

Keeping All Customers Safe from Cybercriminals

抵禦網絡罪案 保障全體客戶

HGC Global Communications Limited
環球全域電訊有限公司



HGC Global Communications Limited (HGC), a fully-fledged fixed-line operator and ICT service provider with extensive local and international network coverage and infrastructure, strives to achieve the corporate mission: “Embrace technology. Enjoy communications. Enrich your world.”

A journey of digital transformation has seen HGC enabling people to live better lives in a smarter environment, while assisting the business community to capitalise on opportunities by harnessing the power of the very latest technologies.

The digital age is exerting a profound influence on how people communicate and use data. They are able to go online virtually anywhere in the world via an array of media channels – but all this digital convenience and enjoyment offers enormous opportunities for cybercriminals.

This is why HGC embeds cybersecurity into every service and solution, internally and to the benefit of all customers.

Implementing the Latest Cybersecurity Measures

The latest cybersecurity measures protect HGC’s network and data centres from attack, while managed security services are deployed to safeguard customers. Security considerations are taken into account at every level when designing network services – all to the benefit of customers in every walk of life and business.

環球全域電訊有限公司（「環球全域電訊」、「HGC」）於香港及國際市場擁有廣闊的網絡覆蓋及基礎設施，一直秉承「擁抱科技、享受通訊、擴闊生活」的企業使命，是全面的電訊固網服務營辦商及ICT服務供應商。

HGC為步向數碼轉型，不僅致力協助普羅大眾提升智能社區的生活質素，更務求可支援大小企業善用最新科技，把握商機。

數碼時代的來臨深切影響了數據的傳送和應用方式，我們可以在世上任何角落上網，更有多種通訊媒介任君選擇—然而數碼





As a managed security service provider, HGC carries out vulnerability tests on a frequent basis in order to keep ahead of cybercrime. For example, our data centre is accredited with ISO 27001 security certification, and we have launched special solutions to fend off denial-of-service (DDoS) attacks. In addition, a Security Operating Centre (SOC) monitors and analyses network traffic 24/7 to identify potential risks and trigger preventive action. The SOC works alongside a Network Operating Centre (NOC) and Data Centre Network Operating Centre, while benefitting from threat intelligence, attack incident management and post-event forensics from a battery of leading security technology vendors. HGC customers can rely on a suite of protection services such as network-based anti-DDoS, managed security and application firewalls, anti-virus/anti-spam, end-point solutions, data back-up and restoration, intrusion prevention, vulnerability assessments, SSL VPN and IPSEC solutions.

Ever-increasing volumes of data and rising levels of sophistication among cybercriminals has prompted HGC to channel the latest artificial intelligence and machine learning technologies into being able to predict attacks, as well as detect them. Large-scale adoption of cloud computing is also giving rise to security concerns among organisations. HGC has responded by developing innovative security measures to help enterprises protect their networks and data on a day-to-day basis.

In August 2018, HGC launched UC Anywhere. This one-stop unified communications solution runs on technology from Blue Face Limited (Blueface), a leading Unified Communications-as-a-Service Provider. UC Anywhere is carried by a global ring UC network running on highly-secure and reliable networks. This ensures businesses enjoy high levels of security and smooth delivery of uninterrupted voice and video transmission on an

科技帶來的便利和享受，也為網絡罪犯製造了不少乘虛而入的機會。

為抵禦網絡罪案，HGC積極採納網絡安全科技，主動將之融入每項服務和產品方案，加固內部系統之餘，亦能惠及所有HGC的客戶。

採納最新網絡保安措施

HGC一直採用最與時俱進的網絡保安措施，以保護內部網絡和數據中心免受攻擊，同時推出託管式安全服務以保障客戶。設計網絡服務時，HGC必定全面考慮每一環節所需的保障，確保所有客戶都能享受安全的服務。

作為託管式安全服務供應商，HGC一直定期進行保安漏洞測試，防禦網絡罪案於未然。HGC不但設立了獲ISO 27001保安認證的數據中心，亦提供專門抵擋分散式拒絕服務攻擊（DDoS）而特定的解決方案，而旗下的網絡安全運作中心（SOC）更全天候監察和分析網絡流量，辨識潛在風險，及早採取預防措施。網絡安全運作中心與HGC的網絡運維中心（NOC）及數據中心同時運作，並聘用多間領先全球的保安科技供應商，廣納安全威脅情報、攻擊事故處理以及事後取證科技。HGC的網絡保安服務範圍甚廣，客戶可享受的服務涵蓋網絡型反分散式拒絕服務攻擊方案（Aniti-DDoS）、安全託管及應用程式防火牆、病毒/垃圾郵件防護、終端方案、數據備份及恢復、入侵防禦、保安漏洞測試、SSL VPN以及網際網路安全協定方案等等。

網絡數據總量有增無減，網絡罪犯的技倆層出不窮，驅使HGC引入最新的人工智能和機器學習科技以預測及偵測網絡攻擊。與此同時，隨著企業大規模採用雲端計算科技，用戶日益關心相關的安全問題。為回應市場需要，HGC發展出創新雲端技術，協助企業每天確保旗下網絡及數據的安全。

於二零一八年八月，HGC推出一站式統一通訊方案UC Anywhere，此服務以頂尖統一通訊服務供應商Blue Face Limited（「Blueface」）提供的科技為基礎，運作於高度安全及可靠的全球統一通訊環網絡，企業可隨時隨地享受國際優質通話及視像通訊服務，話音及視像傳送暢通無阻。

另一方面，HGC的雲端備份方案已加入數據元件虛擬化技術，又將分散安全基礎設施分拆運作，為企業提供的流動裝置管理的一站式服務內容越發豐富。

HGC素來視網絡保安為其首要任務，高度重視企業及客戶的資訊安全。二零一八年五月，HGC推出結合屋內外Wi-Fi功能的「Wi-Fi 360」組合服務，當中採用了全面透徹的保安措施，例如TP Link的Deco M5全方位家居Wi-Fi系統可確保Wi-Fi



international scale – all with exceptional service quality, anytime, anywhere.

Meanwhile, HGC's cloud back-up solution involves virtualising data components and decentralising security infrastructure. The company also offers mobile device management solutions to businesses as part of a one-stop solution.

Cybersecurity to protect the company and customer information is always top priority at HGC. Comprehensive security has also been embedded in the company's Wi-Fi 360 Bundle, which was launched in May 2018 to provide home Wi-Fi, as well as an out-of-home Wi-Fi solution bundle. The service comes complete with TP Link's Deco M5 Whole-Home Wi-Fi system to provide seamless Wi-Fi coverage throughout a household – and is totally secure, thanks to built-in antivirus and malware protection from Trend Micro. The network's security safeguards ensure every Wi-Fi device is protected from malware and hackers.

Rising to the Challenge of Managing Increasing Complexity

In a constantly-evolving digital environment, HGC rises to the challenge of managing increasingly complex and diverse networks on a daily basis. Giving rise to that complexity are technology advancements that include the Internet of Things (IoT), the smart city concept and 5G mobile communications. All these present yet more opportunities for cybercriminals, so HGC has turned to security measures such as behavioural analytics and machine learning to keep threats at bay. HGC is also using artificial intelligence to improve efficiency and accuracy among call centre agents, while deploying predictive analytics to automate mitigation of incidents.

Navigating into the Future the Smart Way

HGC has embarked on a relentless quest to bring about continuous improvement in terms of network optimisation and development of IT. The smart way to navigate into the future is to collaborate with leading technology players such as Amazon Web Services. This strategy enables HGC to provide services based on the very latest Information and Communications Technology (ICT) for customers of all sizes, at home and overseas.

HGC believes every extra step makes a big difference; together we can achieve "Beyond Possibilities"! ■

覆蓋天衣無縫，而由趨勢科技（Trend Micro）提供的內置病毒及惡意軟體防護系統更使「Wi-Fi 360」的安全性得到絕對保障。有了上述防護功能，客戶所有Wi-Fi裝置皆可免受惡意軟體和黑客攻擊。

運籌帷幄 充分克服繁複技術挑戰

數碼世界瞬息萬變，HGC亦不敢怠慢，每天皆嚴格管理越趨精密及多元化的網絡系統。物聯網、智能城市和5G流動通訊等技術突破令網絡世界愈趨複雜，為網絡罪犯製造了更多犯罪機會，因此HGC引入了行為分析及機器學習的保安措施，將安全威脅拒諸門外。此外，HGC亦利用人工智能提升客戶服務中心的工作效率和準確度，同時採用智能自動化科技預測及分析事故。

科技導航 邁向智能明天

HGC致力追求進步，一直鍥而不捨地優化網絡及發展資訊科技。為邁向智能明天，HGC選擇與頂尖科技企業如亞馬遜AWS雲端運算服務等合作，利用最新的資訊及通訊科技提供服務，上至大型企業、下至個人用戶的本地及海外客戶皆能受惠。

HGC相信我們每一分努力都能帶來深遠的正面影響。攜手並進，成就「多一種可能」！ ■