



Case study

Leveraging system support strength and safeguarding trust with end-to-end managed ICT and security solutions

Client Name:

SMBC Nikko Securities
(Hong Kong) Limited

Overview:

SMBC Nikko Securities (Hong Kong) Limited is a wholly owned subsidiary of SMBC Nikko Securities Inc. and has been providing financial services since 2011. As the member of SMBC Group, SMBC Nikko Securities Inc. is one of Japan's leading full-line securities companies covering all client segments with a broad range of financial products and services through its international network.

‘NTT Ltd. offered a comprehensive solution that met all our needs. Outsourcing services which can leverage our service and security levels are very important to our business expansion and success. Their ability to understand our challenges and develop the right solution using managed ICT and security services assured us that our business is in the right hands.’

Yutaka Imamura, Head of System Planning, SMBC Nikko Securities (Hong Kong) Limited

Challenges

- establish 24/7 monitoring and support for infrastructure and network
- provide 24/7 cybersecurity/security monitoring and expert support/advice
- strengthen corporate IT governance and security readiness by leveraging outsourcing services
- improve the reliability of the security data center and network

Solution

- one-stop, total-care managed services provided 24/7 monitoring, service desk and on-site support
- 24/7 security managed services to keep business vigilant for new attacks
- reliable and resilient regional network with data center services

Benefits

- more efficient and strategic internal IT team operations with dedicated NTT Ltd. professionals managing ICT and cybersecurity needs
- maximized data protection and cyberattack prevention with proactive threat detection and intrusion protection with security managed service
- improved service excellence and efficiency with fast and reliable connectivity linking the data center, office and BCP site

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Disclaimer: The work described in this case study was performed while the company was known as NTT Communications and NTT Security.

Case study

Challenges

Strengthening corporate IT governance and security readiness by leveraging external IT resources

SMBC Nikko Securities (Hong Kong) Limited, a subsidiary of SMBC Nikko Securities Inc. within SMBC Group, provides high-value services to institutional clients.

The company understands the importance of client excellence and safeguarding client trust. To strengthen its corporate IT governance and security readiness, it wanted a fast, scalable, secure and reliable ICT infrastructure that included data center services.

Increasing cyberattacks and regulatory scrutiny raised additional concerns for SMBC Nikko Securities (Hong Kong). So, it looked for a holistic approach to safeguard its customers' trust. It wanted to keep sophisticated intrusion attacks out and stay a step ahead of new attack techniques. Data resilience was equally important as it enabled the company to recover from any attacks fast and allay customer fears.

It looked for a partner who could provide the right blend of solutions that address all its needs, while freeing the in-house IT team for strategic projects. After an exhaustive search, it found its answer with NTT Ltd.

Solution

Managed ICT and security solution for end-to-end resilience

We provided a managed ICT and security solution that helped it enable service excellence, improve efficiency and increase customer confidence.

Seamless, reliable data connectivity

A Tier 3+ fully redundant data center in Hong Kong housed its important and critical infrastructure systems. These were accessible via a fast and secure dedicated line, offering high-availability, business continuity and stable network performance for local operations. The Hong Kong data center was also connected with the Singapore's data center via a global seamless network.

One-stop ICT management

Our Managed Services provided a one-stop management service for the ICT infrastructure that included 24/7 monitoring, service desk and online/on-site support.

Safeguarding trust

We designed and built a customized security detection and protection solution for both the Hong Kong and Singapore offices, backed by the advanced threat detection capabilities of our Security Operation Center (SOC).

Designed for threat mitigation

We monitor and manage the security infrastructure 24/7 with online support to improve its security readiness, detect global attack patterns and take proactive actions against imminent attacks, allowing for fast recovery.

Benefits

Seamless operations with uncompromised security for the modern business

The new managed ICT solution design maximized efficiency and data resilience, and provided SMBC Nikko Securities (Hong Kong) a secure, reliable and fast link to regional operations and data centers. It streamlined operations across all of the company's areas of operations.

Experts at NTT Ltd. managed the entire ICT infrastructure, including 24/7 monitoring, help desk and on-site support around the globe. They freed the company's in-house IT team to focus on strategic projects and tasks. In addition, the seamless and high-speed connectivity to the regional data center network improved operational resilience.

We also ensured that the company's ICT infrastructure could withstand new and more sophisticated attacks. The SOC and our Managed Security Services gave it round-the-clock protection. Our experts validated alerts, eliminated false positives and offered actionable advice for fast incident responses. They improved the company's ability to respond and recover from attacks quickly, continually minimizing the impact of any attack.

The one-stop, end-to-end managed ICT and cybersecurity solution provided a seamless experience for SMBC Nikko Securities (Hong Kong). It allowed the company to expand its business, adapt to new market needs and become more competitive, while leaving the operations and its management to our professionals.