

[For Immediate Release]

## **HGC Empowering the AI Era with Digital Infrastructure, Mixed Technologies, and Regional Expansion**

Advancing the Shift from Connectivity Provider to Digital Enablement Leader

**Hong Kong, 26 November 2025, [HGC Global Communications](#)** (“HGC” or the “Group”), a fully-fledged ICT service provider and network operator with extensive global coverage, today outlined its strategic direction under the wave of Industrial Revolution 4.0 and AI boom. Building on its robust digital infrastructure and technological expertise, HGC is driving innovation, delivering tailored solutions, and fostering regional connectivity to support enterprises and communities in their digital transformation journey.



*Photo caption: (from left to right) Cliff Tam, Senior Vice President - International Business & Global Data Strategy of HGC; Ben Wu, Vice President - Consumer & Mass Market of HGC; Rainbow Wong, Vice President - Corporate Business of HGC; Andrew Kwok, Chief Executive Officer of HGC; Daniel Kong, Chief Financial Officer of HGC; Argon Ho, Chief Commercial Officer – Group ICT Business of HGC; Loren Fung, Vice President - Group ICT Business of HGC; Paul Lai, Senior Vice President – Global Carrier Management & Wholesale of HGC*

HGC focuses on empowering enterprise transformation and reinforcing Hong Kong's digital economy. Supported by ongoing investment and development in future-ready telecommunication infrastructure as its foundation, the company delivers a comprehensive suite of tailor-made solutions to layer on top. HGC is actively capitalizing on the AI revolution, leveraging its core strengths in digital infrastructure, skilled talent, and enterprise-grade services. As an enabler of Eastern-Western technologies integration, the Group integrates Western innovation with Eastern efficiency to drive cross-disciplinary technological synergy, while accelerating expansion into the Southeast Asia, Greater Bay Area and other markets, further solidifying its position as a leader of regional digital growth.

**Mr. Andrew Kwok, Chief Executive Officer of HGC Group**, said, “Amid a rapidly evolving global environment, HGC’s 2025 performance across business units have demonstrated our resilience

and strategic vision. We have continued to invest in digital infrastructure and AI capabilities, enabling our transformation from a traditional telecommunication operator into a trusted partner for digital transformation. This shift has already delivered remarkable results, including our award-winning GodEye platform redefining network operations and our ongoing expansion across Southeast Asia to enhance both local and regional connectivity. Looking ahead, we are confident that our strategies will drive sustainable growth, ultimately creating value for the communities we serve, reinforce Hong Kong's position as a leading international telecom hub."

### **Delivers Robust Dual-Engine Growth Driven by AI Innovation and Consumer-Centric Strategy**

HGC's Corporate and Enterprise division continues to perform well, with serving over 46,000 large corporations and enterprises. As of 2025 Q3, gross profit of managed services and cybersecurity solutions, showed year-on-year growth of 7.4% and 52.9% respectively. HGC has achieved significant milestones in AI, including deploying an AI-powered obstacle detection system at Hong Kong's largest international container terminal and implementing an agentic AI solution for a leading telecom operator to enhance customer experience and service management. These initiatives showcase HGC's cross-industry practical AI applications capabilities.

In the competitive consumer market, HGC's strategy centered on three core pillars: cultivating customer loyalty through exceptional service quality, proactively upgrade network infrastructure to deliver superior and reliable performance, and offering comprehensive, tailored service bundles that meet diverse digital lifestyle needs. With HGC's customer-first strategy, the Group has continued to achieve steady growth, despite the highly competitive market environment. HGC has achieved an industry-leading retention rate of 83%, a churn rate below 0.6%, and an average customer tenure of eight years, as of 2025 Q3, reinforcing HGC's position as a trusted provider of innovative connectivity solutions.

### **Acquisition of XMT, Malaysia's telecom operator, AI-Ready Infrastructure, and a 70+ Data Center Interconnect Cluster**

Through strategic acquisitions and digital infrastructure development in Southeast Asia, HGC continues to gain momentum in driving global business expansion. The Group successfully acquired XMT, a fully licensed and well-known telecommunications operator in Malaysia, further strengthening its regional presence and market coverage. By integrating XMT's network with HGC's global backbone, the Group is building a high-capacity "network highway" to serve international telcos, enterprises, and OTTs. HGC has recently signed a MoU with Johor Capital Group to jointly develop the next-generation digital infrastructure hub in Malaysia under the East-West Gateway Project, which includes the construction of submarine landing points, terrestrial networks, data centre interconnects, and internet exchanges.

To further strengthen Asia's interconnectivity, HGC has built a robust regional DCI cluster connecting over 70 major data centres across Hong Kong, Singapore, and multiple Southeast Asian markets. This infrastructure supports high-speed local and cross-border connectivity, AI computing, and cloud services, reinforcing Hong Kong's position as the leading international telecom hub.

### **Delivering Tailor-Made, End-to-End ICT Solutions and Reinforcing Leadership in Cybersecurity**

HGC leverages its unique Eastern-Western technology advantage to provide regulatory-compliant and customized ICT solutions for diverse industries, spanning across on-premises deployment to cloud integration and are supported by cross-regional cybersecurity experts to drive digital transformation for large enterprises. As of 2025 Q3, the group's ICT business recorded a revenue year-on-year growth by over 10%, serving sectors including retail, education, financial services, and public utilities, and have provided custom made solutions for financial institutions, mass transit systems, and government departments.

To further enhance operational efficiency, HGC developed the GodEye Intelligence Platform, an AI-powered LLMOps solution that reduces troubleshooting time by 75% and cutting Mean Time to Repair (MTTR) by 60%. This innovation earned the Excellence in Operational Award at the GS1 Hong Kong Digital Transformation Awards.

In 2025, HGC achieved SOC 2 Type II compliance, becoming the first major managed security service provider in Hong Kong to meet this international standard, reinforcing its leadership in cybersecurity and delivering high-trust protection for enterprises.

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**About HGC Global Communications Limited**

HGC Global Communications Limited (HGC) is a leading Hong Kong and international telecom operator and ICT solution provider. The company owns an extensive network and infrastructure in Hong Kong and overseas and provides various kinds of services. HGC has 20 global offices and staff presence in 33 cities worldwide. It provides telecom infrastructure service to other operators and serves as a service provider to corporate and households. The company provides full-fledged telecom, data centre services, ICT solutions and broadband services for local, overseas, corporate, SME and mass markets. HGC owns and operates an extensive fibre-optic network, five cross-border telecom routes integrated into tier-one telecom operators in mainland China and connects with hundreds of world-class international telecom operators. The company is committed to further investing and enriching its current infrastructure and, in parallel, adding on top the latest technologies and developing its infrastructure services and solutions. In 2019, HGC Group completed the acquisition of Macroview Telecom Limited (Macroview), a leading digital technology solution and managed services provider. The addition of Macroview further accelerates HGC Group's digital transformation path and positioning as a pioneering ICT and digital services leader. HGC is a portfolio company of I Squared Capital, an independent global infrastructure investment manager focusing on energy, utilities, transport, social infrastructure, digital infrastructure, and environmental infrastructure in North America, Europe, Latin America and Asia.

To learn more, please visit HGC's website at: <https://www.hgc.com.hk/>

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