

# Creating a robust data protection and cyber resilience solution

Malaysia's RHB Banking Group chose the Dell data protection portfolio to safeguard information and meet compliance demands.



## Business needs

RHB needed a better way to reliably backup and restore critical data and make it easily accessible to employees and customers, while protecting it from proliferating cyber threats. The bank's previous system struggled to keep pace with growth, could be complex and siloed, and often failed to meet established RPOs and RTOs.

## Business results



Provides enterprise-level data protection and cyber resilience.



Protects a variety of workloads from VMware VMs to databases such as SQL and Oracle.



Enables the bank to meet ever-smaller backup windows and reduces restoration windows by up to two-thirds.



Is more cost-effective and seamless than cloud backup solutions.



Protects and isolates key customer and account data against cyber threats.



Helps the bank meet critical regulatory compliance and audit requirements.

## Solutions at a glance

[Dell PowerProtect DD series appliances](#)

[Dell PowerProtect Data Manager](#)

[Dell PowerProtect Cyber Recovery](#)

[Dell ECS](#)



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Head of Database and Storage Management,  
RHB Banking Group



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RHB Banking Group is a multinational regional financial services provider based in Malaysia. With a presence spanning eight countries in Southeast Asia, RHB's 14,000 employees provide customers a range of banking, investment, insurance, and related products and services.

As the bank grew and its digital services expanded, data usage accelerated. Key customer and financial information had to be accessible 24x7. At the same time, it was critical to be able to protect, manage and recover this data — and isolate it from the rise of cyberattacks such as ransomware.

"We needed enterprise-level data protection and cyber resilience," says Kaanthini Thedchanamoorthy, head of database and storage management at RHB Banking Group. "Following a thorough assessment of various options, we chose the Dell data protection portfolio because it allows us to meet shrinking backup windows while safeguarding against loss and cyber threats."

## Protecting a variety of workloads

RHB relies on Dell PowerProtect DD series appliances and Dell PowerProtect Data Manager software to deliver governance control and protection for a wide range of workloads.

The bank has an extensive virtualized infrastructure, and the versatile solution protects hundreds of VMware VMs — handling filesystem-level and Microsoft Exchange server backups without business disruption. In addition, the appliances and software platform provide efficient backup and recovery of essential information stored in Microsoft SQL, Oracle and open-source PostgreSQL databases — as well as Kubernetes workloads.

"The right technology is critical because our reputation is on the line," Thedchanamoorthy remarks. "Customer data is our key asset. The Dell data protection portfolio ensures it's protected."

Because RHB operates in a closely regulated environment, its backup and recovery solutions must help meet the bank's audit and regulatory requirements. Employees have consistently found the solution easy to manage due to the simple, user-friendly interface. In fact, when RHB was initially deploying and configuring it, the IT team was able to handle most tasks on its own without delays or costs for external engineering assistance.

## Boosting speeds for narrower windows

With the bank operating in multiple countries and with longer banking hours, backup windows have been narrowing. PowerProtect DD series appliances — in conjunction with PowerProtect Data Manager — streamline and speed backups to accommodate these tighter windows.

"The PowerProtect DD series appliances with DD Boost technology enable us to complete all our backups within the smallest windows — outside of banking hours," relates Thedchanamoorthy. "Currently, we're seeing compression ratios of up to 17x, which is a huge timesaver."

The benefits have been especially dramatic on the bank's Oracle's databases. Thedchanamoorthy and her team have been able to significantly reduce the bandwidth required for replication of standby databases over a fiber-optic network. Powerful deduplication capabilities let the bank streamline the process by transferring only data that has changed.

In addition, DD Boost leverages data compression to significantly speed up the restore process, when required. "With databases that can exceed 60TB or more, our Dell Technologies solution has reduced restoration from up to 36 hours to around 10 hours," Thedchanamoorthy notes. "It's been crucial to provide the protection we need."

## Outperforming cloud

RHB opted for an on-premises backup and recovery solution rather than cloud for a number of reasons. First was to have greater control to better oversee its compliance and audit efforts. Second, the bank found more cost-effective in terms of bandwidth utilization to store its backup and recovery data on-premises, rather than in the cloud.



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Third, RHB integrated the PowerProtect DD series appliances seamlessly with its Dell ECS storage system for highly efficient long-term retention. “Each month, data is automatically transferred to Dell ECS,” explains Thedchanamoorthy. “It’s all very smooth and validated — it’s literally transparent to us.”

In addition, with its backup data on-premises, RHB can restore a database whenever a user requests it by eliminating data egress cost considerations. And the whole process is much more cost-effective and less risky than archiving the data to tapes, subjecting the information to loss or damage when transported.

## Achieving cybersecurity

Finally, with the increasing risk from cyber threats such as devastating ransomware attacks, RHB is leveraging Dell PowerProtect Cyber Recovery to protect and isolate data using a secure air-gapped vault and machine learning to identify suspicious activity and help recover known clean data — to quickly resume normal operations following an attack.

Concludes Thedchanamoorthy, “Our partnership with Dell Technologies is valuable because it sets us on the right path, not only for today, but also for the future.”

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