



Case Study

MANDIRI REMITTANCE
SDN BHD



Executive Summary

Mandiri International Remittance Sdn. Bhd. (MIR), a subsidiary of PT Bank Mandiri (Persero) Tbk—Indonesia's largest financial group—operates 14 branches across Malaysia, offering fast, accurate, and secure money transfers to Indonesia.

Faced with cybersecurity concerns, especially in remote locations, MIR sought a solution that provided both security and ease of management. Audra's firewall solution was the answer, providing visibility, control, and a significant reduction in security incidents. The deployment has ensured compliance with strict Bank Negara Malaysia (BNM) regulations and increased operational efficiency across their network.

Client Profile

Mandiri International Remittance Sdn. Bhd. (MIR) is a leading remittance service provider in Malaysia, operating under PT Bank Mandiri, Indonesia's largest financial group.

With 14 branches across Malaysia—many in remote areas—MIR handles sensitive financial transactions between Malaysia and Indonesia.

With limited IT resources, MIR needed a security solution that was robust, easy to manage, and compliant with BNM's stringent regulations for money service businesses (MSBs).

Problem Statement

Before implementing Audra, MIR's branches faced numerous security risks due to a lack of network visibility and control.

At one branch located in a rural area, employees were unknowingly accessing unsecured websites during work hours, putting the entire network at risk. With headquarters having no visibility over branch-level activities, this was just one of many incidents that exposed the vulnerability of MIR's network.

The absence of a firewall left them unable to monitor or control network traffic, and employees often used the same network for personal activities, increasing security risks. The situation not only jeopardised the company's data but also raised concerns about non-compliance with BNM's regulations.

MIR needed a solution that would provide centralised control and allow them to enforce security policies across all their branches.



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There are strict BNM (Bank Negara Malaysia) regulations for MSB network security. There, Audra Secure proved to be the best-fit solution for us. From a single panel, we can ensure all our branches follow the same policies and control—this is phenomenal.

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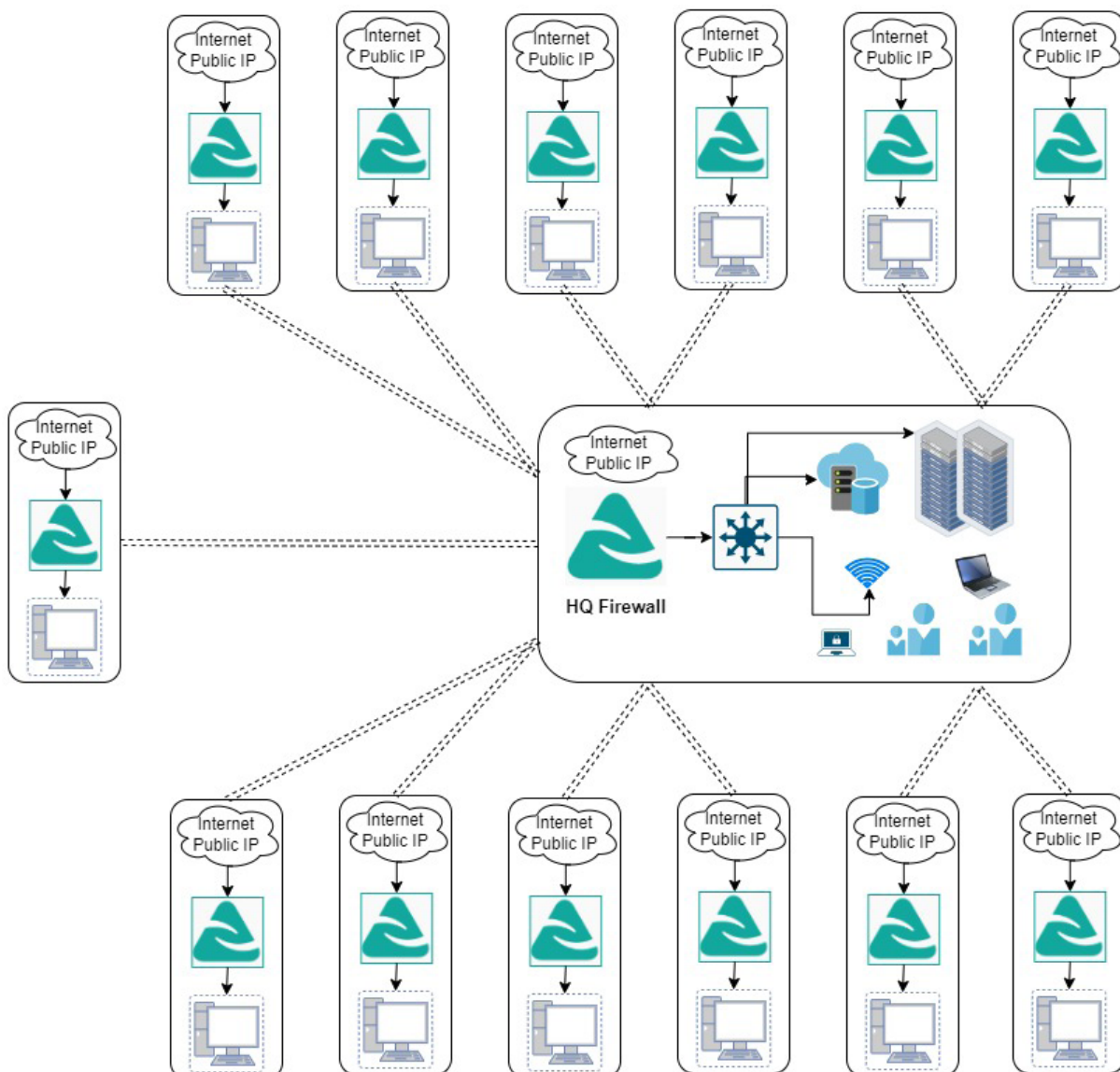
- Nik Zulfaqar bin Pauzi, IT Operation Manager, MIR

Additionally, with the company's plans to expand and introduce a mobile application for their customers, MIR is confident that Audra's firewall solution will continue to safeguard their growing network and support future initiatives.

Solution Implementation

MIR selected Audra's firewall solution due to its ability to offer centralised management, strong security features, and ease of deployment.

The solution was installed across all 14 branches, giving MIR full visibility into their network activity. Audra's firewall allowed MIR to restrict personal use of the network, enforce security policies, and monitor devices connected to the network in real-time. The integrated VPN solution further ensured secure communication between the branches and headquarters. In addition, Audra's solution helped MIR achieve compliance with BNM's regulations for MSBs, ensuring they met all necessary cybersecurity requirements with minimal effort.



Network Diagram – Mandiri International Remittance



Compliance and Future Growth

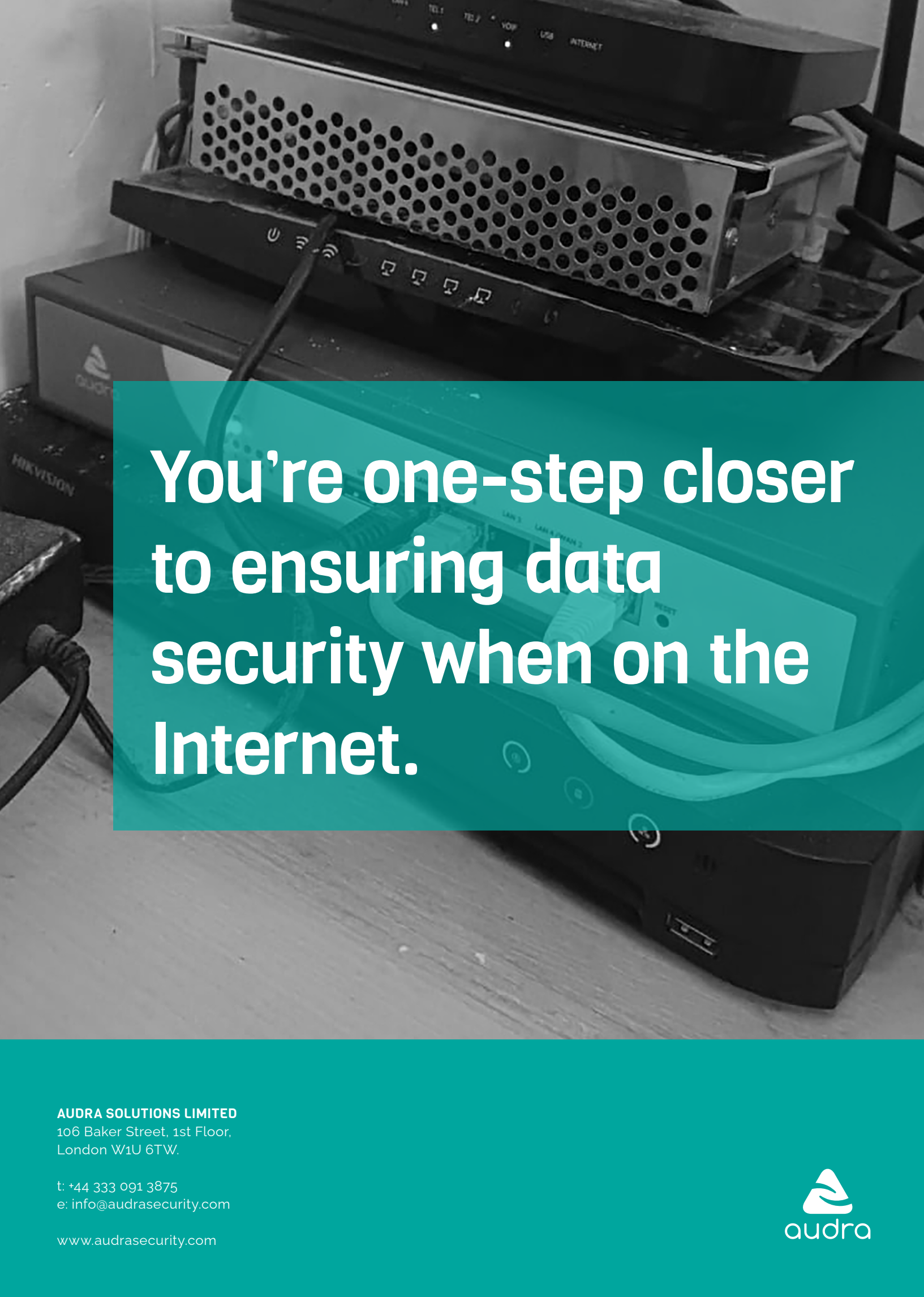
With Audra's firewall in place, MIR has ensured full compliance with BNM's cybersecurity regulations.

Audra's solution offers easy audit capabilities, giving MIR peace of mind as they scale their business. MIR's upcoming launch of a customer-facing mobile application will further drive growth, and the company plans to rely on Audra to secure its expanding digital footprint.

Conclusion

Audra's firewall solution not only enhanced security across MIR's remote branches but also ensured compliance with regulatory requirements, improved employee productivity, and reduced security incidents.

As MIR looks toward future expansion, including the introduction of a customer application, they remain confident in Audra's ability to protect their operations. Businesses facing similar challenges with decentralised operations and network security can explore how Audra's solutions provide a simple yet robust solution for safeguarding sensitive data.



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to ensuring data
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