

2009 Frost & Sullivan Best Practice Awards Excellence in Growth

CPCNet

The 2009 Frost & Sullivan Excellence in Growth Award for Greater China Region is presented to CPCNet for its strong business performance in the year 2008. Despite the challenging business climate in 2008, CPCNet was able to achieve an impressive growth of 35.7% on a YoY (year-on-year) basis in revenues and triple digit growth in terms of net profit. CPCNet's excellent growth could be attributed to its strong commitment to the Greater China region, one of the fastest growing regions in the world despite the global slowdown, as well as its customer-focused strategy & execution.

Firm Foothold in the Greater China Region with Strategic Expansion

CPCNet, a wholly owned subsidiary of CITIC 1616 Holdings Limited, is a niche communications and security service provider in the region. Over the years, CPCNet has successfully transformed itself from a local Hong Kong-based Internet service provider to one of the leading VPN and managed security services providers in Asia Pacific.

CPCNet's IP-VPN service coverage is unrivalled among other service providers in the Asia Pacific region. The company flagship product – TrueCONNECT™ MPLS VPN product family provides a full spectrum of secure and reliable services for video, voice, data traffic and critical applications. CPCNet is serving over 3300 IP VPN sites, which are over 1000 enterprises, most of them are from Fortune 500 and major industry leaders across Asia Pacific. The clear value proposition of CPCNet, "Connecting the world to China" has resonated very well with many MNC customers having operations in the Greater China region.

CPCNet uses its accumulated industry experience and local knowledge to develop various product and services for addressing customer needs and requirements. To meet customers' growing communication needs in South Asia, CPCNet has extended its VPN coverage from Greater China throughout Asia Pacific by forging strategic partnerships with regional communications providers, like Vietnam Data Communications Company and Telekom Malaysia. Currently, CPCNet owns two 24X7 Network Operations Centres and three Security Operations Centres (SOCs) in the

region, equipped with a team of highly qualified network engineers who have multiple years of network and security experience to serve its clients across the region.

Relentless 'Customer Focus'

Its relentless customer focus allows CPCNet to understand customer needs and adapt its solutions and services to address customers' evolving needs. For instance, CPCNet has developed a variety of managed services to suit a dynamically changing market environment and to help reduce latency, boost productivity and cost competitiveness of its customers. The services include a whole range of innovative communication products, security solutions and managed services, such as the first HD-based managed video conferencing services in Asia, network traffic monitoring services, vulnerability discovery services, FlexQoS and FlexUsage (i.e. bandwidth-on-demand).

Moreover, CPCNet continued to invest and upgrade its network infrastructure to address the soaring customer bandwidth demand. By working with leading industry IT solution providers, CPCNet can now deliver up to 100 Gbps bandwidth to customers as well as offer multi-tiered services. In addition, CPCNet has enhanced its overall service platform spanning from customer data back up to project management by adopting the latest technologies, in order to address the escalating data hosting volumes and the need for faster response time.

Conclusion

CPCNet is strategically well-positioned to capitalize on one of the fastest growing regions, the Greater China region, with its broad portfolio of services in areas of IP VPN, Co-location, Managed Network, Security, WAN optimization, Storage and Conferencing.

Its unprecedented reach in the Greater China region combined with its customer-focused strategy, positions CPCNet as a strong market participant which could benefit from the future growth in this region. CPCNet has pursued a proactive yet focused strategy in its Asia Pacific expansion and by combining timely investments to upgrade its services platform and expand its networks, CPCNet is able to anticipate the needs of its customers and deliver value through superior focus.

Frost & Sullivan believes that a combination of excellent growth in revenues and new customer additions makes CPCNet a deserving recipient of the Growth Excellence Award.

Award Description

The Asia Pacific Frost & Sullivan Awards are an acknowledgement of companies that excel in their business segments and are noted for their efforts to improve the industry as a whole.

The contenders of this award will be evaluated based on the following key criteria:

- Revenue and revenue growth
- Innovation and breadth of portfolio
- Geographical coverage
- Customer base and key wins in the base year

Award Methodology

The companies short-listed for each of the Frost & Sullivan Asia Pacific Awards were selected by our analysts, based on their expert knowledge and analysis of the market.

The companies were typically studied on their revenue growth, market share, capabilities, and overall contribution to the industry. The short listed companies were interviewed, and the analysts compared the data collected with proprietary Frost & Sullivan resources, as well as secondary research available from public sources.

About Best Practices

Frost & Sullivan Best Practices Awards recognize companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research in order to identify best practices in the industry. awards.frost.com

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