

MyKRIS: Malaysia's Managed Network Service Provider

Not long ago, data breach incidents had a significant impact on businesses when most of the security firms received threatening emails to pay ransom for distributed denial of service (DDoS) attacks. Understanding the critical scenario, MyKRIS, a Malaysian company introduced its unique network solution to mitigate the DDoS attacks successfully for one of the affected security firms. MyKRIS' wireless network allowed the security firm to burst the throughput during the attack. As a result, the client was among the very few security firms that could run their business without any interruption. In another instance, the traffic surge on the first day of stock trading after general elections in the nation came as a surprise to many security organizations, one of which requested MyKRIS to triple the subscribed bandwidth in order to cope with high online transaction volume.

MyKRIS fulfilled this need for additional bandwidth using one of its flagship services, Internet Bandwidth On-Demand (I-BonD)—a pay per use model—which enables customers to request additional internet bandwidth when required. One of MyKRIS' strengths is the ability to formulate a quality network solution that meets customers' business and operational objectives. Such an ability has allowed the company to successfully cater to its clients' varied requirements with enhanced value added services which include 24/7 monitoring and support, real time reporting on traffic

shaping, prioritization and utilization. It gives visibility into data and cybersecurity attacks to strengthen both network and application security at an affordable cost.

MyKRIS offers services that include three major components including a hybrid wired and wireless network, real-time online reporting for data visibility, and cybersecurity for network and applications. The company's hybrid internet services—Hybrid Net—use both wired and wireless network interchangeably and have a high SLA of 99.5-99.9 percent. MyKRIS is one of the very few network service providers that operate their own robust, high-performance wireless network specially designed for businesses. This effectively enhances MyKRIS' competitiveness to promote hybrid wired and wireless network with burstable throughput to corporate and enterprises.



Chew Choo Soon,
Managing Director

“We aim to give holistic insight and data visibility to assist our clients in making critical business and operation decisions,” says Chew Choo Soon, Managing Director of MyKRIS. In terms of cybersecurity, MyKRIS is the sole provider that integrates the network operating center (NOC) with security operation center (SOC) into one as NSOC.

Since its inception in 2000, MyKRIS has evolved from a wireless internet service provider to a hybrid network service provider; however, it integrates both wireless and hybrid network technology seamlessly. The company's business philosophy is based



Chang Wai Hoong,
Executive Director

on three pillars—customer, people, and quality—that have enabled it to stay competitive over the years. “We are proactive and understand the need for quality service, thus, we are ISO 9001 and ISO20000 certified,” mentions Chew.

Through close interactions and feedbacks from its customers, MyKRIS has witnessed a mounting need to outsource the management of their network security. Hence, the company aims to intensify the marketing and promotional efforts for its newly launched service package, MyKRIS 360, which includes a hybrid network infrastructure and all of our value-added service offerings, including managed network security services. “We believe MyKRIS 360 will enhance our service package offerings, consequently helping us to win new customers.” says Chew. Besides, the firm plans to establish new offices and set up wireless network infrastructure to increase and enhance its coverage in Southern and Eastern Malaysia, and also to Southeast Asian countries including Myanmar, Cambodia, and Vietnam. **ACQ**