

F R O S T  S U L L I V A N



中華資安國際  
CHT Security

# CHT SECURITY RECEIVES THE 2023 COMPANY OF THE YEAR AWARD

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*Identified as best in class in the Taiwan cybersecurity services industry*

## Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. CHT Security excels in many of the criteria in the cybersecurity services space.

AWARD CRITERIA	
<i>Visionary Innovation &amp; Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Mega Trends	Customer Purchase Experience
Implementation of Best Practices	Customer Ownership Experience
Leadership Focus	Customer Service Experience
Financial Performance	Brand Equity

### ***CHT Security: Trusted Taiwan Cybersecurity Service Provider***

Taiwan has seen a significant increase in cyber threats and attacks affecting government entities, businesses, and individuals. This scenario has led to a growing demand for cybersecurity services to mitigate these threats. The country is well-known for its robust information technology (IT) sector and cutting-edge industries. Given this tech-oriented environment, there is a growing push and pull factor for strong cybersecurity measures, making it an appealing market for cybersecurity services.

The cybersecurity market confronts several challenges, including a shortage of skilled cybersecurity professionals, a requirement for increased awareness regarding cybersecurity issues, and the ever-changing nature of threats, demanding continuous adjustments to security measures. Incorporating emerging technologies, such as artificial intelligence and the Internet of Things (IoT), presents fresh cybersecurity challenges. Still, it also allows specialized service providers to secure these technologies. Addressing these challenges is crucial for organizations looking to strengthen their cybersecurity defenses and protect their operations in an increasingly digital and interconnected world.

The country's cybersecurity services market encompasses many offerings, including network security, endpoint security, cloud security, incident response, compliance, and risk management. The market comprises local Taiwanese cybersecurity firms and international companies. Furthermore, the Taiwanese government has acknowledged the significance of cybersecurity and has launched several programs and

policies to fortify the nation's cybersecurity infrastructure. These initiatives present opportunities for cybersecurity service providers to expand their services and collaborate with government agencies.

Founded in 2017, CHT Security is a leading managed security service provider (MSSP) based in Taiwan. The company is at the forefront of the cybersecurity industry, offering various security services to meet the growing need for robust and dependable IT security solutions.

### ***Addressing Industry Demands with Excellent Solutions and Top-Notch Technologies***

CHT Security distinguishes itself as Taiwan's sole MSSP that seamlessly integrates a security operations center (SOC) with managed detection and response (MDR) services. Specializing in cybersecurity solutions tailored to the telecommunications sector's unique needs, the company adeptly addresses the industry's distinct security growing requirements. Its innovative approach enhances visibility and significantly improves threat detection accuracy compared to conventional SOC monitoring. It supports retrospective log analysis, enabling the discovery of unknown intrusions and hidden threats. Furthermore, it streamlines

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***- Vivien Pua  
Cybersecurity Senior Industry Analyst***

coordinated and automated responses to cyber threats by incorporating security orchestration, automation, and response (SOAR) technology. This holistic approach empowers customers to respond swiftly to attacks, gain insights, and proactively prevent future incidents, ultimately bolstering their overall security posture.

CHT Security provides security validation services to ensure clients' protection mechanisms function effectively. This valuable service helps clients confirm the robustness of their cybersecurity measures and identify any gaps or vulnerabilities that require attention. Furthermore, developing its in-house tools demonstrates

the company's commitment to efficiency and cost-effectiveness. These tools include honeypots, endpoint agents, packet sniffing tools, report generators, threat intelligence resources, and 'Capture the Flag' challenges. By creating these tools internally, CHT Security helps to automate various processes, lower service costs, and maintain a high level of customization to meet client needs.

CHT Security boasts a robust research and development capability. This initiative enables the company to develop its tools and products tailored to both in-house processes and the specific requirements of its customers. As a result, CHT Security continuously exploring and implementing emerging technologies such as IoT, operational technology, zero-trust architecture, and software-as-a-service. This forward-looking approach positions the company as a valuable partner for clients seeking to secure cutting-edge technologies. This capacity for innovation and customization also adds a unique dimension to CHT Security service offerings.

CHT Security has developed the External Attack Surface Management (EASM) system. This innovative solution enhances visibility into supply chain assets and vulnerabilities for government institutions and private enterprises. EASM allows organizations to identify, analyze, and mitigate vulnerabilities and risks



across all environments and the supply chain. By improving transparency and management, EASM enables organizations to address vulnerabilities and bolster their supply chain security proactively.

In addition to EASM, CHT Security also implemented the Vulnerability Analysis and Notice System (VANS). VANS combines information asset and vulnerability management to comprehensively monitor an organization's risk landscape. This system can maintain an inventory of software and their versions, track their update status, and manage vulnerabilities effectively. VANS enhances an organization's ability to assess, mitigate, and respond to cybersecurity risks, particularly in the supply chain context.

Frost & Sullivan's analysis highlights one of the company's primary strengths: providing comprehensive cybersecurity services. CHT Security offers a wide range of solutions that cover the entire spectrum of cybersecurity challenges. Clients encountering any cybersecurity issue can rely on CHT Security for resolution. The company's extensive services cater to diverse security needs, establishing it as a one-stop destination for cybersecurity solutions.

### ***Building Trust through Competitive Advantages***

One of the most pressing challenges for enterprises is responding to cybersecurity incidents promptly. Traditionally, the investigation and resolution of cyberattacks can stretch over several days or weeks, leaving organizations vulnerable to further intrusions and hacker objectives. CHT Security recognizes this need and is committed to responding swiftly to such incidents.

CHT Security emphasizes its capability to resolve issues effectively. The company is known for its proficiency in handling incident response (IR) cases, where it not only identifies the root cause of incidents but also prevents future attacks by securing intrusion paths. This focus on addressing real-world security incidents demonstrates its practical and results-oriented approach. CHT Security's approach to meeting this need involves its SOC and MDR services. These services consist of a dedicated team of security professionals that conduct 24/7 security monitoring across the organization's entire IT infrastructure. This real-time monitoring is crucial for detecting security events as they happen and responding promptly.

By having a unified view of security events, clients can promptly respond to and mitigate threats. The incorporation of SOAR technology further enhances the efficiency of this process. It allows for the coordination, execution, and automation of tasks among various people and tools within a single platform. This streamlined approach empowers clients to react swiftly to cybersecurity attacks and observe, understand, and prevent future incidents, enhancing their overall security posture.

CHT Security's approach also emphasizes the development of an IR playbook. This playbook is a structured and standardized guide to address various cybersecurity incidents. It ensures that response efforts are organized, efficient, and practical, further contributing to the rapid resolution of incidents.

From Frost & Sullivan, CHT Security's SOC and MDR services, in conjunction with SOAR technology integration and IR playbook development, provide a comprehensive solution to the critical customer need for timely incident response. This approach enhances organizations' ability to detect, respond to, and prevent cybersecurity incidents efficiently, ultimately bolstering their overall security posture and resilience.

### ***Continuous Customer Experience Enhancement***

CHT Security places a strong emphasis on customer engagement and satisfaction, valuing customer input and feedback. The company conducts weekly reviews of customer feedback to address customer issues with quick turnaround times, thereby contributing to continuous improvements in service quality. In addition to continuous feedback review, CHT Security conducts comprehensive customer satisfaction surveys every six months. These surveys serve as a valuable tool for gauging the level of satisfaction and service quality experienced by customers. The insights gathered from these surveys are crucial in shaping the company's efforts to enhance and refine its services.

CHT Security prioritizes helping clients solve their cybersecurity issues effectively. The company's commitment to understanding and addressing customer challenges ensures clients receive tangible value from its services. While cost considerations are essential, CHT Security is resolute about not compromising service quality by cutting prices hastily. This commitment to quality ensures that customers receive reliable and effective cybersecurity solutions. CHT Security places a strong emphasis on public benefit over revenue and profits. In some cases, the company takes on projects at a very low price, driven by the

desire to contribute to general welfare.

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**- Norazah Bachok**  
**Best Practices Research Analyst**

In the realm of penetration testing, CHT Security has delivered outstanding results. Clients have expressed satisfaction at its ability to uncover over 400 vulnerabilities. CHT Security's superior performance in penetration testing showcases its dedication to delivering a high standard of service.

CHT Security's approach to building and strengthening brand equity centers on a commitment to cutting-edge technology, customer-centricity, and external validation and recognition. These factors collectively

contribute to a positive brand image, trustworthiness, and competitiveness in the cybersecurity community.

### ***Excellent Price/Performance Value Leads to Strong Business Growth***

CHT Security has achieved the highest accolades in the government's annual reviews of cybersecurity services. Notably, the company is the only provider to have received straight A's in all service criteria; an achievement unmatched by any other vendor for four consecutive years. These accolades demonstrate its commitment to excellence and the quality of its services.

Due to its remarkable solutions, CHT Security consistently maintains an exceptional track record, reporting huge Common Vulnerability Exposure issues in Taiwan. Its impressive certifications, including the International Organization for Standardization (ISO) 27001, ISO 27701, ISO 20000, ISO 17025, and International Electrotechnical Commission 62443 Certification Body Testing Laboratories, underscore the company's commitment to adhering to industry standards and best practices. These certifications demonstrate its commitment to security and quality and enhance its credibility in the market.

CHT Security has served over 200 large enterprises, government organizations, and over 20,000 small and medium enterprises. Additionally, the company conducts thorough testing of over 1,000 systems annually. This rich experience equips it with the knowledge and expertise to address its clients' diverse and evolving cybersecurity challenges. Furthermore, the company's widespread service network enables it to provide customers with the best possible quality of service. It also allows for rapid response to customer inquiries and requests. This localized presence ensures that customers receive timely and efficient support, fostering a solid and positive customer-provider relationship.

Frost & Sullivan believes that CHT Security currently holds a prominent position regarding the number of clients served, broad establishments, and its reputation. This extensive client base and strong market presence highlight their expertise and reliability as a cybersecurity partner.

## Conclusion

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CHT Security stands out in the cybersecurity landscape with a remarkable performance marked by a commitment to comprehensive and integrated solutions. The company prides itself on offering holistic cybersecurity services, catering to a broad spectrum of security needs. This approach enables clients to benefit from a unified and all-encompassing cybersecurity strategy.

Within Taiwan, CHT Security provides a unique value proposition through its telecommunications-centric solutions, the seamless integration of the security operations center and managed detection and response services, rigorous security validation, various top-notch in-house tool developments, and advanced threat detection capabilities. These distinctive offerings establish CHT Security as a competitive leader and innovator in the field, providing tailor-made solutions that precisely address the specific requirements of its clients.

With its strong overall performance, CHT Security earns Frost & Sullivan's 2023 Taiwan Company of the Year Award in the cybersecurity services industry.

## What You Need to Know about the Company of the Year Recognition

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Frost & Sullivan's Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

### Best Practices Award Analysis

For the Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

#### *Visionary Innovation & Performance*

**Addressing Unmet Needs:** Customers' unmet or under-served needs are unearthed and addressed by a robust solution development process

**Visionary Scenarios Through Mega Trends:**

Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first-to-market solutions and new growth opportunities

**Leadership Focus:** Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

**Best Practices Implementation:** Best-in-class implementation is characterized by processes, tools, or activities that generate a consistent and repeatable level of success

**Financial Performance:** Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

#### *Customer Impact*

**Price/Performance Value:** Products or services provide the best value for the price compared to similar market offerings

**Customer Purchase Experience:** Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

**Customer Ownership Experience:** Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

**Customer Service Experience:** Customer service is accessible, fast, stress-free, and high quality

**Brand Equity:** Customers perceive the brand positively and exhibit high brand loyalty

## About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

### The Growth Pipeline Engine™

Frost & Sullivan’s proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

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#### Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



### The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

#### Analytical Perspectives:

- **Mega Trend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

