CITIC Telecom International:
Empowering Clients with World-Class Data Center Services

As the cloud market matures, both enterprises and service providers are contributing to the growing dominance of cloud-oriented data centers. While customers' concerns involve deployment in reliable data centers and easy establishment of connectivity between the cloud and the customer, the cloud solution providers struggle with scalability issues. Turning such challenges into opportunities and empowering clients with world-class data center services is CITIC Telecom International Holdings Limited (CITIC Telecom).

Xin Yue Jiang,
Chairman

With a minimum Tier 3 reliability standard and neutral policy, CITIC Telecom provides reliable and scalable data center solutions coupled with unmatched support to its customers. The design criteria for the new phase of data center development for the CITIC Telecom Tower (CTT) data center in Hong Kong is to maximize power supply and rackspace to meet the requirements of cloud service providers. "Following the feasibility study and design of the CTT extension, we have over 190,000 ft^2 that can be developed into data centers—of this, with over a hundred racks available from September 2018 and 500 more racks available in a year's time," explains Xin Yue Jiang, Chairman of CITIC Telecom.

Apart from data centre development, CITIC Telecom continues to venture into innovative transformation from its traditional telecommunications business. After years of effort, the Group has become an Internet-oriented telecommunications enterprise providing comprehensive services with diversified development.

"We serve three main customer segments—carriers, enterprises, and consumers—through subsidiaries specializing in diversified businesses," informs Xin. "Our business scope covers internet, fixed-line services, international telecommunications, mobile, and other enterprise solutions." The company provides international roaming facilities for voice, SMS, data, and other value-added services to global carriers. CITIC Telecom is one of the largest telecommunication hubs in Asia Pacific, with self-developed products like the DataMall mobile trading platform and SIMN.

CITIC Telecom International CPC Limited, a wholly owned subsidiary of CITIC Telecom, is a trusted partner to multinational business enterprises in the APAC and European region. CPC offers all-inclusive ICT solutions, including MPLS VPN, EPL, Cloud Computing, Cloud Data Centre, Information Security, and other value-added services to multinational enterprises.

CITIC Telecom holds 99 percent equity interest in Companhia de Telecomunicações de Macau, S.A.R.L. (CTM). This full-service integrated telecommunications service provider plays an important role in Macau's ongoing development and is dedicated to becoming its smart city operator.

Another Singapore-based subsidiary of the company, Acclivis Technologies and Solutions, offers one-stop cross-regional enterprise ICT services including internet access, cloud, disaster recovery, and system and network integration. It offers tailor-made IT services that encompass and benefit servers, middleware, operating system, database, and virtualization. Acclivis is one of the largest independent service providers in the Asia-Pacific region.

CITIC Telecom has customers from across a wide industries/segments. The company's prowess in delivering data center solutions can be explained with a case study that involved one of its long-time customers. A key driver in the technology sector, the client provided a state-of-the-art facility to support its digital community and required uninterrupted services. To ensure this, the customer needed to set up the right backup infrastructure and round-the-clock support, as well as an off-site backup infrastructure. CITIC Telecom stepped in at this critical junction to provide the client with the initial technical setup of a DR infrastructure at its data center facility, which mirrored the core network infrastructure while ensuring steady technical support services. Even as the function of the DR infrastructure changed to suit customer requirements, CITIC Telecom continues extending the data center facility and the Internet connectivity with futuristic DDoS protection.

"We are using the strong foothold of our parent company in Mainland China to our advantage in spreading across the globe and becoming a prominent internet-based telecommunications provider," says Xin. With the core value "Wisdom and integrity foster prosperity," CITIC Telecom and its subsidiaries have established branch organizations in 21 countries and regions. In addition, CITIC Telecom is strengthening its core infrastructure by building new data centers in Hong Kong, Macau, and Mainland China to bolster its competitiveness in the Guangdong-Hong Kong-Macau Bay Area. CITIC Telecom continues riding on its existing experiences in mobile, cloud, and data center services, while simultaneously exploring new opportunities in IoT, AI, and SDN. ACO