



中華資安國際
CHT Security

**20
25**

**COMPANY
OF THE YEAR**

Driving impact across the customer value chain

*RECOGNIZED FOR BEST PRACTICES IN THE
TAIWAN CYBERSECURITY SERVICES INDUSTRY*

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

Table of Contents

Best Practices Criteria for World-class Performance	3
Transformation of the Cybersecurity Services Industry	3
CHT Security: Taiwan's Cybersecurity Excellence Leader	4
Comprehensive Cybersecurity Solutions	4
Continuous Technology Enhancement	5
Strategic Best Practices Implementations	5
Remarkable Business Momentum	6
Customer-centric Service Excellence	6
Conclusion	7
What You Need to Know about the Company of the Year Recognition	8
Best Practices Recognition Analysis	8
Visionary Innovation & Performance	8
Customer Impact	8
Best Practices Recognition Analytics Methodology	9
Inspire the World to Support True Leaders	9
About Frost & Sullivan	10
The Growth Pipeline Generator™	10
The Innovation Generator™	10

Best Practices Criteria for World-class Performance

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

RECOGNITION CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Megatrends	Customer Purchase Experience
Leadership Focus	Customer Ownership Experience
Best Practices Implementation	Customer Service Experience
Financial Performance	Brand Equity

Transformation of the Cybersecurity Services Industry

Taiwan's cybersecurity services market is growing steadily, driven by rapid digital transformation, increasing cyber threats, and supportive government policies to protect digital infrastructure as a global technology and semiconductor hub. Sophisticated cyberattacks—often attributed to state-sponsored actors—frequently target government agencies, critical infrastructure (power grids, water treatment facilities, and transportation systems), financial institutions, and the healthcare sector. In response, organizations are investing in advanced services such as threat intelligence, real-time monitoring, incident response, zero-trust frameworks, AI-powered threat detection and vulnerability management to enhance resilience and ensure compliance.

Regulations like the Cybersecurity Management Act are strengthening national resilience by mandating improved practices across sectors. Local cybersecurity providers are gaining prominence by offering solutions tailored to Taiwan's regulatory requirements and threat environment. These firms are expanding their capabilities in cloud security, endpoint protection, and managed detection and response.

Small- and medium-sized businesses, more aware of cybersecurity risks, are seeking accessible, subscription-based, and cloud-based services. These flexible models enable broader market adoption and cost-effective protection. With regulatory momentum, innovation, and rising awareness across all segments, Taiwan's cybersecurity services market is well-positioned for continued expansion and will play a critical role in supporting the country's digital future.

CHT Security: Taiwan's Cybersecurity Excellence Leader

CHT Security Co., Ltd. (CHT Security), a wholly owned subsidiary of Chunghwa Telecom—Taiwan's largest telecommunications and internet service provider—is the country's premier managed security service provider. The company plays a central role in mitigating rising cyber threats across Taiwan and the broader Asia-Pacific region by delivering innovative, scalable, and cost-effective cybersecurity services tailored to both public and private sector needs.

Leveraging its deep roots in telecommunications and cybersecurity, CHT Security combines technical excellence, operational agility, and the infrastructure advantages of its parent company to secure

"Frost & Sullivan recognizes CHT Security's full-service model, proprietary innovation, and commitment to underserved markets as a strategic approach that positions the company for long-term growth and relevance."

- Vivien Pua
Senior Industry Analyst

Taiwan's most critical digital assets. Its comprehensive portfolio includes managed security services, endpoint protection, encryption technologies, red teaming, and vulnerability research, supported by AI-driven platforms and adherence to global best practices.

CHT Security serves clients across banking, finance, telecom, and government sectors and continues to expand its footprint through international partnerships, AI and cloud innovation, and its commitment to environmental, social, and governance (ESG) principles. This multidimensional

strategy positions CHT Security as a vital pillar in Taiwan's national cyber defense and a trusted partner for enterprises navigating today's evolving threat landscape.

Comprehensive Cybersecurity Solutions

CHT Security offers a comprehensive suite of cybersecurity services to counter increasingly complex digital threats. Its approach spans the full incident lifecycle—from proactive threat detection, real-time incident response, and post-incident recovery—addressing gaps left by providers with only partial solutions.

Central to its service portfolio is CypherCom, a hardware-based encryption platform built on CHT Security's proprietary Slim architecture. Unlike conventional software-based tools, CypherCom provides enhanced resistance to sophisticated attacks by isolating encryption processes from potentially compromised operating systems, reducing exposure to malware and unauthorized access. Its international recognition demonstrates CHT Security's ability to develop original technologies with global relevance.

For endpoint protection, the company offers SecuTex ED, which combines behavior-based analysis with Yet Another Recursive Acronym (YARA) rule matching to detect threats often missed by traditional tools. This highlights CHT Security's proactive stance on evolving cyber risks.

To support small- and medium-sized businesses, CHT Security developed HorusEyes, a cloud-based platform that provides enterprise-grade monitoring and threat intelligence with scalable deployment and cost efficiency. An upcoming AI assistant will further automate threat detection and streamline operations for clients with limited internal IT support. Many competitors target large enterprises, but CHT Security delivers advanced, affordable solutions to underserved segments without compromising functionality or

security. Frost & Sullivan recognizes CHT Security's full-service model, proprietary innovation, and commitment to underserved markets as a strategic approach that positions the company for long-term growth and relevance.

Continuous Technology Enhancement

CHT Security's internal R&D team drives innovation across a broad range of cybersecurity tools, including honeypots, endpoint agents, traffic analysis systems, packet sniffers, and automated reporting mechanisms. By developing these tools in-house, the company offers customized, efficient services while reducing reliance on third-party solutions. One key outcome is its proprietary vulnerability analysis and notice system, which integrates asset tracking, version monitoring, and vulnerability mapping into a single platform. This system improves risk management by giving organizations clearer visibility into their digital environments and enabling faster response prioritization across complex infrastructures.

CHT Security also streamlines detection and response processes by automating its threat analysis workflows, improving operational efficiency, and supporting faster decision-making during cyber

"Complementing its technical standards, CHT Security has embedded sustainability into its operational strategy. Under the ISO 14001 Environmental Management System, the company has introduced policies focused on green procurement, energy conservation, and resource recycling."

- Norazah Bachok
Best Practices Research Analyst

incidents. To date, the company has identified over 110 common vulnerabilities and exposures, most classified as high or critical risk. These discoveries, along with its white-hat research and strong performance in cybersecurity competitions, demonstrate its technical expertise and reputation. Moreover, CHT Security contributes to industry advancement by hosting free public seminars on vulnerability research, promoting awareness, and strengthening the broader cybersecurity community. Frost & Sullivan recognizes the company's in-house innovation, proprietary development, and practical security solutions as key strengths that reinforce

its leadership in Taiwan's cybersecurity services market.

Strategic Best Practices Implementations

CHT Security strengthens its value proposition through strategic partnerships and adherence to global cybersecurity standards. As a member of the Forum of Incident Response and Security Teams, it accesses international threat intelligence and collaborates on incident response, improving detection accuracy and customer support. The company also aligns with international standards to implement globally recognized configuration standards, helping clients establish stronger internal policies and align with best practices.

CHT Security holds key certifications—including ISO 27001, ISO 20000, ISO 14001, ISO 27701, ISO 17025, and IEC 62443—demonstrating its commitment to data security, operational excellence, environmental stewardship, and regulatory compliance. These credentials enable the company to support enterprises locally and globally. In line with ISO 14001 standards, CHT Security has embedded sustainability into its operations by adopting green procurement, energy conservation, and resource recycling. Since 2022, it has conducted complete greenhouse gas inventories across all sites, verified independently by TÜV SÜD. Between 2023 and 2024, emissions dropped from 1,750.3 to 1,510.7 metric tons of carbon dioxide,

marking tangible progress toward its environmental targets and alignment with the UN sustainable development goals.

Beyond business, CHT Security extends its social impact by providing the HorusEyes platform free of charge to nonprofit organizations—showing its commitment to social inclusion and community resilience. These partnerships, certifications, and ESG efforts collectively reinforce CHT Security as a trusted, responsible, and forward-thinking cybersecurity services provider.

Remarkable Business Momentum

In 2024, CHT Security achieved NT\$1.974 billion, marking 16% year-over-year growth. Earnings per share increased 34% to NT\$10.47, reflecting greater operational efficiency and profitability. This financial performance supported the company's listing on the Taiwan Stock Exchange—a major milestone that signals investor confidence and expands access to growth capital. As cyber threats intensify—particularly those targeting government agencies and critical infrastructure—demand for advanced protection continues to rise. With strong local capabilities and a proven track record, CHT Security is well-positioned to meet this demand.

The company is also expanding into international markets such as Malaysia, Thailand, and Vietnam. These efforts are supported by Chunghwa Telecom's overseas branches, which offer local infrastructure and customer networks that reduce market entry risks. To reach a broader customer base beyond large enterprises, CHT Security continues to enhance its HorusEyes platform with AI-powered tools tailored for small- and medium-sized businesses.

Continued investment in in-house development has strengthened the company's offerings in cloud security, automated detection, and incident response. Innovation in areas such as IoT protection and zero-trust architecture further supports its competitive edge. Frost & Sullivan recognizes CHT Security's financial performance and strategic initiatives as key indicators of long-term growth. The company's strong execution and vision position it a leader in Taiwan's cybersecurity services industry.

Customer-centric Service Excellence

CHT Security emphasizes building long-term client relationships via trust, responsiveness, and consistent service quality. The company actively gathers customer feedback through weekly review meetings and biannual satisfaction surveys, using these insights to refine its offerings and address emerging needs. Clients benefit from around-the-clock support through multiple channels, including phone, email, and multilingual service platforms. Internally, CHT Security conducts weekly evaluations to monitor service performance and implement timely adjustments, ensuring responsiveness and reliability.

All employees undergo training to meet rigorous government certification standards, reinforcing a culture of professionalism and ethical service delivery. This focus on quality is especially valued by clients in sensitive or highly regulated sectors. With an extensive service network across Taiwan, CHT Security provides swift response times and dependable on-site support, strengthening its ability to meet high client expectations. This accessibility and reliability have fostered strong customer loyalty and frequent referrals.

Frost & Sullivan recognizes CHT Security's customer-centric approach and dedication to service excellence. Its ongoing commitment to responsiveness, professionalism, and continuous improvement has contributed to a loyal client base and a solid reputation in the cybersecurity services market.

Conclusion

CHT Security has emerged as a prominent cybersecurity service provider in Taiwan by combining technical innovation, strategic foresight, and consistent execution to address a rapidly evolving threat landscape. The company delivers complete solutions across the entire security lifecycle—from threat detection and incident response to recovery and prevention—setting itself apart in a market where many providers offer only partial services. Proprietary platforms such as CypherCom, SecuTex ED, and HorusEyes highlight its commitment to developing original technologies tailored to local and regional needs.

CHT Security continues to invest in R&D, AI tools, and international collaboration to strengthen its service capabilities. The company also places strong emphasis on customer service, ethical standards, and community contributions, offering free services for nonprofit organizations as part of its broader social responsibility. As cyber threats become more complex and frequent, CHT Security is poised to support large enterprises as well as small- and medium-sized businesses. Its integrated service model, technology leadership, and long-term strategy enable the company to strengthen cybersecurity resilience and support digital transformation across Taiwan and the wider Asia region, ensuring sustained growth and future competitiveness in the cybersecurity services market.

With its strong overall performance, CHT Security earns Frost & Sullivan's 2025 Taiwan Company of the Year Recognition in the cybersecurity services industry.

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

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

Best Practices Recognition Analysis

For the Company of the Year Recognition, 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 to create growth opportunities across the entire value chain

Visionary Scenarios Through Megatrends: Long-range scenarios are incorporated into the innovation strategy by leveraging mega trends and cutting-edge technologies, thereby accelerating the transformational growth journey

Leadership Focus: The company focuses on building a leadership position in core markets to create stiff barriers to entry for new competitors and enhance its future growth potential

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

Financial Performance: Strong overall business performance is achieved by striking the optimal balance between investing in revenue growth and maximizing operating margin

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

<http://www.frost.com>.

is fuelled by the Innovation Generator™.

[Learn more.](#)

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



broadest range of innovative growth opportunities
of which occur at the points of these perspectives.

Analytical Perspectives:

- Megatrend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)

