# STATE GOVERNMENT OF MALAYSIA: CYBERSECURITY TRANSFORMATION WITH ZIMBRA, SORBSECURITY, AND MAILHAPPEN



**COUNTRY** Malaysia | **INDUSTRY** Government

## About the State Government

The State Government of Malaysia is a leading public sector organization responsible for delivering digital services to citizens, businesses, and government agencies across the region. With more than 30,000 email accounts in daily use, secure and reliable communication is mission-critical to its operations and reputation.

## The Challenge

The State Government's previous open-source email security setup could no longer keep pace with the evolving cyber threat landscape.

- **Gaps in Threat Detection:** The legacy system struggled to identify modern malware, ransomware, and sophisticated phishing campaigns.
- **Business Risk:** The possibility of ransomware, advanced persistent threats (APT), and phishing emails reaching user inboxes posed significant risks to government continuity and public trust.
- **Operational Strain:** Missed threats increased the workload for the Security Operations Centre (SOC) team, forcing them to spend valuable time investigating and remediating incidents that could have been prevented.

## The Solution: A Three-Layer Partnership

**1. Zimbra – A Secure, Reliable Collaboration Foundation**

- **Data Sovereignty:** On-premises deployment ensured full control over sensitive government communications.
- **Built-in Security:** Native encryption, authentication controls, and integration readiness for advanced security layers.
- **User Experience:** A familiar, responsive interface for web, desktop, and mobile users, ensuring adoption without disruption.

**2. Mailhappen – Tailored Email Security Integration**

- **Scalability:** Architecture designed to grow with the government's expanding user base and service demands.
- **Custom Fit:** Integrated Zimbra with Sorbsecurity's advanced modules for a seamless, end-to-end security workflow.
- **Operational Efficiency:** Streamlined policy management, reporting, and monitoring to reduce administrative overhead.

**3. Sorbsecurity – Advanced Anti-Abuse & Anti-Phishing Defense**

- **Centralized Management (CM):** Unified control, reporting, and policy updates across the cluster.
- **Email Security Gateways (GW):** Sender reputation analysis, virus scanning, and deep content inspection.
- **URL Protection (UP):** Real-time phishing link analysis in email bodies and attachments.
- **Attachment Protection (AP):** Live sandbox analysis of attachments to detect zero-day and advanced threats.

## The Results

**Improved Security Posture:** Multi-layered defense significantly reduced the risk of ransomware, APT, and phishing attacks.

**Enhanced Threat Protection:** Live sandboxing and dynamic URL analysis stopped threats before they reached users.

**Reduced SOC Workload:** Automation and accurate detection allowed the SOC team to focus on real threats instead of false positives.

**Seamless User Experience:** End users enjoyed uninterrupted, secure email access across devices.

**High Availability:** Clustered deployment ensured continuous protection and service uptime.

> **"The new solution has reduced the workload for our SOC team, allowing us to focus on real threats. We've also significantly lowered our risk from ransomware, APT, and phishing attacks."**
>
> — IT Security Team, State Government of Malaysia

## Why Zimbra?

- Cost optimization
- Mobility enablement
- Integration capabilities
- Enterprise-grade security
- Avoidance of vendor lock-in
- Scalability and performance

## Key Takeaways

This transformation story demonstrates how strategic partnerships and layered defenses can:

- Integrate seamlessly into existing workflows.
- Modernize security without sacrificing usability.
- Deliver measurable operational and risk-reduction benefits.

By combining Zimbra's secure collaboration, Mailhappen's tailored integration, and Sorbsecurity's advanced threat protection, the State Government of Malaysia now operates with a future-ready email security posture — a model that can be replicated by other governments and enterprises facing similar challenges.

**TALK TO OUR ZIMBRA EXPERT**

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