



TRANSPORTATION (Public Transport)

Taiwan Taxi

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Ed Deng

Director of Information Department at Taiwan Taxi



Security First

Taiwan Taxi protects passengers and their data with breadth and depth

Taiwan Taxi is the largest taxi company in Taiwan with more than 21,000 taxis serving 350,000 rides per day. In recent years, the company has aggressively diversified its service with different digital offerings—like non-cash payment options, digital platform and GPS dispatch service—to enhance customer experiences. At Taiwan Taxi, creating a comfortable and convenience ride experience is the core, but equally important is providing a safe journey and secure IT environment.

In the past few years, Taiwan Taxi has achieved many digital milestones, boosting its traffic volume to reach 10 million rides per month. About 65% of the passengers order their rides through “55688” mobile app, this service together with the latest “55688life”—providing domestic services like laundry and home cleaning services—create an ecosystem that meets different needs of busy and dynamic city lives in Taiwan. With multiple service providers accessing personal data and information through its digital platform, Taiwan Taxi takes high priority in cybersecurity to protect its customers.

Safety on the Road and Protection in Cyberspace

“Taiwan Taxi offers more than 350,000 rides per day through a network of 21,000 taxis in Taiwan, and processes data of millions of customers and partners. We take safety, both on the road and in the cyberspace seriously,” said Ed Deng, Director of Information Department at Taiwan Taxi. As Taiwan Taxi expands its services, it also raises the bar of cybersecurity requirements and investment. But it struggled with multiple challenges, until it started adopting CITIC Telecom CPC TrustCSI™ Secure AI and TrustCSI™ MSS. By taking advantage of artificial intelligence (AI), these services allow the company to detect anomalous network

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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).



activities and increase network traffic visibility to proactively protect the company from internal threats and unknown vulnerability attacks.

Challenge 1: Emerging cybersecurity threats requires AI-enabled Proactive Protection

Cyber crimes are becoming a real business. With the rising number and sophistication of cyberattacks, conventional cybersecurity approach like firewall and antivirus can no longer prevent a business from different external attacks and internal threats. To proactively detect and protect emerging threats, enterprises are turning towards advanced technologies like AI. This is the reason Taiwan Taxi implemented CITIC Telecom CPC TrustCSI™ Secure AI and TrustCSI™ MSS. Enabled with professional services and advanced machine learning algorithms, CITIC Telecom CPC TrustCSI™ can discover unknown attacks and protect the company from emerging threats.

Challenge 2: Increasing IT operations efficiency leveraging dedicated MSS partner

Rapid development of digital services is creating overwhelming workload for the IT team at Taiwan Taxi. On top of coding and application development, the team also needs to ensure stability of the mission-critical systems. With the rising targeted attacks and threats, Taiwan Taxi urgently needed a reliable managed security service (MSS) partner to help secure its IT environment to ensure protection around the clock.

"5G and cloud computing are the future. To take advantage of these technologies with our expanding network of taxis, integration of devices and data is the core. But how do we ensure cybersecurity when generating a massive volume of data?" Deng said AI is the answer. AI-enabled security is only the first step for the company to bridge cybersecurity with physical road safety smarter and better.

Reliable managed security services empower continuous business development

With the support of CITIC Telecom CPC, Taiwan Taxi is able to achieve the following:

1. Simplify IT operations and bring efficient information security management, allowing its IT team to focus on core business development.
2. Identify unknown security threats using behavioural approach and advanced machine learning algorithms, empowering IT team to respond quickly and mitigate the impact from attacks.
3. Speed up digitalization by using AI to process massive volume of unstructured data. The analysis helps IT team to reduce vulnerabilities, improved network operation and enhanced customer experience.
4. Regularly review cybersecurity posture. Analysis with recommendations allow IT team to constantly understand its cybersecurity status and continuously improve its operation.

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