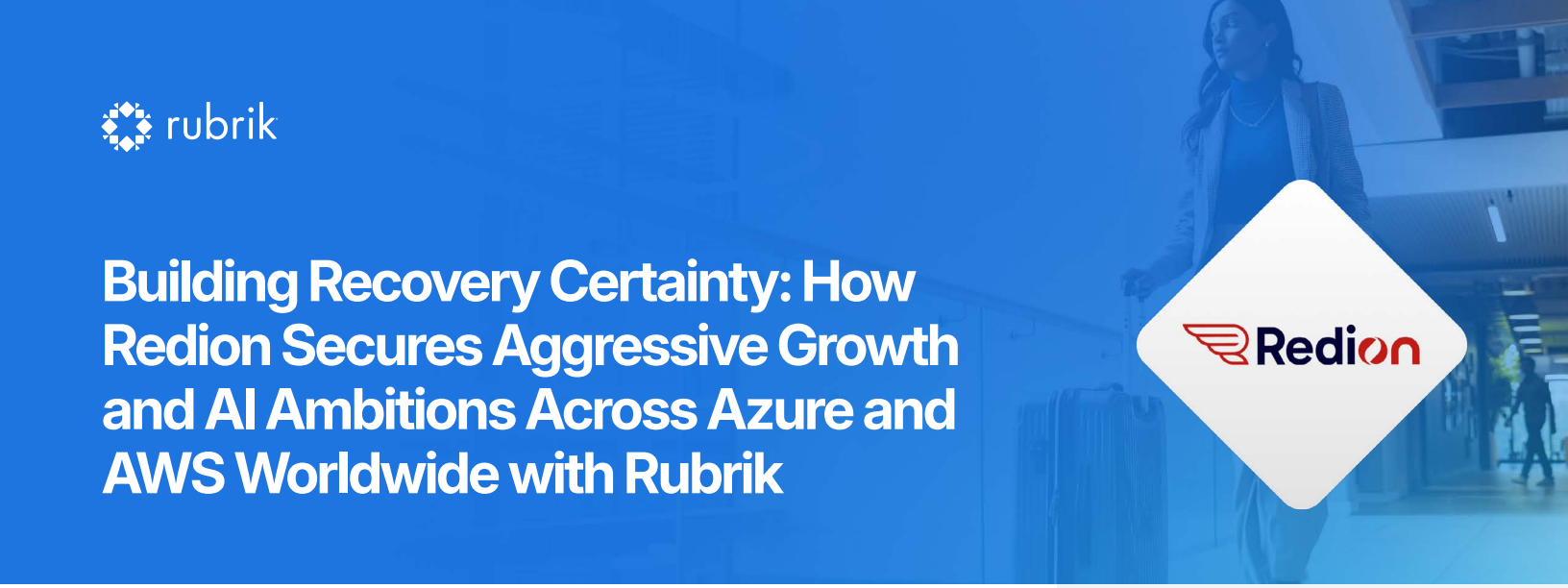
rubrik

# Building Recovery Certainty: How Redion Secures Aggressive Growth and AI Ambitions Across Azure and AWS Worldwide with Rubrik




## CHALLENGES

Since 1963, Redion (formerly Europ Assistance) has been there for the moments people can't plan for: a traveler stranded overseas, a family locked out of a flooded home, a senior who needs help getting to a doctor's appointment, across more than 190 countries. That mission has scaled fast: revenue is up 3.5x in four years on a cloud-first infrastructure spanning AWS and Azure.

Jean-Christophe Normand, Group CTO, has spent 30 years in IT operations and holds to one principle for mission-critical services like these: attacks are inevitable, and what matters is preparation, speed of response, and certainty of recovery. Asking himself and his team whether their backups could actually survive a cyberattack, and how they'd recover, led to an honest answer that revealed just how much work lay ahead.

### 1 Explosive Growth Outpaced Legacy Resilience

Redion scaled 3.5x in total revenue over four years, straining recovery infrastructure that had supported a much smaller organization across 35+ entities on AWS and Azure.

### 2 A Cost Mandate Collided With a Hard Compliance Deadline

The CEO's mandate to cut the group's IT budget by 10% annually landed at the same time as DORA, the EU's Digital Operational Resilience Act, enforceable across the bloc from January 17, 2025.

### 3 Two Clouds, Two Consoles, No Way to Prove Compliance

Azure and AWS each ran separate native backup tools with no compression, no air gap, no backup isolation from production, and no way to prove SLA compliance to auditors. Oracle database restores were taking five (5) to nine (9) hours against a required recovery time of under four (4). And Entra ID, the identity backbone behind critical applications like the company's eClaim platform, wasn't backed up at all.

### 4 Digital Transformation Needed a Resilient Foundation First

A company-wide goal to grow digital customer interactions from 30% to 70% by 2027 meant new applications and cloud workloads couldn't be layered onto infrastructure that hadn't yet proven it could recover from a cyber event.

## BACKGROUND

Redion (formerly Europ Assistance) is a global leader in assistance and travel insurance, serving customers through B2B, B2C, and B2B2C business models across 190+ countries. The company provides travel and medical assistance, roadside and mobility support, home and living services, health and senior care, and concierge services.

## COMPANY DETAILS

**Travel & Assistance Insurance**

**EMEA | Paris, France**

## OUTCOMES

With Rubrik in place, Redion established the cyber resilience foundation needed to pursue aggressive digital transformation with confidence:

### Single Pane of Glass Across a Multi-Cloud Estate

One console now manages data protection across AWS and Azure for all 35+ entities, replacing fragmented, cloud-native backup tools and giving the infrastructure team a foundation built to scale with the business.

### Dora Compliance Met Without Adding Operational Overhead

Consolidating from separate native AWS and Azure toolsets onto a single platform supported the group's broader efficiency mandate, while Rubrik's platform-level compliance capabilities and native immutability let the team clear DORA requirements on schedule.

### Provable Compliance and Closed Protection Gaps

Rubrik's air-gapped, immutable backups isolate data from production and give the team evidence to prove SLA compliance to auditors, backed by continuous ransomware inspection and anomaly detection that ensures recovery from a known-clean copy. Entra ID (Azure AD), previously unprotected, is now backed up and recoverable, and Oracle, running on Azure VM, is fully protected under the same policy.

### A Resilient Foundation Now in Place for What's Next

Rubrik was fully deployed across both cloud environments in 8 to 9 weeks, clearing the way for Redion to keep pursuing its goal of growing digital customer interactions from 30% to 70% by 2027.

## TRANSFORMATION WITH RUBRIK

# Sequencing Resilience Before Modernization

Rather than pursue a comprehensive technology overhaul all at once, Jean-Christophe deliberately sequenced the work: resilience first, modernization second. Redion evaluated several data protection vendors, and Rubrik distinguished itself through DORA compliance built into the platform and native immutability that places backup data outside production infrastructure. Rubrik began by protecting Redion's most critical IaaS workloads, then positioned the company to support its broader IaaS-to-PaaS migration as it modernizes.

That combination let the team move quickly and with confidence, completing deployment across AWS and Azure within 8-9 weeks. The Rubrik platform now underpins cloud data protection, unstructured data protection, and Rubrik Cloud Vault for Redion's AWS and Azure environments, giving the infrastructure team a single, natively immutable line of defense as the business continues to expand its cloud footprint.

# Looking Ahead: Identity Resilience for an Agentic AI Future

With a resilient foundation in place built on a platform the team has found genuinely easy to operate, Jean-Christophe's attention has turned forward. Redion is investing in agentic AI, and as those agents gain authority, the attack surface expands. A compromised agent becomes a direct channel to production manipulation. Identity resilience, the ability to instantly snapshot and restore identity states, is the next problem Jean-Christophe is watching.

> "Rubrik allows us to be fully DORA compliant, while providing us with the ability to store and secure data outside our infrastructure."
>
> **Jean-Christophe Normand | CTO, Redion**

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## PRODUCTS & SERVICES

- **Cloud Data Protection**
- **Cloud Unstructured Data Protection**
- **Rubrik Cloud Vault**

## 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 on X (formerly Twitter) and Rubrik on LinkedIn.