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Mr. Stephen Chan

Director of Information Technology

Hong Thai keeps pace and stays focused on core business Effective control of security risks to maintain security management with CITIC Telecom CPC TrustCSI™ information security services

Founded in 1966, Hong Thai has grown to become one of the most renown local travel agencies in Asia, with 30 branches located in Hong Kong, Macau, Shenzhen, Guangzhou and Singapore, staffed by over one thousand employees. In addition, Hong Thai has received numerous of industry recognition, including "The Best Brand Enterprise Award" by the Hong Kong Productivity Council for three consecutive years (2006-2008), as well as being noted as having the largest number of individuals (aged 20-64) for the past eight years consecutively, according to the Nielsen Media Index Hong Kong report.

TrustCSI™ One-stop Security Solution provides Comprehensive Protection

Hong Thai first established its long-term partnership with CITIC Telecom CPC 10 years ago, when it deployed CITIC Telecom CPC's MetroCONNECT Ethernet Internet Access and TrueCONNECT™ MPLS VPN connectivity service across its network, connecting over 1,000 frontline staff who managed a huge load of customer information.

Mr. Stephen Chan, Assistant General Manager (IT) for Hong Thai, noted that protecting customer information and maintaining

security were priorities for the company, even as the threats to this continue to grow bigger and the process more complex. It makes monitoring of security problems, such as event log management, a difficult task for any enterprise especially when you consider that there are hundreds of thousands of these events each day that need to be monitored, recorded, analyzed and correlated. The scale of this can easily overwhelm IT operations and exhaust resources.

Hong Thai understood the combination of world-class people, processes and technology were critical factors needed to safeguard customers' data and to prevent the loss of mission

Your Global Local ICT Solutions Partner



TrustCSI is a suite of managed information security solutions for businesses to address today's emerging network threats that harm businesses, with comprehensive, customized and highly advanced, proactive, state-of-the-art security managed 24x7 by industry-certified security experts staffed at CITIC Telecom CPC's operated Security Operations Centers (SOCs).



critical information. It was for these reasons that the company decided to deploy CITIC Telecom CPC TrustCSI™ integrated managed security solution to perform programmed monitoring, internal monitoring as well as firewall and Intrusion Detection and Prevention functions. Leveraging CITIC Telecom CPC SOC's SIEM engine, TrustCSI™ collects, correlates and manages massive security logs to provide a holistic view of the organization's security condition, alerts and recommend remedy actions to help IT staff tackle any situation. Hong Thai can now track real-time threats and pull up historical data through the TrustCSI™ graphic dashboard to monitor their IT security condition and performance status anytime, anywhere. This service allows Hong Thai to beware of the problems, take prompt action, 24X7.

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Building Relationship based on Trust and Understanding

Since deploying the service, CITIC Telecom CPC's performance has met Hong Thai's expectations, from security events follow-up, service fine-tuning to professional consultation, all of which are aimed at giving customers what they want and streamlining operations, according to Mr. Chan.

A dedicated team of professionals with quick response times and a clear understanding of the business's operational needs are another value-added for Hong Thai. Mr. Chan claimed that "Security threats do not follow our office hours. We have been really impressed by CITIC Telecom CPC's service, especially as they

provide 'real' 24x7 professional support to us whenever we call for assistance or in an emergency, even after nine o'clock at night."

Customer-oriented Service Improves Productivity and Reduces Costs

Managed security services are the right formula for any business looking for greater efficiency without substantial investment. Using TrustCSI™ managed security services, Hong Thai can now manage their IT security platform and enjoy 24x7 protection, without overly taxing internal IT resources. Mr. Chan emphasized that CITIC Telecom CPC offered tailored solutions which were designed to fit the business's needs and budget.

"As a trusted partner, CITIC Telecom CPC provided various options during our office expansion - which included fine tuning the existing TrustCSI™ settings and activating an internal firewall - that minimized potential risks, maximized our protection but at a minimum cost to Hong Thai," said Mr. Chan. Hong Thai adopted the advice from CITIC Telecom CPC and the outcomes were exactly as expected. CITIC Telecom CPC TrustCSI™ service not only delivered regular reports which analyzed potential risks, but also provided different remediation options to help IT fix the problem. Besides this, CITIC Telecom CPC security experts regularly share the latest developments in the security space with Hong Thai in order to help them prepare for potential threats before they strike.

Long Term Security Solution Partner

Hong Thai has re-affirmed their trust in CITIC Telecom CPC's professional security knowledge, comprehensive network and security services. The service provides a great deal of flexibility and scalability to Hong Thai by designing a best-fit solution aligned to the business needs. In addition with 24x7 customer support and prompt service response, Hong Thai gets peace of mind knowing it is secure, and stays focus on its core business - to provide customers with a most professional, diversified and high-quality travel services.

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