



# Thank You!



Winner of  
Computerworld Hong Kong Awards 2013



CITIC TELECOM CPC

## Your support means so much to us!

We are pleased to inform that CITIC Telecom CPC is honored to win in the Computerworld Hong Kong Awards again through readers' votes. This year, the success goes to two categories: "Security - Managed Security Services" and "Services – Cloud Infrastructure and Hosting Service".

The staff and management of CITIC Telecom CPC would like to take this opportunity to thank you for your continuous trust and support. We commit to continue our effort in serving you with our excellent ICT solutions.

# Trusted Solution! Smart Service!



## Winning Categories

Security - Managed Security Services  
Services – Cloud Infrastructure and Hosting Service

### ▶ Winning Products:

#### **TrustCSI™ Managed Security Services**

CITIC Telecom CPC's TrustCSI™ Managed Security Services (MSS) complement with multiple Security Operations Centers (SOCs) with high availability and disaster recovery functionality. Based on ISO 27001 certified processes, TrustCSI™ MSS offer full prevention, detection and correction, as well as real-time alert services on a 24 x 7 basis, helping businesses to identify and analyze vulnerabilities, prioritize threats as well as refine security policies and processes.



#### **SmartCLOUD™ Cloud Computing Solution**

Building on top of the company's carrier-grade and ISO-certified (ISO 9001, 20000, 27001) data centers, CITIC Telecom CPC's SmartCLOUD™ Cloud Computing Solution is the first VMware vCLOUD® Powered partner in Greater China. With 7 Cloud Services Centers in China, Hong Kong, Taiwan and Singapore, SmartCLOUD™ enables enterprises to enjoy seamless cloud computing services across regions in high reliability and efficiency.



Your trusted ICT solution partner



## Cloud Infrastructure and Hosting Services

**WINNER: CITIC Telecom CPC SmartCLOUD Compute**  
2nd Place: PCCW Solutions 3rd Place: Rackspace and Wharf T&T

# CITIC Telecom CPC completes the cloud picture

Wide range of cloud offerings including IaaS, SaaS and VAS solutions

By Carol Ko



**By 2014**, IT organizations in 30% of Global 1000 companies will broker (aggregate, integrate and customize) two or more cloud services for internal and external users, up from five percent today, said research house Gartner.

In late 2012, Forrester Research published results of its “Forrsights Hardware Survey,” it found 31% of more than 2,300 midsize and enterprise IT respondents claimed to already have a private cloud in place, while another 17% said they were going to put one in sometime this year.

“But if you dig deeper into what this self-described group is actually doing, you can see that they may be using some sort of private cloud portal with some underlying virtualization,” said Lauren Nelson, Forrester’s private infrastruc-

ture-as-a-service (IaaS) cloud lead, “but the number actually tapping into the services that would give them the core value-add propositions of speed and agility is quite low.”

**Compared to January 2012, our customer-base [for SmartCLOUD Compute] increased by 400%**

— Stephen Ho, CEO, CITIC Telecom CPC

### Wide range of cloud offerings

This year’s winner of the Computerworld Hong Kong Awards Cloud Infrastructure and Hosting Services category is CITIC Telecom CPC’s SmartCLOUD Compute: a suite of cloud computing services that leverages the company’s seven carrier-grade/ISO-certified datacenters in Asia-Pacific.

CITIC Telecom CPC covers a wide range of cloud computing offerings—including IaaS and SaaS and value-added services. The cloud suite is

also complemented with the company’s MPLS VPN and security managed services.

“We have been strengthening our cloud computing portfolio by launching a greater variety of services including a cloud multimedia cost center, end-point backup, private cloud, cloud security, and more,” said Stephen Ho, CEO, CITIC Telecom CPC.

### Liberating legacy hardware

According to Ho, enterprise users of SmartCLOUD include logistics companies, software development houses, applications integrators and systems developers. “Compared to January 2012, our customer-base increased by 400%,” he said.

In an effort to enhance service quality, regional freight and logistics player, PIFF Shipping Ltd deployed its core accounting system on CITIC Telecom CPC’s SmartCLOUD platform. PIFF Shipping has now reduced overall TCO and freed up IT resources to focus on core business development and new projects as a result of using the cloud platform.

### Improvements and tweaks

Commenting on this year’s CWHK Award, Ho said: “We’ll strive to continuously strengthen our SmartCLOUD portfolio. We’ll launch more products and services, as well as enhanced features and top tier technologies, to provide the best-of-breed cloud solutions catering to customers’ business needs.”

—IDG staff contributed to this article



CITIC Telecom CPC’s Ho: We’ll strive to continuously strengthen our SmartCLOUD portfolio



## Managed Security Services

**WINNER: CITIC Telecom CPC TrustCSI Managed Security Services**  
2nd Place: HKT 3rd Place: Network Box

# Taming the security beast

CITIC Telecom CPC’s MSS helps customers focus on core businesses

By Carol Ko



**The average cost** per data breach for organizations has increased by 23% over the previous year, according to a recent study by Symantec conducted by the Ponemon Institute.

Symantec’s report, “2013 Cost of Data Breach Study: Global Analysis,” found that 42% of the attacks were due to malicious attacks, 57% of them were related to the human factor and system errors, and 24% of them were caused by system glitches and misconfigurations. Malicious or criminal attacks were found to be the most costly data breaches worldwide.

### Hong Thai secures travelers’ data

Hong Thai Travel Services is a Hong Kong-based travel agency with 30 branches and over 1,000 employees in Asia. To prevent the loss of customer data and mission critical information, the company deployed CITIC Telecom CPC TrustCSI integrated managed security solution (MSS) to perform programmed monitoring, internal monitoring, firewall, and intrusion detection and prevention.

“TrustCSI managed security services has enabled Hong Thai to achieve a high level of protection and has minimized

disturbances to our business,” said Stephen Chan, assistant general manager (IT), Hong Thai Travel Services. “By outsourcing our security to CITIC Telecom CPC, Hong Thai can focus on its core business: maintaining service quality and safeguarding our reputation.”

### Real-time security status

“Most of CITIC Telecom CPC’s customers have deployed TrustCSI MSS for their regional operations in Asia,” said Daniel Kwong, senior VP, information



CITIC Telecom CPC’s Kwong: We will keep on providing top-notch security services including security infrastructure design and system security assessment

technology and security services, CITIC Telecom CPC. “Our customers are the leaders in different industries including banking, insurance, educational, logistic, leisure and gaming.”

CITIC Telecom CPC’s integrated suite TrustCSI features an online MSS Portal which provides real-time enterprise security status and detailed security-event handling information. Leveraging CITIC Telecom CPC SOC’s SIEM engine, TrustCSI collects, correlates and manages security logs to provide a holistic view of the organization’s security condition and recommends actions to help IT staff handle security situations.

“[IT organizations can] enhance their KPI by focusing on their business-critical operations, while using our technologies to conduct correlation among security logs, analysis and identify any security threats, as well as our expertise in day-to-day security monitoring,” said Kwong.

### Product development roadmap

As for cloud-based security, Kwong said the company is committed to “enable a full range of security measures including dedicated security policy, perimeter-protection, data leakage and integrity protection, security incident monitoring services” for the CITIC Telecom CPC SmartCLOUD services, the company’s infrastructure-as-a-service cloud platform.

—IDGNS contributed to this story