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**Terence Li**

Assistant Director of Information Department

## NEO DERM (HK) Ltd maintains excellent management standards with CITIC Telecom CPC TrueCONNECT™ MPLS VPN solutions

Premium IT solution and services are necessary for company to maintain competitiveness in the market, so as to provide excellent and outstanding services to the customers. NEO DERM (HK) Ltd (“NEO DERM”), a leading medical aesthetic solution provider, has chosen CITIC Telecom CPC's TrueCONNECT™ MPLS VPN solutions to support the company's internal network, connecting its offices in Hong Kong and Shanghai.

NEO DERM is the first and only medical aesthetic solutions provider to receive the Hong Kong Management Association's Award of Quality – Gold Award. Since 1997, NEO DERM has more than 1,000 employees and operates over 27 medical beauty centers and concept stores under 5 medical aesthetic treatment brands.

### An Elite MPLS Network Service Provider for Medical Service

Since the establishment in 1997 by Mr. Lim Meng Teng, Managing Director and Founder, NEO DERM has been all along upholding its core values “Integrity, Service and Transcendence”. NEO DERM is the first medical aesthetics solutions

**Your Global Local ICT Solutions Partner**

TrueCONNECT™ offers seamless, secure and reliable managed private network services. It uses MPLS network to link together offices and sites in different locations with multiple CoS and guaranteed QoS. It is a cost-effective alternative to IPLC and other Layer 2 private network without compromise to security.



company to incorporate the Six Sigma process management system into daily operations, it has also developed a customer satisfaction tracking system to monitor customer satisfaction on a daily basis. In 2008, when NEO DERM were preparing to enter China, an ICT infrastructure was needed to ensure these systems could be delivered well between the Hong Kong headquarters and the new branch offices. After reviewing a number of solutions, NEO DERM had selected CITIC Telecom CPC's TrueCONNECT™ MPLS VPN solution as their service provider.

### Comprehensive Pre-and After-sales Service

"Hong Kong has only a few network service providers that could meet NEO DERM's high requirements, which are necessary for complying with international medical standards, as well as the HKMA Quality Award Gold Award criteria. Therefore, when we entered the mainland market in Shanghai in 2008, we decided to deploy CITIC Telecom CPC's TrueCONNECT™ solutions," says Terence Li, Assistant Director of Information Technology Department of the NEO DERM.

"Clients always find it difficult to get promised technical support when they encounter service issues," says Li. In contrast, CITIC Telecom CPC assigned a dedicated project team to each client. Previously when Shanghai offices encountered connectivity problems, the specialists responded immediately to analyze the situation and proposed potential solutions to tackle the problem.

### Quality MPLS VPN Network to Meet Industry Trends

TrueCONNECT™, with its stability and smooth media streaming capabilities, has allowed NEO DERM to offer employees more diversified learning and on-the-job training opportunities, enabling those on business trips or based overseas to join from the learning or training anywhere.

At a global level, TrueCONNECT™ MPLS VPN solutions help NEO DERM keep pace with ever-changing market trends. Li says, "MPLS VPN network maintains the competitiveness of a first-class enterprise and we foresee its growing importance in today's business world. This will certainly be a major trend in corporate development in the near future."

### CITIC Telecom CPC

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