Managed AI SASE for the AI era: HKBN's AI security fabric

Jackal Chau

General Manager of Technology Business,
HKBN Enterprise Solutions

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APJC SASE Technical Leader
Cisco

Who Are We?

Jackal Chau

General Manager – Technology Business
HKBN Enterprise Solutions

- **Professional Experience:** Over 20 years of experience in the IT industry, including 4 years with HKBN
- **Leadership Role:** Leads a team of more than 1200+ technology professionals, overseeing service delivery and operations across Hong Kong and Mainland China.
- **Areas of Expertise:** Specializes in AI, cybersecurity, multi-cloud solutions, managed services, and enterprise infrastructure transformation.
- **Leadership Philosophy:** Passionate about driving customer success through innovation, operational excellence, and secure digital transformation.

Ranganath Balasubramanyam

APJC SASE Technical Leader
Cisco

- **Core Experience**: 20 years of hands-on and management experience in tech (IT, networking, telecom), including 13 years at Cisco.
- **Global Exposure**: Extensively traveled and worked with major global companies across the USA, UK, Malaysia, Australia, New Zealand, China , Hong Kong and Japan.
- **Key Skills**: Strong leadership in engineering, client relations, marketing support, and vendor/alliance management.
- **Core Philosophy**: Focuses on technology driving, relationship building, teamwork, and customer success.

AI Revolution and the Hybrid Workplace: From Productivity Shift to Security Challenge

AI Revolution Challenge

- Generative AI shifted from experimental technology to a boardroom priority overnight.
- This forced an immediate re-evaluation of human-centric workflow.
- It also redefined what productivity means for the modern enterprise.
- The transition happened faster than most organizations could plan for, leaving leaders to adapt at the same pace as the technology.

AI Reshapes Hybrid Workflow and Productivity

- The hybrid workspace is where this challenge becomes real.
- People work everywhere, across office, home, and mobile environments.
- They access everything, from enterprise applications to cloud and AI services.
- At the same time, they expect both seamless experience and consistent protection.
- Security can no longer depend on a fixed network edge or a single location.

The question is no longer if you will adopt AI – It's how securely you will get there.

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AI Is Transforming the Business – Bring Us the new Security Risk

Generative AI Explosion

Employees across every department are adopting GenAI tools at unprecedented speed — often without IT visibility or governance policies in place.

Data Privacy at Risk

Sensitive corporate data, customer records and regulated information are being submitted to AI models – creating serious compliance and breach exposure

Shadow AI

Unsanctioned AI application bypass security controls entirely, making it nearly impossible for IT teams to enforce data protection policies

Expanding Threat Landscape

AI-powered cyberattacks are becoming more sophisticated, faster, and harder to detect — and traditional defenses simply cannot keep pace.

Cisco + HKBN Will Be Your Solutions

Intelligent Steering of AI Traffic (SD-WAN + NBAR)

- Automatically identifies and classifies AI traffic
- Routes traffic to the fastest path for low latency

Understands AI Intent (Secure Access + AI Defense)

- Inspect AI interactions in real time
- Visibility into LLM and MCP communications
- Protects with supply chain, read teaming and runtime guardrails

HKBNES Delivers

- High-Speed, Low-Latency Fiber Backbone
- 7x24 Active SOC Monitoring (Human + AI)
- One-Stop-Shop with Local Expertise

HKBN AI SASE-Powered Managed Service

HKBN AI SASE-Powered Managed Service

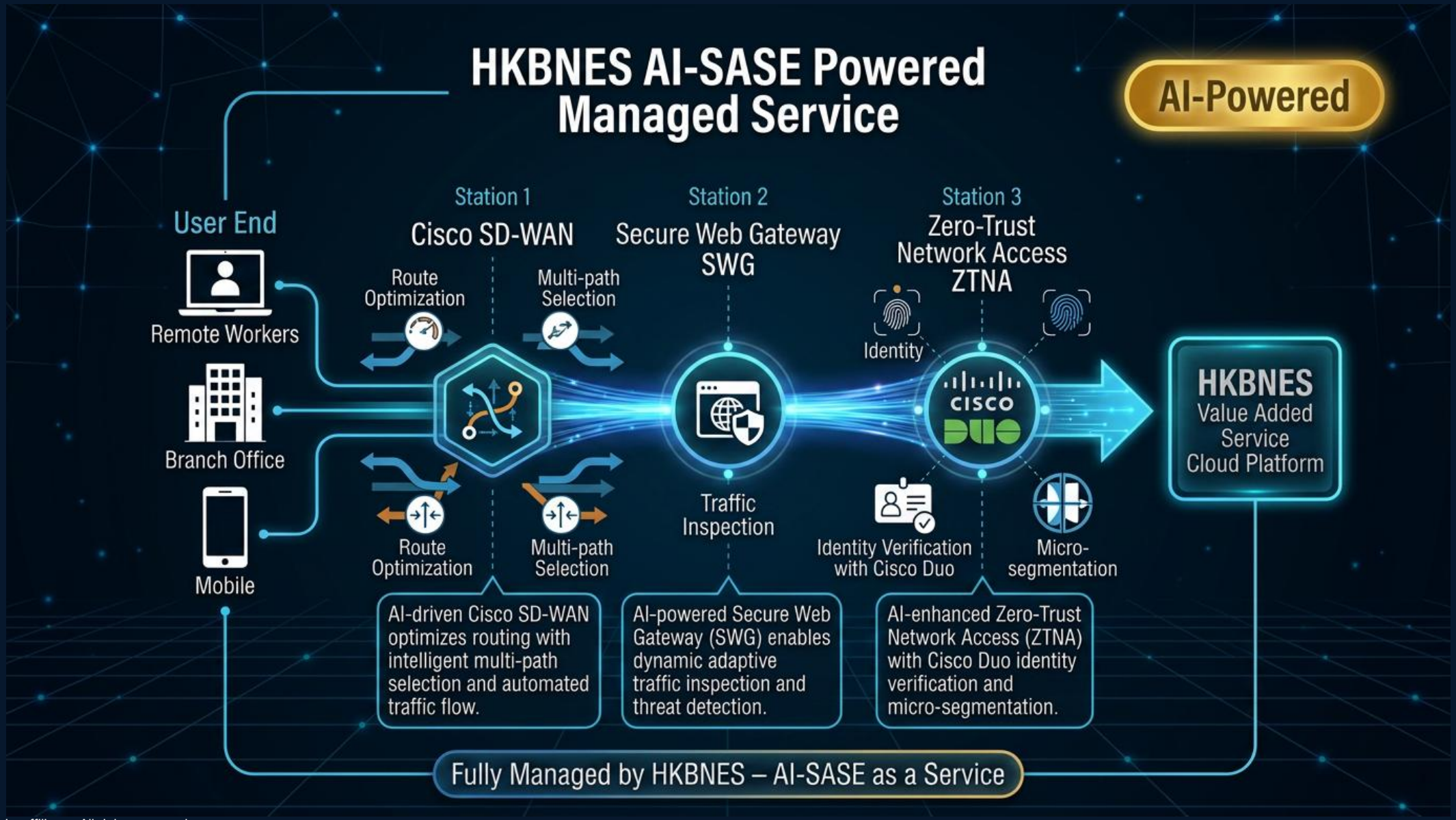
Agenda:

- The Power of Cisco SASE Integration
- From the Foundation – Connectivity for AI Era
- Our Managed Services Edge – Enterprise Design, 24x7 SOC, Local Support

HKBNES AI SASE-Powered Managed Service Stack

Converges network and security capabilities into a single cloud-delivered framework – eliminating complexity, reducing costs and dramatically improving visibility.

The Power of Cisco SASE Integration with HKBN



From the Foundation – Connectivity for AI Era

HKBN's GIGAFAST Broadband and high-speed backbone provide the stable, low-latency path that Cisco SASE needs for optimal performance

GIGAFAST Broadband —Built for the AI Era

Secure Access Service Edge (SASE) relies heavily on internet quality. If the underlying network pipe is congested, security tools will feel slow to your employees.

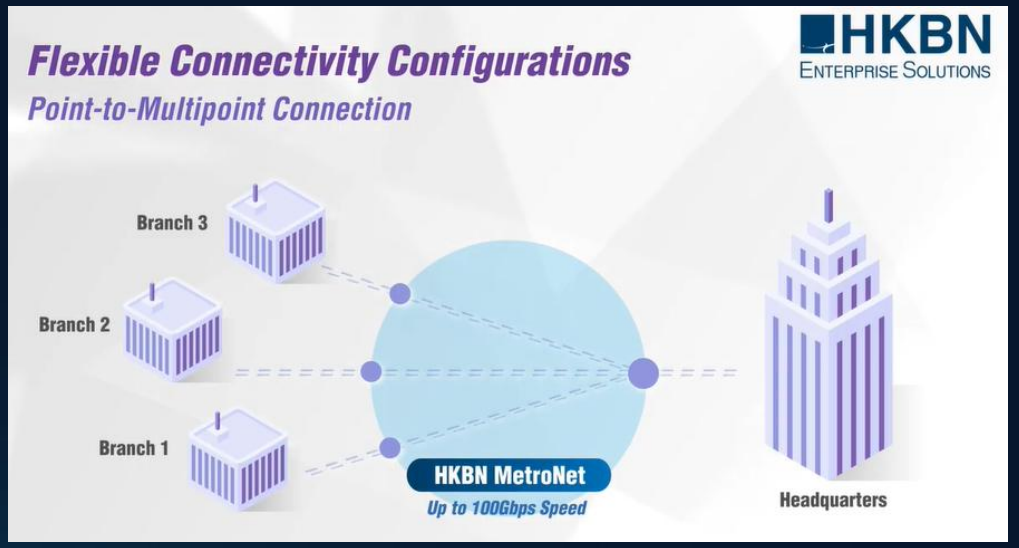
HKBN's High-Speed Backbone: We provide the low-latency, high-performance fiber underlay that guarantees your AI traffic and user data travel fast and reliably.

Think of it as the **express highway** for both your digital workforce and your AI engines. No congestion, no delays.

100Gbps MetroNet – The Ideal Underlay for Your Cisco SASE Solution

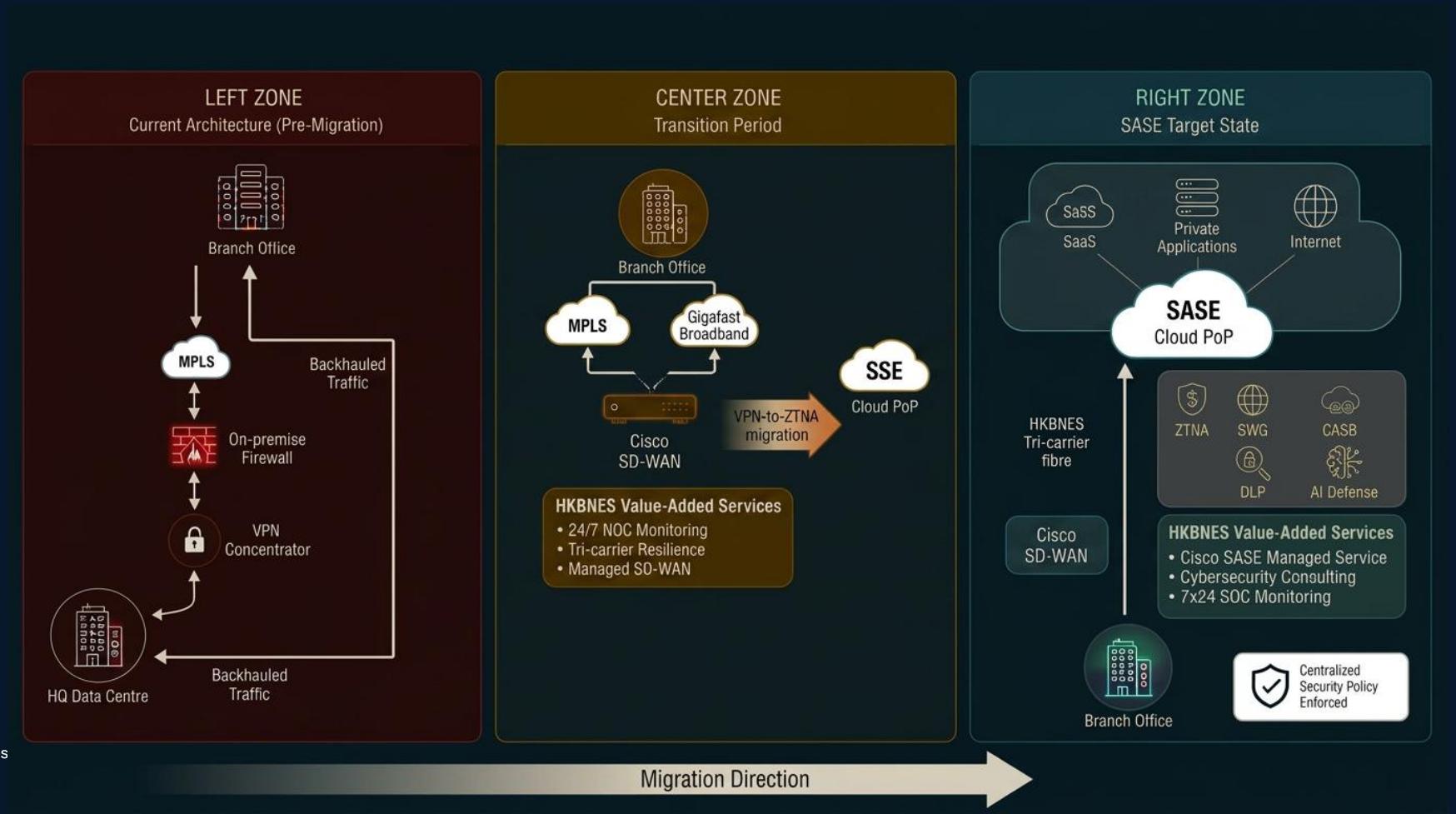
Why HKBN MetroNet Is the Perfect Foundation for Your Cisco SASE Investment

- Gartner reports that **45% of enterprises face SASE performance challenges due to inadequate network infrastructure**.
- SASE success depends heavily on **low-latency, highly available underlay connectivity.**
- SD-WAN can optimize traffic paths, but **it cannot create performance out of an unreliable line**.
- **HKBN MetroNet provides exactly this reliable, high-performance "expressway" for your SASE deployment.**



Migrating a Branch to SASE – The HKBNES Way

- Legacy environments come with real constraints: aging MPLS circuits, on-premise security appliances, varied branch configurations, and teams that can't afford downtime. HKBN's deployment methodology is designed to accommodate that complexity while moving enterprises decisively toward a cloud-native, zero-trust architecture.
- Each phase is managed end-to-end by HKBN's certified Cisco engineers, with clear milestones, risk mitigation checkpoints, and communication protocols that keep IT and business stakeholders aligned throughout the transition



7x24 SOC Monitoring

Tools alone don't stop threats. Eyes on glass – around the clock. HKBNES's Security Operations Center provides the human and automated intelligence layer that turns Cisco SASE telemetry into decisive action.

Continuous Threat Monitoring

HKBNES SOC analysts monitor SASE environment 24 hours a day, 7 days a week, 365 days a year – detecting anomalies, correlating events, and triaging alerts before the incidents have been escalated.

Real-Time Alert Response

When Cisco SASE surfaces a threat signal – whether a policy violation, a ZTNA anomaly, or a suspicious SWG event – HKBN's SOC doesn't just log it. Analysts investigate, validate and initiate the appropriate response workflow immediately.

Managed Tools & Intelligence

HKBNES provides and operates the full Cisco SASE toolchain – SIEM integration, threat intelligence feeds and automated playbooks – so enterprise gain enterprise-grade security operations without building an internal SOC from scratch.

One-Stop Managed Service – Simplifying Your Cisco SASE Journey

The HKBNES Difference – Why Choose Our Managed Service

What You Get	Why it Matters
One partner for everything	Connectivity (MetroNet backbone), security (Cisco SASE), hardware, and managed support – all from one provider
Local expertise	1,200+ engineers. 1,300+ certifications
24/7 SOC	We see issues before you do – proactive alerts and rapid resolution
Coordinated support	One team manages everything – no vendor handoffs, no delays, one resolution path for all issues

The Unified Branch & AI

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APJC SASE Technical Leader

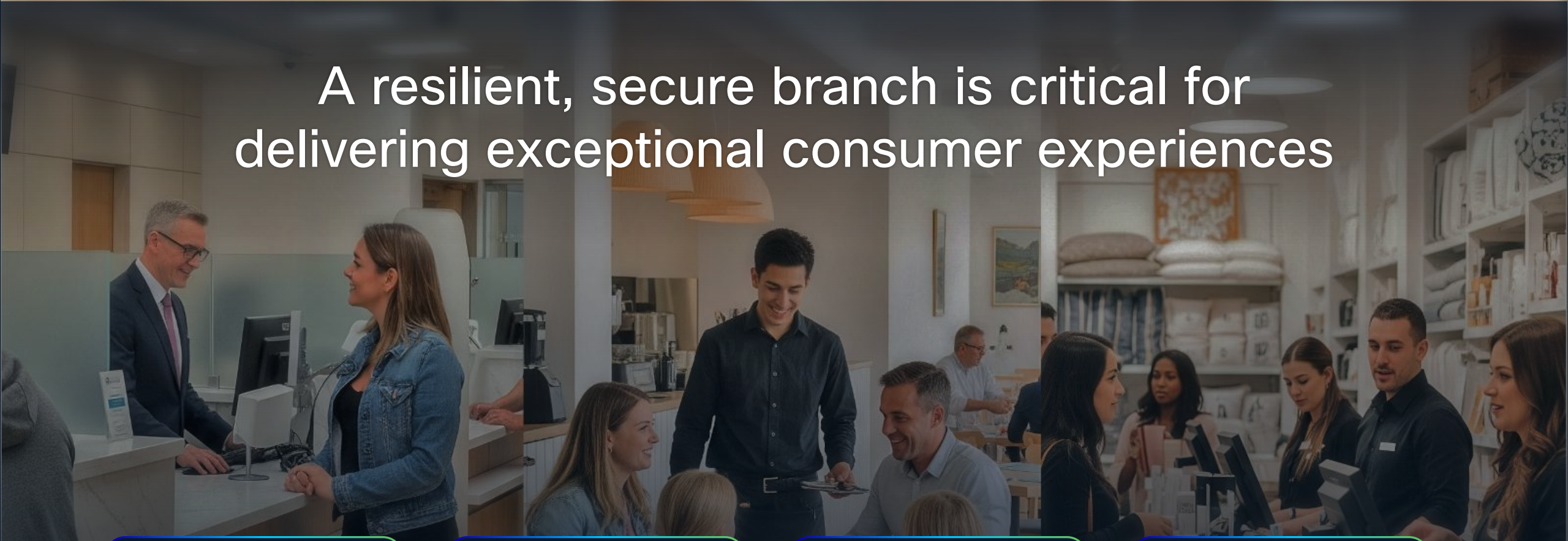
July 2026

Need to do more with less

Workers and workloads live everywhere

Opportunities and threats of AI

A resilient, secure branch is critical for delivering exceptional consumer experiences



Need for fast, reliable Wi-Fi and internet connection

Workloads shifting to SaaS, public cloud, and data center

No local IT support – increase the need for operational simplicity

Post-quantum cryptography

Our approach: Architecture for the AI-ready Unified Branch

Simplified operations, powered by AgenticOps

Security fused into the network

Scalable devices ready for AI

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Unified Branch

Deploy branches in minutes, manage at scale

Unified Branch automation toolkits

Cisco validated design

Blueprints for full stack branch architecture

Available

Agentic workflows

Automated script to deploy a validated design

Available

Branch-as-code

Programmable infrastructure deployed using code

Available

Begin your AI powered automation journey with Agentic Ops:
AI Assistant & Agentic Workflows

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Approach to Universal ZTNA

SASE Evolution

The network's new role

Of network engineers have security as part of their remit*

98% of IT leaders say secure networking is important to operations and growth

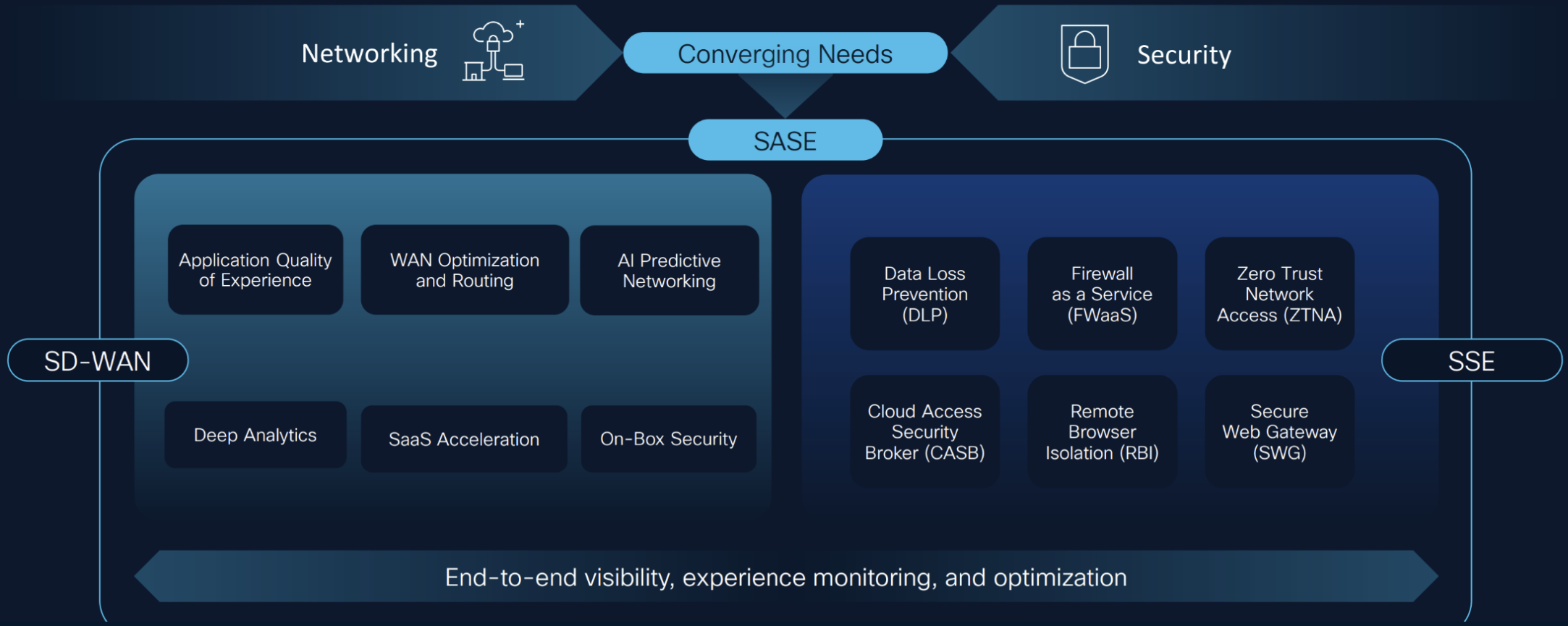
94% believe a modernized network will enhance cybersecurity

42% recognize integrating network and security as a key area requiring significant improvement

Source: Zeus Kerravala, ZK Research, 2025

Secure Access Service Edge (SASE)

The architecture for a securely connected experience in today's hyper-distributed environment



Cisco Secure Access: Built Around What Matters Most

Five Areas of Protection and Simplicity

- Secure the Internet & Web: Block threats before they reach your users
- Secure Private Access: Connect users to apps safely, from anywhere
- Protect Your Data & Cloud Apps: Control what leaves and where it goes
- Identity & Trust: Know who your users are at every moment
- Simplify Operations: One console. One client. One policy.

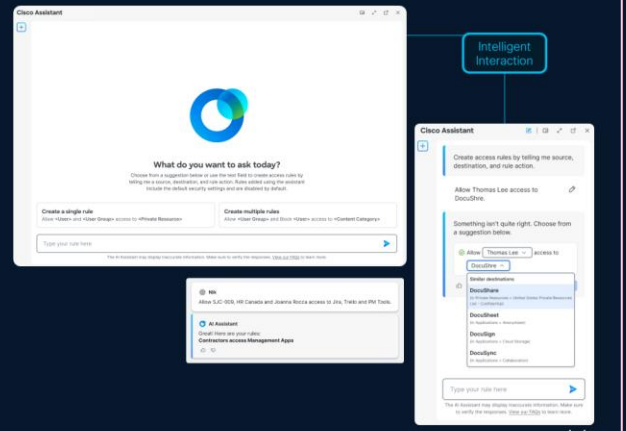
AI driven SASE Innovation

Policy Assistant

Let AI do the heavy lifting

Simplified Experience

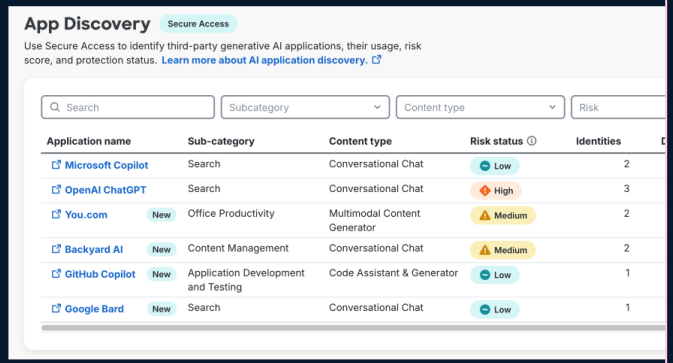
- Infer Required access based on language input at prompt
- Reduce rule creation time by up to 70%
- Default disable to ensure administrator has ability to review generated content



Visibility: AI Cloud Visibility

Security for AI

- Automatically uncover AI assets, in the cloud, and SaaS
- Understand usage and relative risk status
- Dive into details and compensate with controls

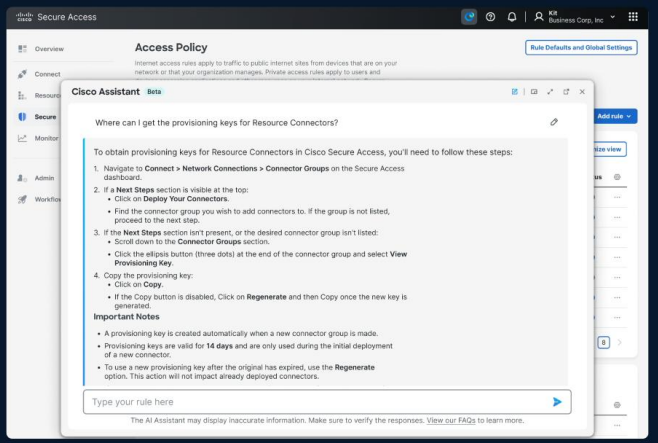


Documentation Assistant

Personalized answers at your fingertips

Ease of Use

- Personalized answers based on conversation
- Complete knowledge of Secure Access and its features
- Guide you with process or explain features
- Provide caveats and disclaimers when necessary
- We are used to keyword matches – it's a skill, but now we don't need to worry about that



Introducing

Cisco 8000 Series Secure Routers for the AI-powered unified branch

- Cisco designed secure networking processor supports increased traffic
- Post-quantum security ready
- Advanced routing and next-generation firewall
- Built for secure SD-WAN and SASE

The Power of Cisco 8000 Series Secure Router

Hardware Innovation & Network Connectivity

Secure networking processor

HW accelerated Security & Networking

Fanless model

Small, medium, large branch

25GE WAN

Campus Router

Tamper Detection

Physical (open chassis) Intrusion Detection

Secure Boot

Post-Quantum Safe (Future)

Dying Gasp

Small, medium, large branch

mGig/10GE

Migration from 1GE

NIST Compliant PQC

Ready for IPsec/MACsec

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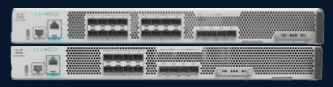
Secure your network at every size and location

AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
					
Cisco 8100 Series Secure Routers	**Cisco 8200 Series Secure Routers**	**Cisco 8300 Series Secure Routers**	**Cisco 8400 Series Secure Routers**	**Cisco 8500 Series Secure Routers**	**Cisco 8600 Series Secure Routers**
Small Branch	Medium Branch	Large Branch	Campus	Data Center	Data Center
IOS XE					
AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
MX					
AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	-	-

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Major Global Sports Brand in Greater China

Cisco SD-WAN and SSE win across 300 stores in China

Customer Challenges

1. Rapid, flexible network deployment for a global store network.
2. Dispersed security systems causing inefficient management.
3. Large device scale complicating lifecycle management.
4. Complex cross-regional compliance, especially in China.

Cisco solution

Meraki SD-WAN, Cisco Secure Firewall, and Secure Access in a single platform.

- Integrated Application Acceleration
- Visibility Included
- Simplified Single-Dashboard with AI Ops

Remote Access Unification and Smooth Migration

Cisco AnyConnect users can migrate smoothly to CSA without redeploying Cisco Secure Client, reducing risks and ensuring business continuity.

Boundary Business Isolation (Secure Firewall):

Cisco Secure Firewall creates fine-grained internal network segmentation and centralized policy management across Greater China for enhanced security.

Performance

Integrated WAN optimization ensures speed for critical apps.

WAAS Integrated

Security

Built-in Cisco Secure Access

SASE integrated

Visibility

ThousandEyes provides end-to-end network insight.

ThousandEyes

Simplicity

Single platform reduces hardware footprint & ops cost.

Single Platform

Large Electronics Service in Korea | Integrated Architecture & Business Value

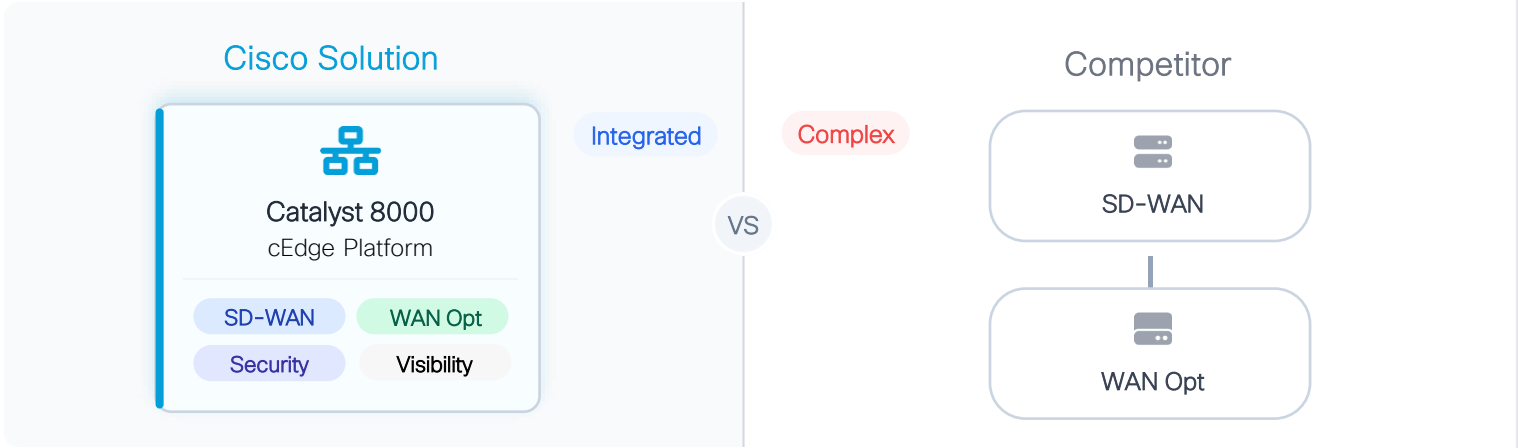
Cisco solution

Catalyst 8000 cEdge delivered SD-WAN, Security, and WAN Optimization in a **single platform**.

- Integrated Application Acceleration
- ThousandEyes Visibility Included
- Simplified Single-Dashboard Ops

Why Competitors Failed

Competitor required a **separate appliance** to meet WAN optimization needs. This "two-box" solution increased complexity, point of failure, and management overhead.



Performance

Integrated WAN optimization ensures speed for critical apps.

WAAS Integrated

Security

Built-in Cisco Secure Access (Umbrella) protection.

SASE Ready

Visibility

ThousandEyes provides end-to-end network insight.

ThousandEyes

Simplicity

Single platform reduces hardware footprint & ops cost.

Single Platform

Commercial Model

72-Month MSEA

Optimized TCO Structure

Future Opportunities

Contact Center

SD-WAN Expansion

Nationwide Full SASE

Security Expansion

The Talent Gap is Real

Specialized cybersecurity talent in Hong Kong is incredibly difficult to find — and even harder to retain.

This is the challenge every customer faces today.

What happens when roles stay empty?

- Security gaps go unmonitored
- Compliance risks increase
- Internal IT teams are overstretched
- Incident response slows down

Your internal IT team was never meant to carry this burden alone.

Severe Shortage

Global cybersecurity talent gap Continues to widen – Hong Kong is no exception

High Cost

Specialized roles command premium salaries, straining IT budgets significantly

Retention Risk

Even when hired, top talent is quickly poached by competitors

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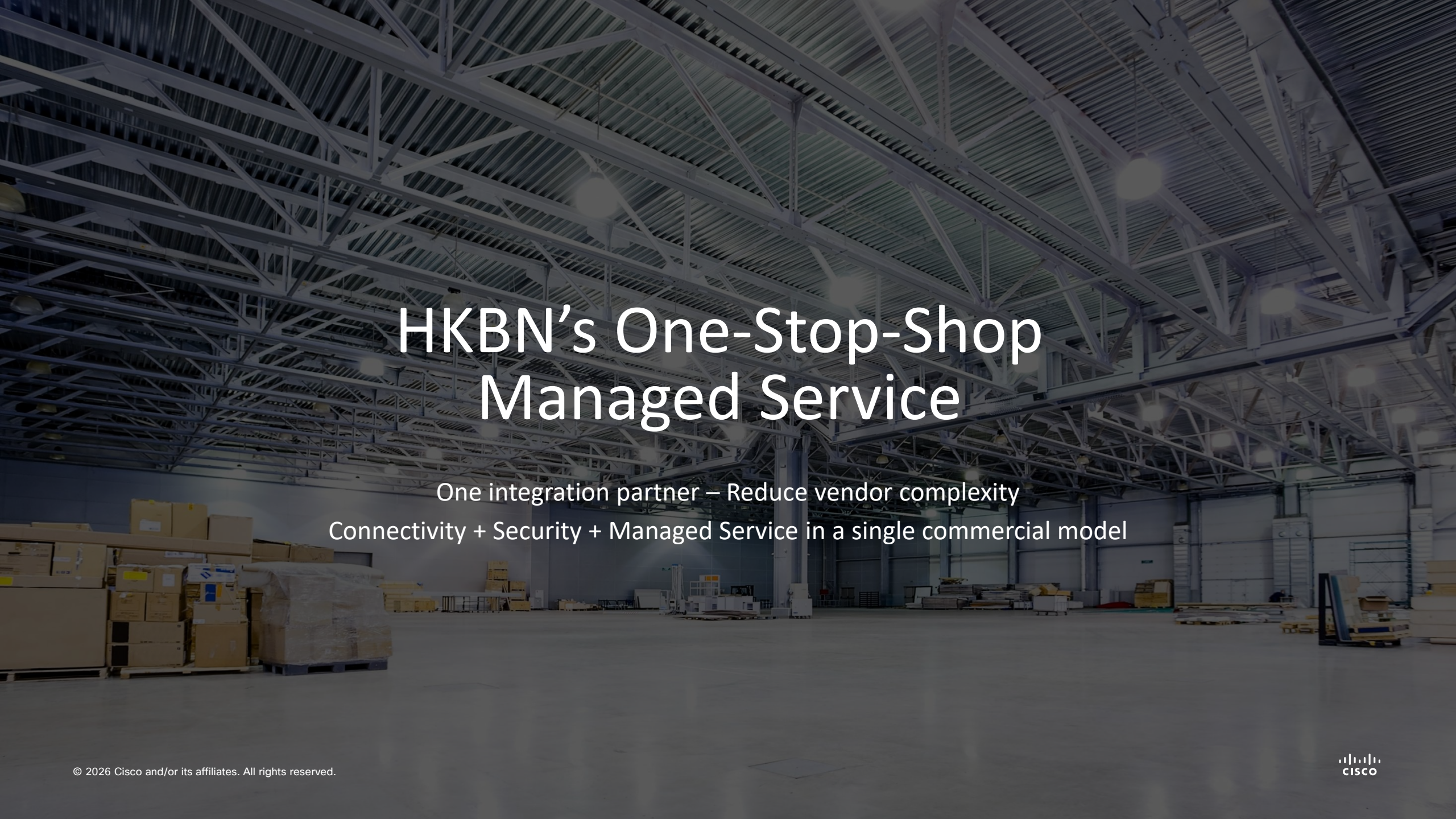

HKBN’s One-Stop-Shop Managed Service

One integration partner – Reduce vendor complexity

Connectivity + Security + Managed Service in a single commercial model

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What this means for you

You don't need more vendors.
You need **one integration partner** to own the outcome from the network to applications & operations with high security level.
We will meet you where you are, and work around your tech ecosystem.

Market Leader:
Trusted by 1 in 2 HK enterprises

Proven Track Record:
Decades of ICT experience managing our city-wide network

Elite Team:
1,200+ Engineers
1,300+ certifications

1 One accountable partner across your tech stack

Most enterprises juggle 6 to 10 vendors across cloud, network, security & infrastructure.

HKBNES helps you unify the entire stack with a single SLA. One clear escalation path & absolute accountability. No finger-pointing.

2 Connectivity backbone + SI engine

Most system integrators lack a native network. Most telcos lack integration expertise. **We do both.**

Our carrier-grade network seamlessly powers your infrastructure & applications.

3 Proven outcomes & AI acceleration

Enterprise scale: Powering a 100G financial exchange backbone, a 160-site SD-WAN, & zero-downtime cloud migration for top property developers.

AI-ready: Seamlessly deploying agentic AI & automation platforms, fully backed by managed GPU infrastructure.

One Partner. One Network. One Security Framework

We handle the network, security, and operations

Connectivity

Fast networks across regional markets

High-speed fiber with very low delay and latency

99.99% guaranteed uptime

Cisco SASE Security

Combined network and cloud security

Zero Trust access control for all users

One simple online dashboard

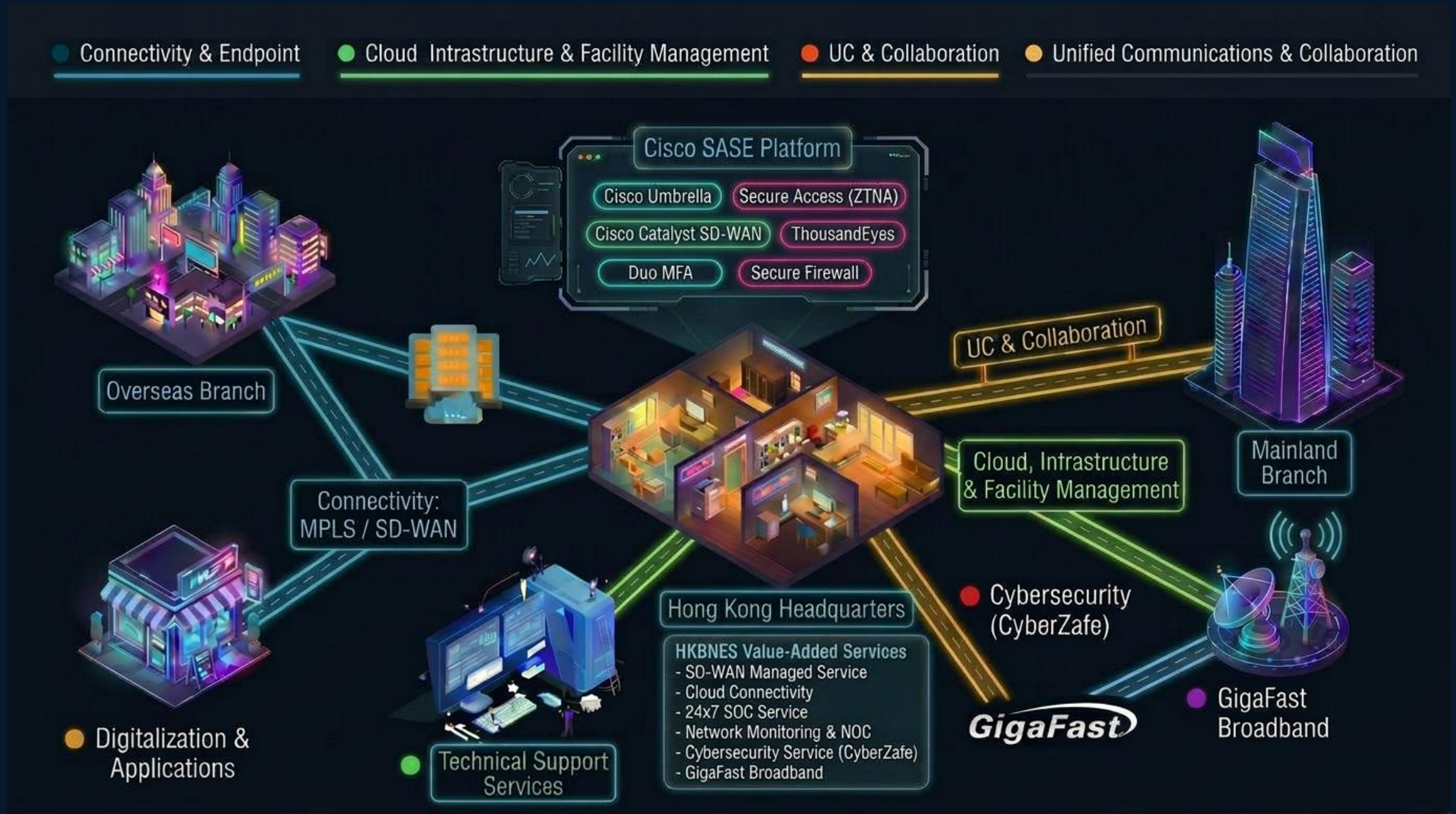
Managed Operations

1,200+ engineers. 1,300+ certifications

24/7 SOC monitoring and support

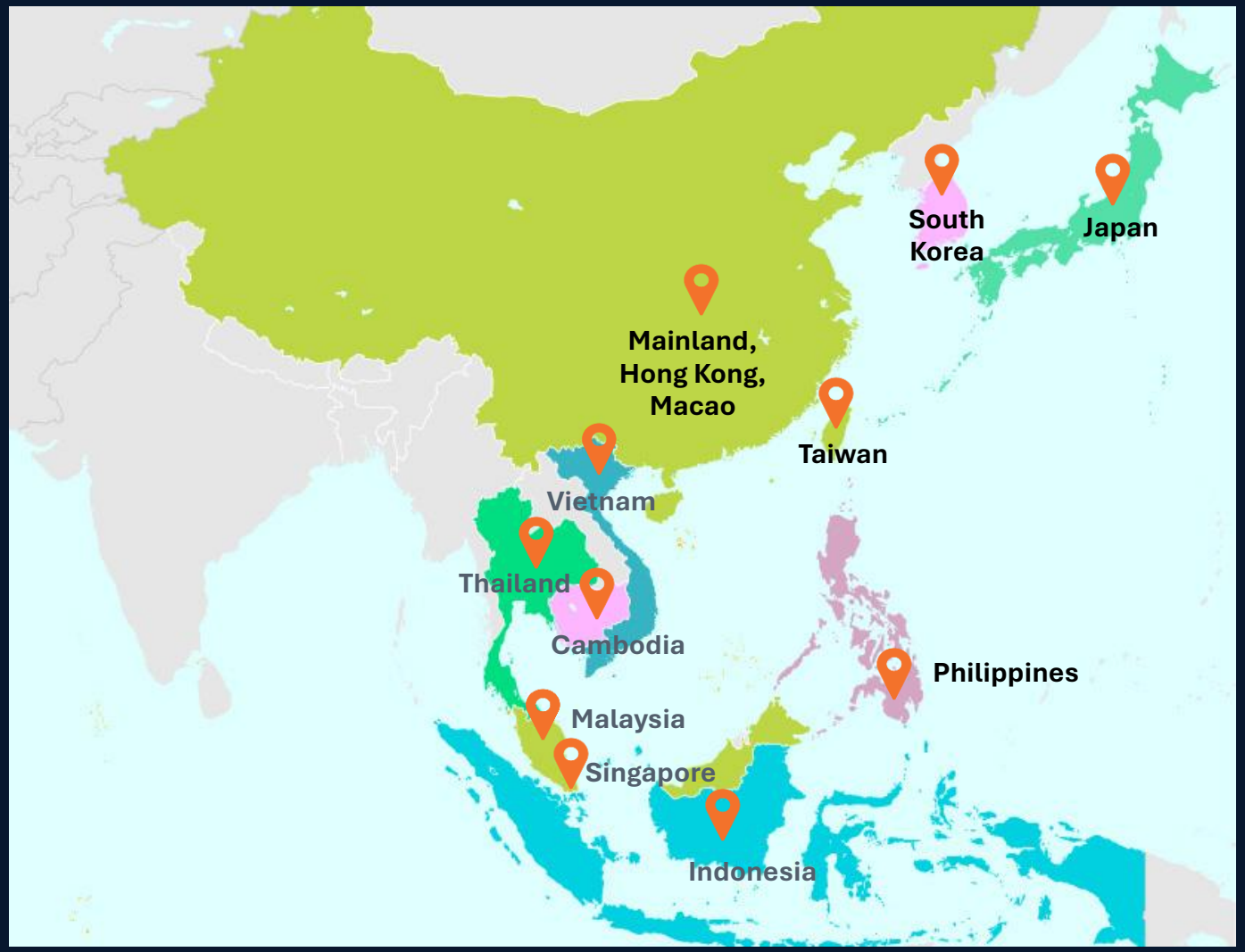
Smart AI tools for fast troubleshooting

Go Global with HKBNES Managed SASE Service
Extend your operations to the Mainland, Macao, ASEAN & beyond.



Beyond Hong Kong, Across ASEAN

One partner wherever you operate.



HKBN's Partners in ASEAN

- Aznet (South Korea)
- SystemsGo, Computec (Japan)
- HKBN JOS (Mainland, Hong Kong, Macao)
- Welltend (Taiwan)
- Thakral One (Vietnam)
- Clarity (Thailand)
- Positron Multiverse (Cambodia)
- Nexus (Philippines)
- Starhub (Malaysia, Singapore)
- CDW (Singapore)
- Berca (Indonesia)
- and more...

The high cost of fragmented operations
Challenges of managing SASE

Disjointed Experience

Siloed management consoles for SD-WAN & Security

Fragmented identity & access control (RBAC)

No unified sign-on experience

Inconsistent Security Posture

Drifting policies across Network & Security layers

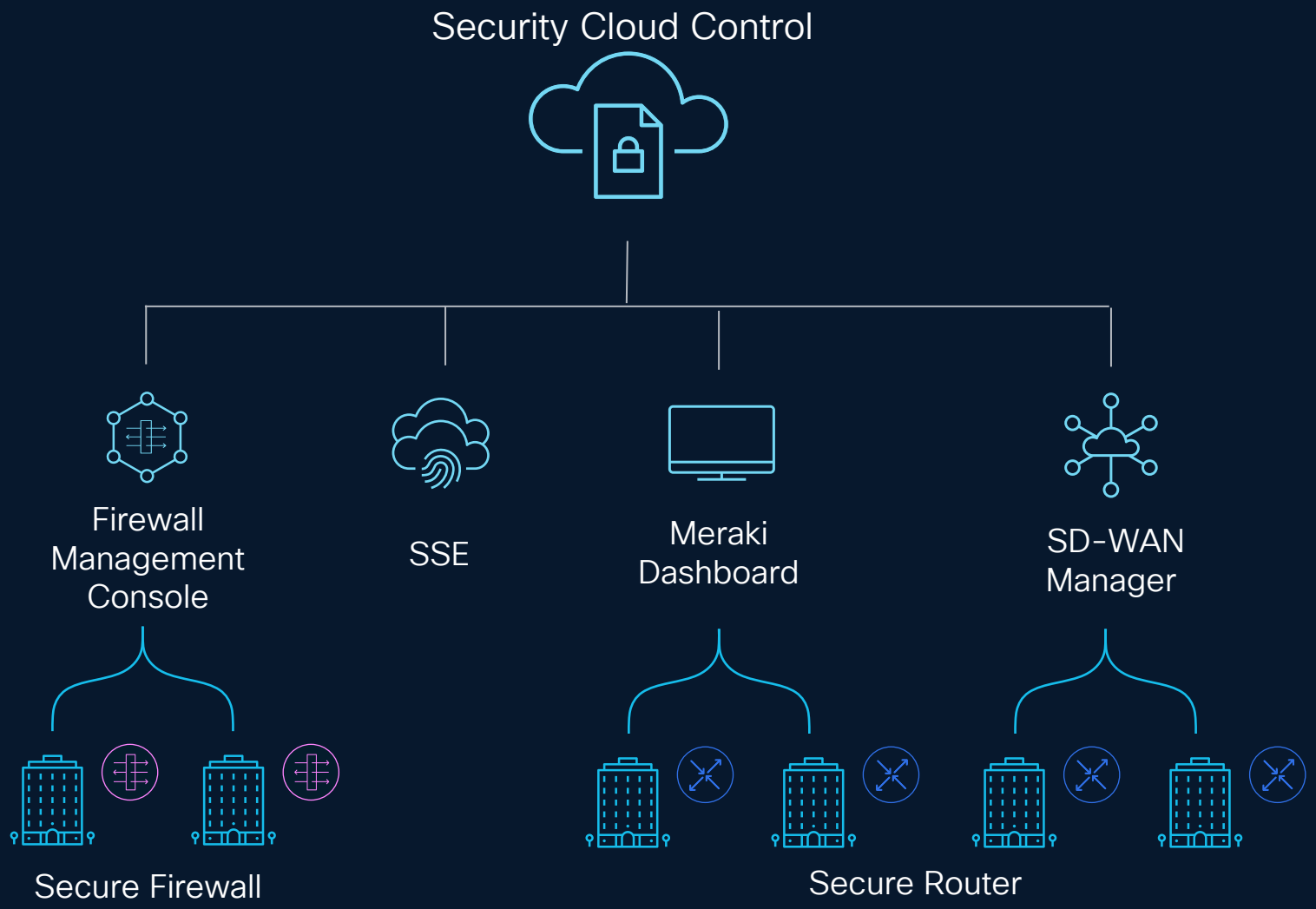
Duplicated objects – no single source of truth

Blind Spots

Decoupled monitoring creates troubleshooting dead-ends

Lack of end-to-end correlation

Security Cloud Control



Security Object/Policy Configuration

- Create security objects for Secure Router NGFW stack
- Push security policies to different security solutions using single orchestrator

Monitoring

- Common logging repository via SAL (Security Analytics and Logging)

Troubleshooting

- Leverage SCC tools for security troubleshooting

Cisco ThousandEyes Platform

Experience & Service Assurance

Digital experience

End user | Mobile
IIoT | VoIP

Proactive monitoring

Web | Network
BGP | DNS

Global visibility

On-Prem | Cisco
3rd party

Domain insights

Traffic | WAN
Internet | Cloud

AI-powered platform

Automation | Integrations | APIs

Path visualization

Cross-layer correlation

Anomaly detection & alerting

Event summarization

Predictive recommendations

Natural language query

ThousandEyes

decreases your mean-time-to-resolution & mean-time-to-innocence

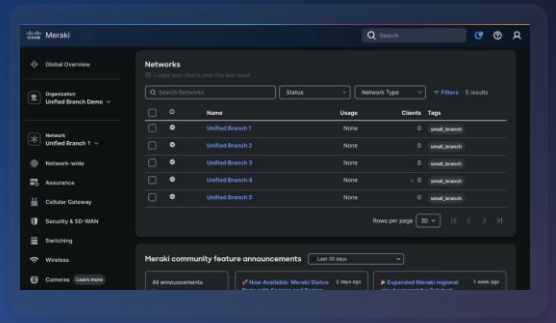
Latest Innovations

All new!

CY2026

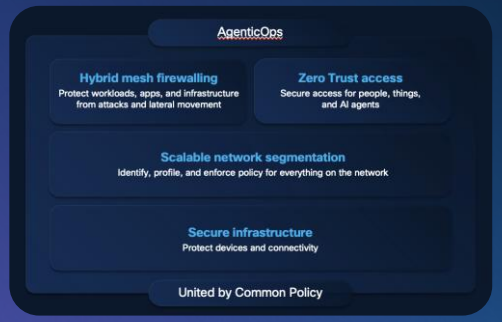
A Year of Innovation

AgenticOps for operational simplicity



Unified Branch

Security fused into the network



Firewall, SASE, and quantum readiness

Scalable devices ready for AI

Secure Routers

Unified Approach to Security

Benefits

- Common NGFW libraries, objects and threat feeds
- Support of advanced NGFW services across Cisco platforms (ex EVE *, SnortML **)

Management

- Centralized management across various enforcement points using SCC
- Common Policies with advanced services using Mesh Policy Engine

*EVE = Encrypted Visibility Engine - More
**SNORT ML = machine learning-based neural network exploit detection for Snort - More

AgenticOps

The New Standard for IT Operations

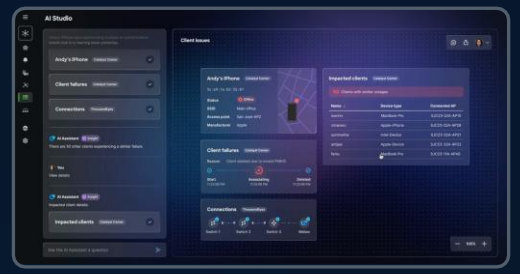
Available now

cisco AI Assistant

AI Assistant

Accelerate network operations

Alpha



AI Canvas

Cross-domain collaborative troubleshooting

Powered by deep network model

Cut MTTR to near seconds with AI-driven root cause and resolution.

Catch critical issues **early with AI that sees across the stack.**

Operate at scale with lean teams and built-in AI expertise.

Troubleshoot faster together with shared context across teams.

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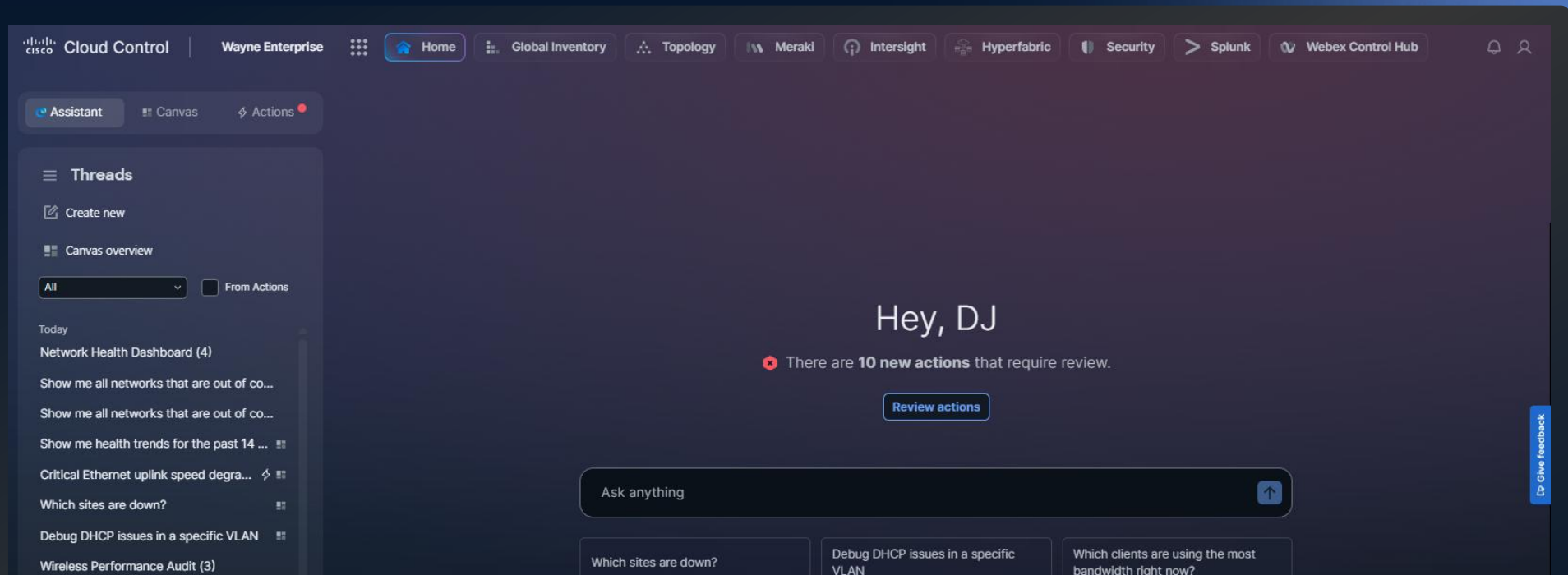
Cisco Cloud Control

One platform. Every domain. The foundation everything else is built on.

Meraki · ThousandEyes · Security Cloud Control · Splunk · Nexus Dashboard · Catalyst SD-WAN · Intersight · Webex · IQ · & more



Cisco Cloud Control

The power of one

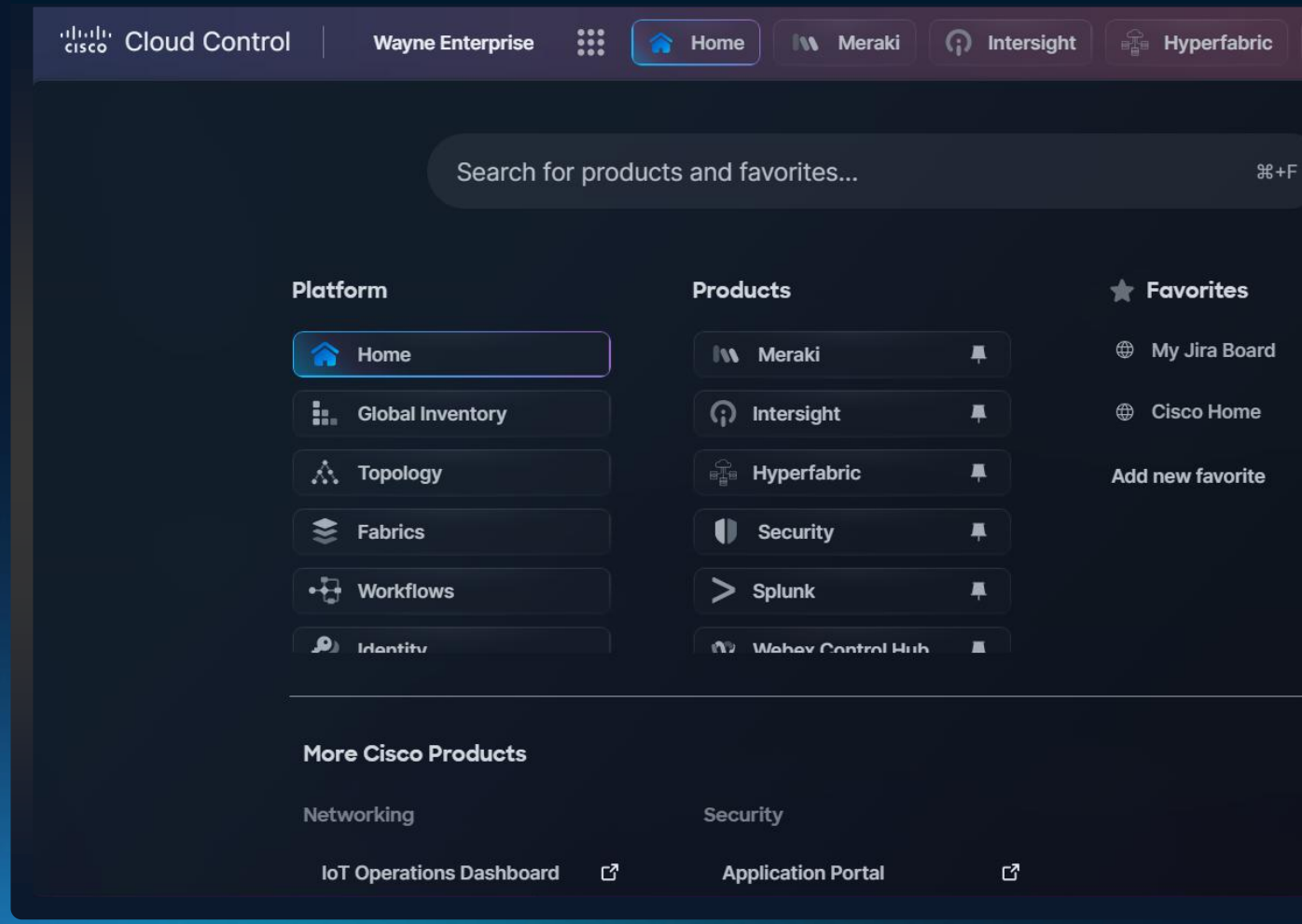
One login
Sign in once. See everything.

One inventory and topology
Every asset. See how it all connects, in real time.

One view for alerts
Actions correlates alerts across every product.

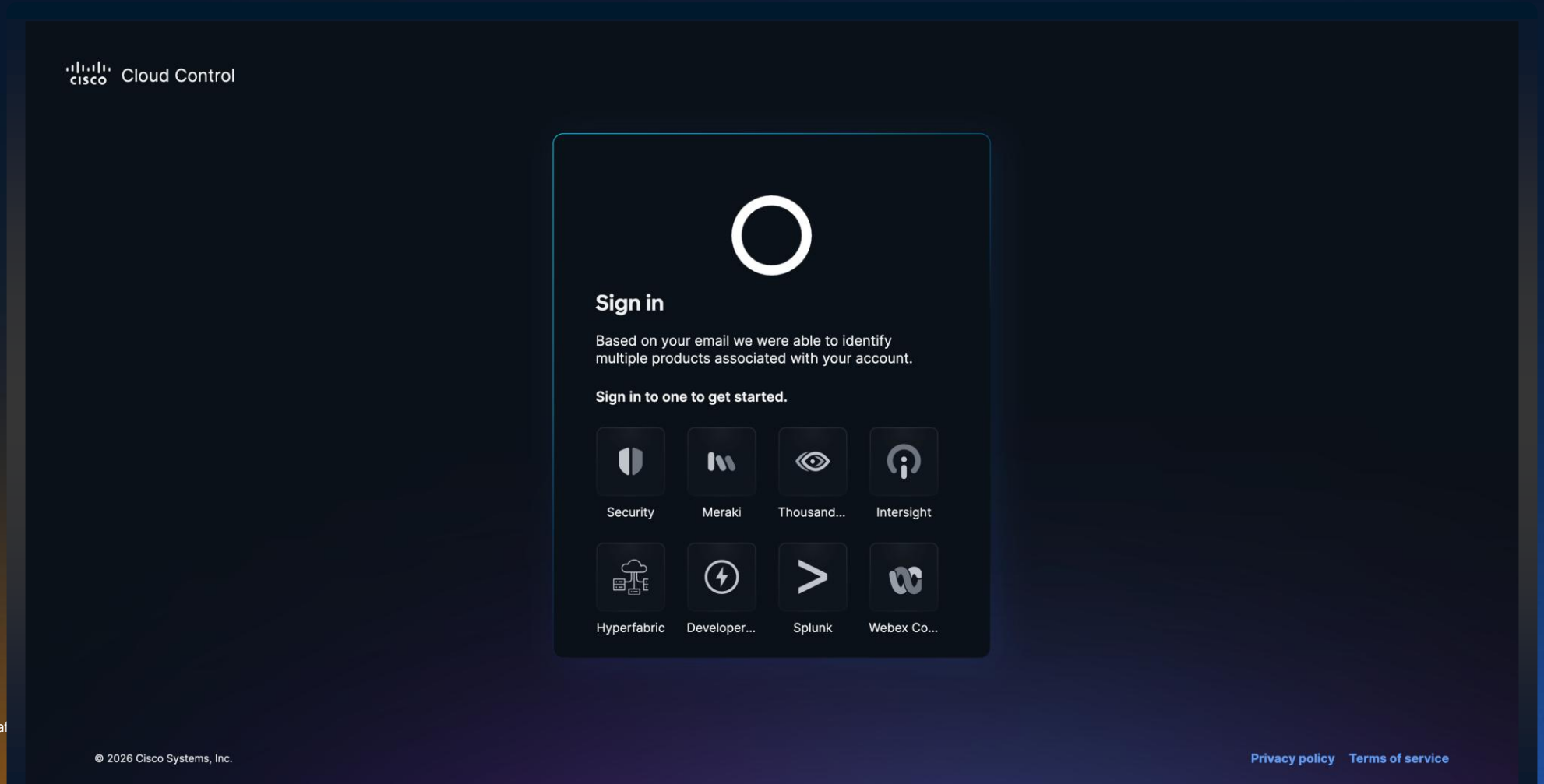
One assistant
Quick answers and tasks with AI Assistant.

One agentic workspace
Investigate, execute and resolve with AI Canvas.



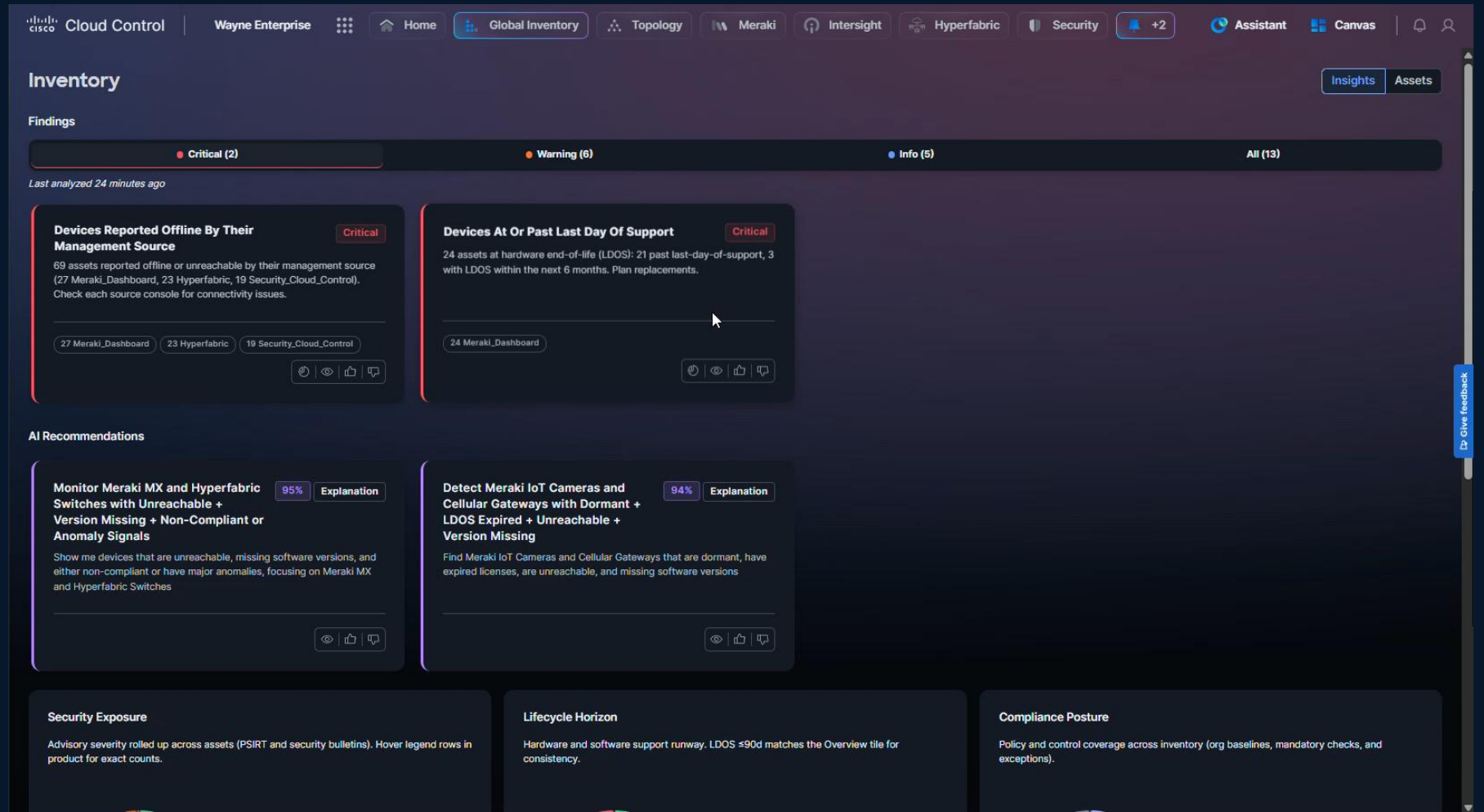
One login

Log in once, access every Cisco product



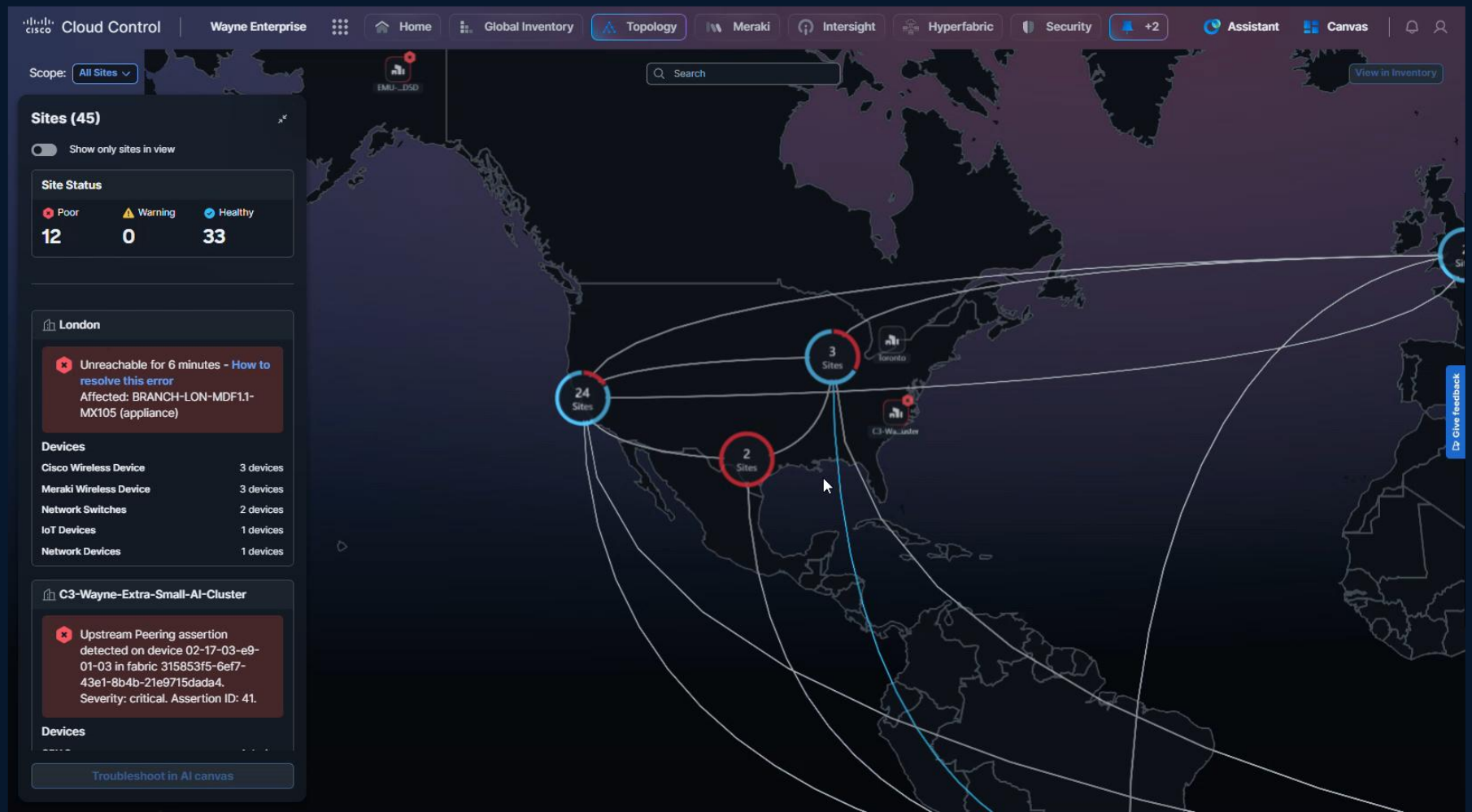
Unified inventory

See every Cisco asset in one list



Unified topology

See every site, branch and device in one view



Actions

Every alert, correlated and actionable

Alerts with answers

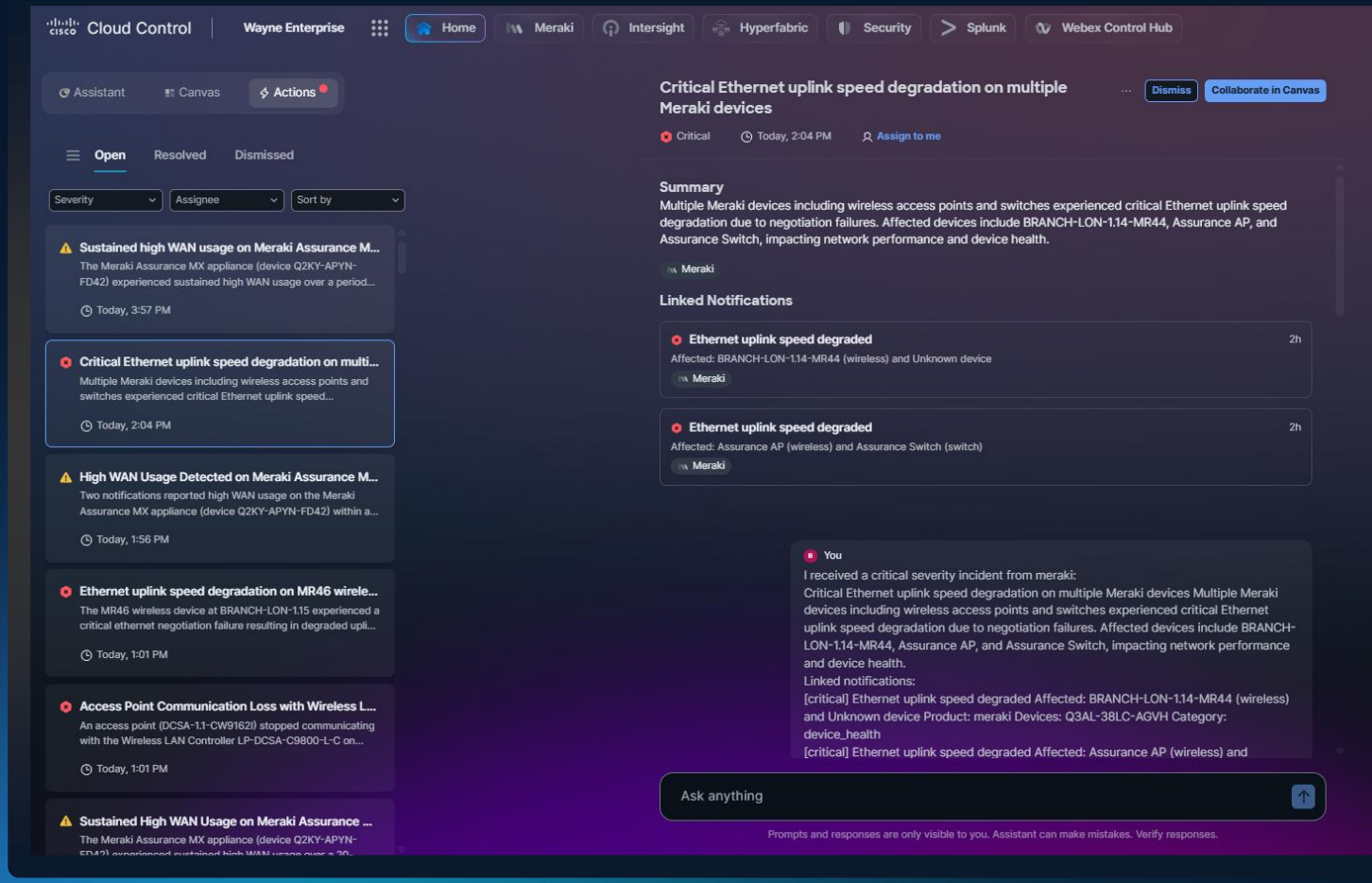
Alerts correlated across domains, paired with recommended next steps.

Personalized to how you operate

AI surfaces what matters most to you, today.

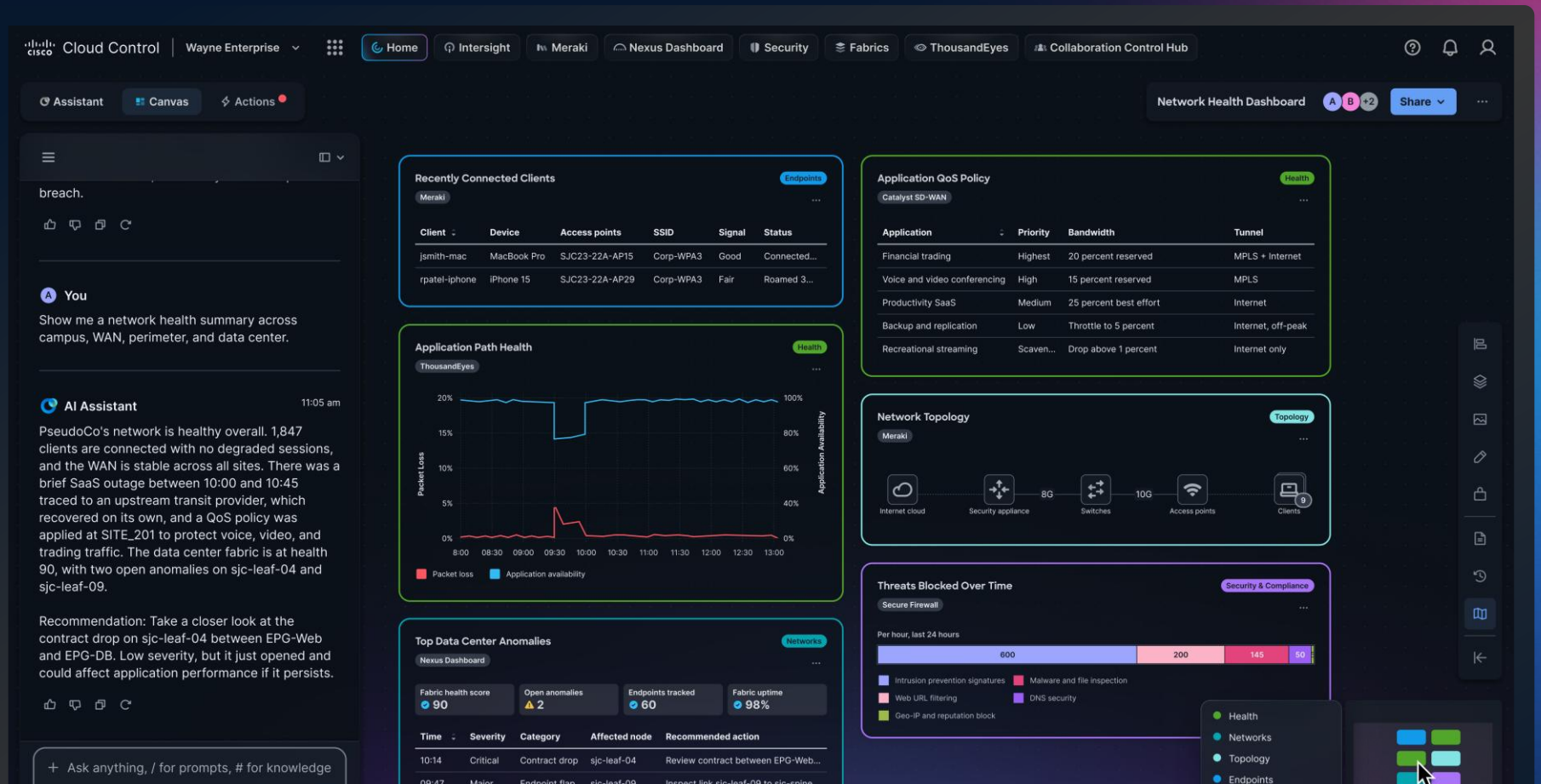
Investigate or escalate with AI

Dig deeper with the AI Assistant, or open AI Canvas with full context preserved.



Cisco AI Canvas

The industry's first multiplayer workspace for cross-domain agentic operations



Thank you

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Closing

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