



## Professional Services



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**Kevin Lee**  
Infrastructure Manager

### Deacons determined to offer world-class legal services to China market TrueCONNECT™ unifying cross-border operations to aid long-standing drive for service excellence

Deacons is a Hong Kong-based commercial law firm which has been established for over 165 years. As the first law firm with three licenses in Mainland China, Deacons has a presence in Beijing, Shanghai and Guangzhou.

Deacons' clients come from a wide range of industries, from banking and finance, China trade and investment, private equity, venture capital, communications and technology, construction and arbitration as well as entertainment and media. "Our clients spread across the globe and demand consistently world-class services. Deacons relies on effective use of IT to meet those demands," according to Mr. Kevin Lee, Deacons' Infrastructure Manager.

#### TrueCONNECT™ Bridging Gaps between Hong Kong and China

The rapid growth in the Chinese economy has stimulated the demand for legal services. Deacons' China operations have also grown very rapidly to meet the business opportunities which have been created. Deacons became re-evaluated with

its IT infrastructure since the connection between the Hong Kong headquarters of the firm and its Mainland representative offices was dependent on an Internet link. The slow and sometimes unstable connection was an obstacle to optimum business efficiency. On occasions, the Internet connection would drop and lawyers based in China sometimes needed to request their Hong Kong colleagues to conduct urgent and time critical data entry tasks by telephone.

Deacons' international client base is accustomed to efficient business communications, so clearly something had to be done.

Deacons decided to identify a high quality vendor which could provide a more consistent and efficient level of

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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.



connectivity. CITIC Telecom CPC TrueCONNECT™ was chosen to reform the network infrastructure. This service takes advantage of MPLS network, which provides secure, reliable and stable cross-border connections.

#### Customer-Oriented Services

As one of the leading firms in Asia, Deacons has strict requirements on service level, emphasized Mr. Lee. Apart from a reliable network and professional support, CITIC Telecom CPC's service quality impressed him as well.

CITIC Telecom CPC was enthusiastic to offer their services and assistance. It worked to understand the core problems of Deacons and then offered suggestions and advice. It had finished the entire evaluation process even before other vendors submitted their quotations.

CITIC Telecom CPC maintained its strong service and, after it was awarded the contract, it appointed customer service managers to further understand Deacons' needs. Moreover, it dedicated a single contact point to follow up and streamline communications and boost the efficiency of the project.

The solid background and experience were crucial factors in building up Mr. Lee's confidence in CITIC Telecom CPC.

#### Stable Network, Attentive Service

"The reliability in network service exceeded our expectations. There were only rare cases of network interruptions since we

deployed CITIC Telecom CPC TrueCONNECT™. CITIC Telecom CPC has been actively monitoring our network. Whenever there is any problem, we are notified immediately," said Mr. Lee.

Deployment of TrueCONNECT™ dramatically boosted the quality of cross-border communications. The China team could directly access data from Hong Kong via the business application platform thereby enhancing collaboration. Another benefit of TrueCONNECT™ over the public web is secure transmission, which is critical to any law firm.

"In some cases, we need to gather opinions from Shanghai, Beijing and Hong Kong teams before we can present our advice to our clients. TrueCONNECT™ allows staff from the three teams to work closely and more effectively, as it is very stable. Therefore, we could provide prompt responses to our clients," said Mr. Lee.

#### Smooth Information Flow – the Key to Enhanced Efficiency

The high performance network has dramatically improved Deacons' efficiency. The direct sharing of data and resources also contributed to accelerated productivity.

Deacons continues to grow in Mainland China and it has deployed TrueCONNECT™ EXPRESS as the backup connectivity solution, which adds further reliability to its operations and allows greater flexibility in expansion.