



How TELUS Health Built Cyber Resilience Across a Global Health Platform with Rubrik

"For me, Rubrik is not just about my own peace of mind. It is about the peace of mind of my customers. And in a health business, that is very important."

Philip Owen

Chief Security Officer | TELUS Health



CHALLENGES + BACKGROUND

TELUS Health holds health records for over 170 million people across more than 200 countries. Health records are among the most personal data a person can share, and the customers who entrust that data to TELUS Health expect it to be protected not just against known threats, but against whatever comes next. When a disaster recovery audit at one of its largest business units failed, it exposed a gap between that expectation and the infrastructure behind it. Three compounding gaps stood in the way:

- 1 Failed Disaster Recovery Audit:** The environment could not meet RTO objectives. Data owners logged tickets to initiate restores, adding delay precisely when speed mattered most.
- 2 Fragmented Backup Infrastructure with no Unified Recovery Posture:** Seven separate tools protected different workloads in isolation, with no consistent policy framework and no single view of what was actually covered.
- 3 Cyber Resilience Demands that Traditional Backup Could not Meet:** With ransomware threats growing across the healthcare sector and identity-based attacks on the rise, the team needed immutable, air-gapped protection that could survive an attack on the backup infrastructure itself, not just the production environment.

OUTCOMES

Partnering with Rubrik helped Telus achieve:



DR Audit Gaps Closed

A DR audit that had previously failed now has a validated, tested recovery posture behind it, evidenced to key customers within a tight deadline.



Air-gapped, Immutable Protection

Rubrik Cloud Vault provides logical air-gap and native immutability across backup and archive tiers in both Azure and AWS, placing backup data outside the blast radius an attacker would control.



Single Unified Protection Platform

Active Directory, M365, VMware, MS SQL, Oracle, Exchange on-premises, Windows and Linux filesets, and cloud vault archiving are now protected under one platform across four data centers.



Recovery Operations Transformed from Months to a Single Click

Tasks that previously required significant manual coordination across disconnected tools can now be completed quickly, allowing the team to meet contractual DR commitments to customers with confidence.

BACKGROUND

TELUS Health is a global digital health company headquartered in Vancouver, BC, Canada. Operating across more than 200 countries, TELUS Health provides digital health solutions spanning electronic medical records, virtual care, pharmacy management, employee and family assistance programs, and health benefits management, serving over 170 million people globally.

COMPANY DETAILS



Healthcare



Vancouver, BC, Canada



200+ countries

TRANSFORMATION WITH RUBRIK

TELUS Health had grown through a series of acquisitions, each bringing its own platforms and its own gaps into the fold. The backup infrastructure had grown the same way: tool by tool, workload by workload, with no unifying policy and no tested recovery posture beneath it. The DR audit did not create the problem. It forced a question that Philip Owen, Chief Security Officer, and Jody Kieran, VP of Platform Engineering, needed to answer honestly: if the worst happened, could the company actually recover.

That question carried real weight. Customers place significant trust in TELUS Health with data that is deeply personal to them. Owen recognises that people have a great deal of anxiety around the protection of health data, and that the infrastructure needed to match the promise being made to them. The audit made clear it did not.

Finding the Right Foundation

The team ran a proof of concept focused specifically on RTO measurement, testing Rubrik against the same DR scenarios the audit had exposed as gaps. Where the existing infrastructure had failed, Rubrik delivered, and the results removed any ambiguity from the decision.

For Jody Kieran, the case was both operational and financial: replacing seven fragmented legacy tools with a single platform that delivered meaningfully more capability at similar or lower cost was not a difficult decision. For Philip Owen, the decision turned on something beyond recovery speed. TELUS Health runs CrowdStrike for managed detection and response and Zscaler for zero trust network access. His view is that reaching machine speed in detection and response requires platforms that share data and enrich each other, not point solutions operating in isolation. Rubrik's ability to scan backup data and feed that context into the broader security stack, giving tools like Zscaler real-world signal they would otherwise be missing, was what made it the right fit for the environment TELUS Health had built.



PRODUCTS & SERVICES



Rubrik Security Cloud



Active Directory Backups



SaaS Data Protection for M365



Rubrik Cloud Vault

What the Consolidation Delivered

Seven legacy tools gave way to one. VMware virtual machines, MS SQL and Oracle databases, Exchange on-premises, Windows and Linux filesets, Azure workloads, M365, and Active Directory are all now protected under a single policy framework across four data centres. The Rubrik Cloud Vault provides air-gapped backup and archive tiers in both Azure and AWS, placing backup data outside the reach of any attacker who might gain access to the production environment.

The operational change was immediate. When TELUS Health faced a tight deadline to evidence disaster recovery capabilities to a key customer, the team produced audit-ready results quickly enough to meet it. Contractual commitments around DR testing are now commitments the business can consistently keep, and tasks that once required coordination across multiple teams and tools can now be completed in a fraction of the time.

Identity sits at the next frontier. With identity-based attacks now accounting for the majority of threats across the sector, Owen has been expanding the platform's coverage. Active Directory is now protected under Rubrik Identity Recovery, and the team is actively building out broader identity resilience capabilities as the threat landscape continues to evolve.

"We were able to replace our traditional backup solutions with Rubrik and get the additional capabilities at the same costs."

 **Jody Kieran** | VP of Platform Engineering, TELUS Health



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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.