



8 TELECOM GROUP LTD

Be Alert! The Future is Bright

Leading the market in the supply of solution for ICT and ELV products, 8 TELECOM has grown into a serious player. ERIC P.K. CHAN shares its success secrets.

8 Telecom Group was founded in 2004 and aim at the increasing market demand of one-stop service of solution consultation, project management, account servicing and customer service for ICT and ELV products, says Eric PK Chan, General Manager, Services Group.

“We provided a better choice to those customers who were looking for trendy solutions and best service support but were being neglected by the major market players,” Chan says.

Thereafter, 8 Telecom group gradually entered into different industry in providing ICT and ELV solutions within the timeline, as follows.

- **SMB 2004**
- **MNC 2005**
- **Chinese-funded institutions 2009**
- **Hospitality 2011**
- **Major Hotel Brand 2013**

He adds: “Certainly, China’s Belt and Road initiative, Shanghai-Hong Kong Stock connect and Shenzhen-Hong Kong Stock connect are beneficial to Hong Kong’s economy these years. As a result, the Rep office of Chinese-funded institutions setup in Hong Kong has drastically increased. In addition, major infrastructure projects like Hong Kong-Zhuhai-Macao Bridge and High Speed Rail will consolidate Hong Kong’s status as a global city and lay a new foundation for the sustained development in the future with huge economic benefits. In response to this market needs, we striving to be the Hong Kong’s leader in ICT and ELV solutions and the associated professional services provider that best understands and satisfies the solutions, product and service needs of customers.”

Total Solutions

“We are not only selling ICT and



Eric PK Chan: “Hong Kong will increase around 10 thousands hotel room supply by 2019 to cater to the needs of Hong Kong-Zhuhai-Macao travelers. 8 Telecom Group will promptly response to the market needs by expanding the company accordingly.”

ELV products to customer like others but also delivering high quality products with solution consultation and services that cope with the customer needs and budgets from the principals of ‘cutting-edge’ and ‘best-fit’ technology. We have partnered with a Well-Known UC & Networking & Wi-Fi manufacturer to provide one-stop, tailor-made ICT and ELV solutions to customer so customer shopping around is no longer necessary.”

As a customer-focused ICT and ELV solutions provider, we are passionate to deliver ICT and ELV solutions and services that support customer’s strategic objectives in both business and technology. We are committed to our core value of -- Customers always first because you’re worth it -- by delivering professional project management, comprehensive solutions consultation, dedicated account servicing and prompt customer services. Furthermore, we are self-driven and believe that the goal as a company is to have customer service that is not just the best, but legendary.

Clearing Hurdles

Chan says, the most difficult and challenging time of 8 Telecom Group was the financial tsunami of 2008-2009, when Hong Kong’s economy suffered a heavy blow in the latter half of 2008 and both external trade and domestic demand remained subdued. “However, 8 Telecom Group still persisted in the belief that success is all about people. The difficult economic environment did not distract company’s focus and we fully utilized company’s advantage to setup short-term scope to tackle such a bad business climate. Finally, no staff were laid off and we kept all the talent so we could quickly response to the recovery market in 2010.”

Bright Future

There will be a tremendous business opportunity in Hong Kong under China’s ‘one country, two systems’ management, forecasts Chan. “Hong Kong as the Global Offshore Renminbi Business Hub will further secure the position as the international financial center without question. In addition, Hong Kong will increase around 10 thousands hotel room supply by 2019 to cater to the needs of Hong Kong-Zhuhai-Macao travelers. 8 Telecom Group will promptly response to the market needs by expanding the company accordingly.”

He adds: “We treasure every individual and care about what they feel. We put the right people in the right place with appropriate responsibility, authority and trust. We encourage team spirit and motivate each other to achieve the common goal that is clearly set out by the company. That’s how we succeed,” he concludes. ■



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