

GDEX Delivers on its Promise of Security, With Help from CylancePROTECT



GDEX

Industry:

Logistics

Location:

Malaysia

Products:

CylancePROTECT[®]
CylanceOPTICS[®]

Website:

gdexpress.com

“Trust has always been the ultimate objective of the company and cybersecurity is one of the key pillars of our operations,” explains Melvin Foong, chief information officer at GDEX. “It’s the way we’ve always approached the market—our customers can trust us, knowing their data is safe. It’s why we invest more into cybersecurity than any of our direct competitors.”

A leading logistics and parcel delivery service based in Malaysia, with a history spanning more than 20 years, GDEX employs more than 10,000 people, including over 250 full-time IT staff. For the sake of security and efficiency, the organization builds most of its technology in-house rather than relying on external vendors. BlackBerry is one of the exceptions, as the organization recently completed deployments of CylancePROTECT[®] and CylanceOPTICS[®] for AI-driven endpoint protection.



A Hacker's Market

“Over the past five years, Malaysia’s logistics sector has seen an influx of newcomers from other Asian countries,” explains Foong. “Competition has become very stiff, and price wars are increasingly common as companies fight against each other. It’s not unreasonable to think that eventually, a competitor might be willing to launch a cyberattack against us.”

According to Foong, who’s worked in executive IT management, cybersecurity, and digital forensics for more than a decade, cyber espionage in the private sector is more common than many realize. He’s witnessed multiple instances where a company targeted a competitor to steal intellectual property, gather intelligence, or disrupt operations. Though none of these cases involve his current organization, he’s not about to discount the possibility.

“Anything can happen. Any new competitor could be in a position of hostility,” says Foong. “Besides that, hackers tend to look at an organization’s needs, rather than targeting those with money. And if even a single attack disrupts our operations, that’s a huge potential loss—once people start talking about how we delayed their parcel, there goes our business.”

Avoiding the Worst-Case Scenario

Foong knew this was something GDEX could not afford. He also recognized that the company’s legacy, signature-based antivirus solutions were ill-suited to protect from evolving cybersecurity threats. GDEX needed a more advanced, AI-based solution, one which would allow Foong and his team full visibility into the organization’s hardware ecosystem.

As a long-time champion of BlackBerry, Foong had a replacement in mind for GDEX’s AV software. [CylancePROTECT](#), based on BlackBerry’s award-winning Cylance® AI technology, would allow the organization to prevent even the most sophisticated malware, especially due to the support by [CylanceOPTICS](#) next-generation, cloud-enabled EDR. Deploying CylancePROTECT alongside AI-based solutions for insider threat prevention and .NET monitoring further improved the company’s security posture.

Bringing In a Trusted Partner

“I was actually the first to bring Cylance technology to Malaysia, before distributors even knew of its existence,” notes Foong. “Since then, not a single client equipped with Cylance technology has experienced a successful cyberattack. I brought it up with the GDEX management, got approval, and deployed it.”

Foong himself was first made aware of Cylance (acquired by BlackBerry in 2019) via a contact from his days as a forensic data investigator — an ethical hacker. When asked which cybersecurity solution gave him the most trouble, the “white hat” hacker stated that even though Cylance AI was still new at the time, its advanced artificial intelligence engine was posing a huge obstacle to malware deployment. The key, believes Foong, is in the solution’s approach.

“If there’s one piece of advice I’d give my peers, it’s to stop believing in traditional antivirus software. Cybersecurity requires artificial intelligence and machine learning —and using AI for prevention, detection, and response as CylancePROTECT and CylanceOPTICS do.”

— Melvin Foong, *chief information officer, GDEX*

“Solutions built with a detection and response mindset only address threats post-execution,” Foong explains. “Cylance started with the idea of ‘prevention-first.’ It doesn’t rely on execution, behaviors, or attack frameworks. It stops threats before they become threats.”

Over the course of three months, GDEX implemented CylancePROTECT memory protection, script control, and continuous monitoring across its entire ecosystem, alongside CylanceOPTICS for endpoint detection and response (EDR). *

Smarter, Better, Faster Security

Although it’s still early in its deployment, the company has already seen a huge return on its investment. Foong, who handled the majority of the deployment—including fine-tuning CylancePROTECT to work within GDEX’s infrastructure—was struck by how seamlessly everything worked.

“CylancePROTECT is so convenient,” says Foong. “We don’t need our people to monitor it closely. I only have to assign one person to check it periodically. Compared to other areas or solutions, I may need five or six people attending to it just to keep things running.

“Working with BlackBerry has been a very good experience as well,” he continues. “Product development is faster, and support is excellent. The Singapore site that we’re in contact with has been wonderful.”

Although GDEX is more secure than it’s ever been, Foong isn’t content to rest on his laurels. He’s already exploring deployments of CylancePERSONA™, endpoint management solution BlackBerry® UEM, subscription-based managed XDR platform CylanceGUARD®, zero-trust network access solution CylanceGATEWAY™, secure productivity and development tool BlackBerry® Dynamics™, and file-centric DRM platform BlackBerry® Workspaces. In the meantime, he remains focused on ensuring GDEX is secure – not just technologically, but also with respect to its people and processes. BlackBerry® technology provides him the perfect foundation to do so.

“I’m often asked why I trust Cylance AI,” Foong reflects. “To start with, there’s the maturity of the AI, and all the data it’s gathered and analyzed over the years. But I’ve also looked at BlackBerry’s patents, so I know their technology actually works preventatively, rather than being used to write signatures.”

For more information, visit [Cylance Endpoint Security from BlackBerry](#)

“The detection and response mindset on which EDR is predicated means you expect something to have already exploded. Hence, even if you have the best EDR around, you should have CylancePROTECT at the very minimum, with CylanceOPTICS as a supplement.”

— Melvin Foong, *chief information officer, GDEX*

About BlackBerry

BlackBerry (NYSE: BB; TSX: BB) provides intelligent security software and services to enterprises and governments around the world. The company secures more than 500M endpoints including over 215M vehicles. Based in Waterloo, Ontario, the company leverages AI and machine learning to deliver innovative solutions in the areas of cybersecurity, safety and data privacy solutions, and is a leader in the areas of endpoint security, endpoint management, encryption, and embedded systems. BlackBerry’s vision is clear - to secure a connected future you can trust.

BlackBerry. Intelligent Security. Everywhere.

 **BlackBerry**
Intelligent Security. Everywhere.