

HK firms look for end-to-end outsourced security services

CITIC Telecom CPC says that companies now want managed security services providers to help them through the entire security incident handling cycle

By Gigi Onag

A growing number of Hong Kong-based companies are now demanding remediation services from their managed security services providers.

“Previously, we were called in to provide monitoring and security threat detection, as well to provide advisory services to enterprise customers. Now, they tend to come to us for help implementing mitigation action for them,” said Daniel Kwong, senior vice president of information technology and security services, CITIC Telecom CPC.

In response to customers’ need for complete end-to-end services, CITIC Telecom CPC has expanded its TrustCSI Managed Security Services (MSS) to cover the entire incident handling cycle. This includes incident detection and reporting; incident recording, classification and assignment; investigation and resolution; and, incident closure and review.

Previously, different tiers of security engineers will analyze security events, track down the pain points and notify customers with the incident details and the corresponding actions.

“As an extended service, our security engineer will now take the remediate action on the gateway devices immediately and record the incident trace and audit usage at the customer portal,” Kwong said, adding that a dedicated security analyst will sit down with the customer every month to review security incidents that have been recorded.

“Looking ahead, we will put more forensic elements into our professional services,” he added.

MANAGED SECURITY SERVICES PROVIDER

**Winner: CITIC Telecom CPC
TrustCSI Managed Security Services**

2ND PLACE: PCCW SOLUTIONS

3RD PLACE: IBM

MSSPs fill gaps in enterprises’ security infrastructure

TrustCSI MSS has been in the market for 10 years. While the majority of its subscribers in Hong Kong are from the banking and financial services sectors, it has built a diversified customer mix to include companies from a range of industries such as property, logistics and transportation, manufacturing and retail, cosmetics, and professional services to name a few.

With this service, CITIC Telecom CPC has won the *Computerworld Hong Kong* Award for the managed security services provider category for five consecutive years since 2012.

In this time of increasingly sophisticated threats, Hong Kong enterprises find outsourcing their IT security requirements – whether in whole or in part – an attractive option.

“Most companies, especially SMEs, may not have sufficient resources to implement advanced security protection. They also have no expertise to manage a wide variety of security devices and



Kwong of CITIC Telecom CPC:

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to handle security incidents when they happen,” Kwong said.

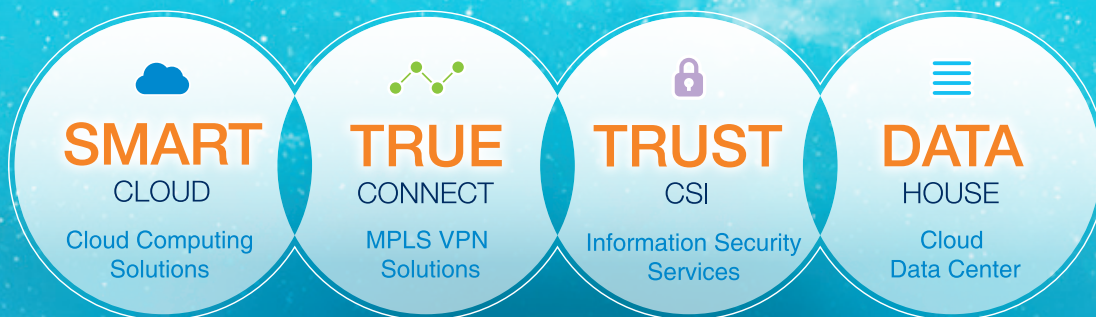
A major SIEM upgrade in the horizon

Timely response to security incidents is top of mind at CITIC Telecom CPC. As such, it is planning within this year a major SIEM (security information and event management) feature upgrade for its TrustCSI MSS platform.

“The upgrade will make our security events analysis capacity five times faster. Furthermore, it will make our real-time threat detection become even more comprehensive. The TrustCSI platform will be able to support more than 200 types of devices, accounting for over 95% of network devices typically found in customers’ premises.” ◀



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