



CUSTOMER STORY

Hong Kong-Based Telecommunications Company Enhances Protection

SmarTone Teams with FireEye to Fortify Defenses and Boost Security Team Impact

SmarTone

FACTS AT A GLANCE

INDUSTRY

 Telecommunications

SOLUTIONS

- Multiple FireEye Solutions

BENEFITS

- Provides multi-vector coverage to deliver seamless protection
- Elevates team efficiency with unified management portal and cross-solution integration
- Extends bandwidth and competencies of existing team members
- Accelerates identification and remediation capabilities to enhance overall security posture

www.smartone.com

CUSTOMER PROFILE

SmarTone is a leading telecommunications company with operating subsidiaries in Hong Kong and Macau, providing voice, multimedia and mobile broadband services, as well as fixed fibre broadband services for the consumer and corporate markets. Its goal is to deliver unbeatable and valuable experiences to customers through its powerful network, purposeful apps and passionate service.



SmarTone's more than two million subscribers entrust the mobile phone provider with extensive amounts of personally identifiable information. The company takes great pride in protecting this data as part of a commitment to enhance every customer's total mobile experience with peace of mind and caring services.

Philip Wong, IT architect at SmarTone, elaborated, "We safeguard all the information relating to our subscribers. We're highly aware of the importance of this information and we're especially conscious of how sophisticated and specialized cyber attacks have become."

Tasked with creating a truly effective and dynamic cyber security posture, Wong and his colleagues faced a similar set of challenges to many other organizations around the world: "A constant issue is that because the security job market is so competitive, hiring and retaining top quality talent is always difficult. Another universal consideration is that the rapid expansion in the resourcefulness of cyber criminals means that we have to rethink security architectures from even just a few years ago. To counter this, we knew we needed to implement flexible, enterprise-wide solutions that can rapidly adapt to even the most advanced threats," observed Wong.

He added, "We had originally deployed different tools to secure individual threat vectors but this had the potential to create gaps in our coverage. Also, consolidating the information generated by these products to create even a partial view of the whole environment demanded a great deal of time and effort."

“We’re able to identify and remediate issues more effectively than ever before. Our investment in FireEye solutions has delivered great value.”

— Phillip Wong, IT Architect, SmarTone

Cross-Vector Protection

Enthusiastic to develop a more adaptive security strategy, SmarTone has engaged FireEye in various areas of cyber security after solution exploration and evaluations. “In addition to the outstanding levels of protection provided by the FireEye solutions, we were impressed with how they integrated with one another and how easy each one was to deploy,” recounted Wong.

“FireEye solutions leverage threat intelligence to enhance visibility and protection across our entire infrastructure, and enable us to accurately detect malicious breaches and accelerate our responses. As false positives are very rare, we’ve been able to really improve the team’s efficiency,” Wong enthused.

FireEye analysts use frontline intelligence and industry recognized cyber security expertise to monitor and protect SmarTone’s environment. “FireEye provides the additional operational support

and expertise we need to sustain a disciplined security posture,” commented Wong. “It helps our team more effectively confront the growing number and sophistication of attacks.”

A Great Return on Investment

Though the dynamic threat landscape continues to present a daily challenge, Wong concluded, “Having multiple, integrated solutions from FireEye to protect our key threat vectors has given us end-to-end protection and visibility across the infrastructure. We’re able to identify and remediate issues more effectively than ever before. Our investment in FireEye solutions has delivered great value.”

To learn more about FireEye, visit: www.FireEye.com

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About FireEye, Inc.

FireEye is the intelligence-led security company. Working as a seamless, scalable extension of customer security operations, FireEye offers a single platform that blends innovative security technologies, nation-state grade threat intelligence, and world-renowned Mandiant® consulting. With this approach, FireEye eliminates the complexity and burden of cyber security for organizations struggling to prepare for, prevent and respond to cyber attacks.

