



CITIC Telecom International CPC Ltd. 中信國際電訊（信息技術）有限公司



中信國際電訊CPC
CITIC TELECOM CPC



Business Nature 業務範圍

CITIC Telecom International CPC Ltd., a wholly owned subsidiary of CITIC Telecom International Holdings Limited (SEHK: 1883), is an information and communication technology solutions provider with multiple branches across Asia Pacific, and a partner by multinational corporations and business enterprises. The company delivers a range of innovative services, including: TrueCONNECT™ - an advanced MPLS VPN service which employs state-of-the-art fully meshed network, TrustCSI™ - an integrated suite of information security solutions, and SmartCLOUD™ - smarter, better and high performance cloud computing solutions which complement the company's managed network and managed security solutions; all supported by multiple world-class Internet Data Centers in Asia.

中信國際電訊（信息技術）有限公司是中信國際電訊集團有限公司的全資附屬公司（香港交易所股份代號：1883），在亞太區設有多個辦事處，主要提供資訊及通訊科技解決方案，是跨國企業及商業機構的合作伙伴。該公司提供一系列創新的產品及服務，包括透過專業及嚴謹管理全連接的優化分佈網絡，以MPLS（多協議標籤交換）技術為基礎的VPN服務——TrueCONNECT™；綜合信息安全服務套件——TrustCSI™，以及創新智慧、靈活高效，能與公司的網絡管理及安全管理解決方案互相融合的雲端運算解決方案——SmartCLOUD™；服務平台更由多個分佈在亞太區的世界級數據中心支持，致力提供全面創新的通訊產品、安全方案及管理服務。

Achievements in Productivity and Quality 生產力及品質成就

CITIC Telecom CPC always strives to deliver the highest level of services and excellent solutions to customers. The operation of "Global Operations Centers" (GOCs), with seamless integration of security, cloud and network best practices and infrastructures, is a powerful foundation for the company's solution offerings. Supported by an advanced and integrated operation system, GOC operators who equip with thorough knowledge and certifications in various areas can significantly streamline the daily ticket handling process and reduce handling time by over 66% on average.

The project of "Quality 360" is a continuous and comprehensive customer services program for addressing the overall customer experience on three key areas, namely a more reliable network (Net+), simpler and faster response (Power Forward) and user-friendly customer process (As You Like). With the enhancement of network infrastructure and process, the company has achieved 99.999% network availability in 2013 compared with 99.99% as the industry standard.

中信國際電訊CPC一直致力為客戶提供優質的服務和產品，透過整合信息安全、雲端及網絡的最佳流程及基建，「Global Operations Centers」（GOCs）可全面支援公司所提供的方案服務，確保服務穩定。GOC的操作人員均具備全面的專業知識及認證，利用中心內設置的先進綜合系統，可大大簡化日常事故處理流程，將平均的事故處理時間縮短百分之六十六。

「Quality 360」是一個具持續性及全面的客戶服務項目，主要加強公司在三方面的整體服務質素，包括：提供更可靠的網絡（「至Net升」項目）、清晰及快速的回應（「大前鋒」項目）、簡單方便的客服流程（「隨您鍾意」項目），透過不斷優化網絡基建及流程，於2013年，公司的網絡可用性表現達至99.999%（行業標準為99.99%）。

