Others

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Dickson Ip
Vice President, Services Engineering & IT

中信國際電訊
CITIC TELECOM INTERNATIONAL

CITIC Telecom International Holdings Limited banks on information security to ensure high quality services CITIC Telecom CPC TrustCSI™ Managed Security Solutions (MSS) significantly raised network security standards and enhanced stability, empowering quality telecom services for CITIC Telecom International Holdings Limited.

CITIC Telecom International Holdings Limited was established in 1999 and public listed on the Main Board of Hong Kong Stock Exchange with stock code 1883. CITIC Telecom International Holdings Limited is a leading telecommunications hub providing telecom services in Asia Pacific including voice service, mobile SMS, value added services (Signaling Transit, Prepaid roaming and VAS applications), data services, and telecom solutions to telecom carriers, mobile operators and ISPs.

A look at security challenges faced by telecom carriers

In recent years, customers' reliance on the network has reached unprecedented heights as data traffic over IP networks has grown considerably with the increasing popularity of various IP applications such as VOID. Being a listed telecom carrier that places a great emphasis on network security and stability, CITIC Telecom has put in place multiple protection measures such as firewalls, intruder detection systems (IDS), intrusion prevention systems (IPS), anti-virus software, and anti-seam email programs to counter malicious intrusions.

According to CITIC Telecom's Senior Manager of Value Added Services Engineering & IT, Mr. Dickson Ip, "security issues are

often so complex that companies find it hard to address all network vulnerabilities and completely fend off network intrusions and hacker attacks. As a leading telecom carrier in Asia Pacific, however, this is not acceptable to CITIC Telecom. The company is devoted to offering best quality services and is fully aware that customer confidence and their operations will be at stake if services are suspended or interrupted by such network intrusion.

Despite CITIC Telecom International Holdings Limited has assigned professional network engineers to monitor the networks, with an estimation of one million raw logs are generated by various security devices everyday, some potential threats might still slip through the network from all directions.

The ideal security solution

According to Mr. Ip, it is still difficult to ensure the highest standards of quality and stability if the networks are maintained manually, even by experienced professionals. Therefore, appropriate management tools and workflow are the two most important key success factors to support information security platform.

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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).

Prevention   Correction   Detection

Aiming at shortening the lead lime of reporting network threats from 24 hours when performed manually to within 30 minutes and minimizing false alarms, CITIC Telecom International Holdings Limited required for a quality managed security services solution that could remove at least 80% of risk-free network logs from daily correlation analysis and filter data on normal logs.

Mr. Ip conducted comprehensive research on the solutions available, including TrustCSI™ Managed Security Services offered by CITIC Telecom CPC. Mr. IP realized that CITIC Telecom CPC's solution offered the most comprehensive suite of security solutions, which can be customized to meet their specific needs. Competitive services are often 30% more expensive than TrustCSI™ solution, leading Mr. Ip to cast his vote of confidence for service deployment.

Outstanding efficiency guaranteed by CITIC Telecom CPC's TrustCSI™

Currently, CITIC Telecom International Holdings Limited firewalls, IDS/IPS and anti-virus devices are serviced by CITIC Telecom CPC's TrustCSI™ Managed Security Services with outstanding results:
• Up to 90% of risk-free logs were deleted by means of correlation analysis
• Minimizing false alarms by filtering out known security issues
• Shortened lead time for reporting a threat from 30 minutes to 15 minutes

"In short, it has exceeded our expectations," said Mr. Ip. With CITIC Telecom CPC's TrustCSI™ In powerful correlation analysis, we were able to sort out 90% of risk-free logs and speed up reporting lead time to a mere 15 minutes, which is 100% better than the original target of 30 minutes."

"Now we saved manpower to monitor security logs on a daily basis," Mr. Ip added. The same job can now be done by our emergency service specialists who work on shifts. I recalled that there were incidents of security alerts caused by system maintenance work where we did not follow the proper security alerts handling procedures or temporarily activate the emergency

data filtering. As a result, we kept receiving alerts and calls from CITIC Telecom CPC security professional on following up the case." Mr. Ip was particularly impressed by the professionalism and incredibly proactive approach of CITIC Telecom CPC's specialists.

What surprised Mr. Ip more is the professional monthly report from CITIC Telecom CPC with detail analysis of each sewer and device that helps them to reveal things that would not have been noticed before. This is beneficial to the company's long-term planning on network management as they can now analyze the problems earlier and work out solutions, such as increasing bandwidth of specific device.

Best combination of superb technology, sophisticated workflow and professional specialists

Mr. Ip believes that network security issues should leave it in professional hands as it is human nature that they tend to overlook repeating incidents, thus exposing themselves to risks, and they also tend to look for a simple explanation on a security issue without a desire to dig deep into the core problem. Apart from CITIC Telecom CPC security professionals, TrustCSI™ managed security services and Security Information and Event Management (SIEM) technology provide real-time alerts to businesses so that immediate corrective actions can be taken before damage is done.

Security specialists at CITIC Telecom CPC are well qualified with leading international security accreditations such as CISA, CISSP and SecurityPlus. CITIC Telecom CPC's Security Operations Centers (SOC) are ISO9001 and ISO27001 certified with an ITIL-based workflow system in place and equipped with powerful SIEM technology. CITIC Telecom CPC has fully met the needs of CITIC Telecom International Holdings Limited with its professional specialists, advanced technology and standardized operation procedures.

During the first phase of service deployment, Mr. Ip has TrustCSI ™ MSS manage their company's critical IDS/IPS systems. It is expected that in a year's time, having consolidated the experience and further analyzing the needs of CITIC Telecom International Holdings Limited, CITIC Telecom CPC will be helping CITIC Telecom International Holdings Limited with other security solutions to cope with ever-increasing online threats.