

# 2008 VISIONARY AWARD

Greater China Visionary



MTR CORPORATION LTD.

## Daniel Lai

### Career Highlights

- Head of Information Technology/Chief Information Officer, MTR Corporation Ltd, 1999 to Present
- Chairman, CIO Board, Hong Kong, 2007 to Present
- Adjunct Professor, Graduate University of the Chinese Academy of Sciences, appointed 2008
- President, Hong Kong Computer Society, 1998 to 2004
- Acting Director of Information Technology, The Hong Kong Jockey Club, 1997 to 1998
- General Manager, Hong Kong Jockey Club Systems (Australia) Pty Ltd, 1991 to 1994

### Education

- Diploma in Management Studies, Hong Kong Polytechnic University
- Higher Diploma in Computing Studies, Hong Kong Polytechnic University
- Master in Technology Management, Griffith University, Australia

### Awards/Recognition

- Asia CIO Award, *CIO Magazine* (2003, 2005, 2008)
- China Distinguished CIO Award, *IT Manager Magazine* (2007)
- CIO of the Year, *ZDNet* (2006)
- Honour Laureate, *Computerworld* (2004)
- One of the 6 most influential IT leaders in North Asia, *MIS Asia* (2006)
- Outstanding Alumni, Hong Kong Polytechnic University (2001)
- Bronze Bauhinia Star, Hong Kong SAR Government (2004)
- Justice of Peace, Hong Kong SAR Government (2001)

### Tech Trends to Watch

- Ubiquitous Web 2.0 applications
- On-demand and cloud computing
- Adoption of Unified Communications
- SaaS

In December 2007, Hong Kong's MTR Corporation Ltd. merged with Kowloon Canton Railway Corporation to increase the efficiency of the city's transportation network. To reassure the public, MTR promised to cut fares by 10 percent the first day the merger was finalized—and freeze them through June 2009. For his role in merging these two railroads while keeping security on track and helping the company keep its promise to the people, Symantec recognizes Daniel Lai, Head of Information Technology at MTR Corporation, as a 2008 Greater China Visionary.

MTR was faced with significant IT challenges due to the merger. The number of computer and information systems users, servers, and network nodes all doubled, while emails and internet traffic increased almost 150 percent. IT infrastructure and systems needed to be integrated and consolidated, and information and BCP requirements needed to be enhanced.

To achieve this significant goal, MTR deployed a wide range of Symantec technology solutions, turning to Symantec Consulting Services for implementation assistance, Symantec Education Services for training, and a host of services from Symantec Partners including Toppan Forms Computer System Limited, Hewlett Packard HK SAR Limited, Titanium Technology Limited, and Systex Information (H.K.) Limited. First, in order to prevent sensitive information leaks, the MTR team deployed Symantec Security Information Manager. Second, seeking high availability for business-critical applications while maintaining cost efficiencies, Lai and his team turned to Veritas Cluster Server. Leveraging its N+1 technology, the team implemented a 3:1 local cluster architecture that achieved a 33 percent hardware cost avoidance. Third, Lai and his team standardized backup and recovery on Veritas NetBackup. The consolidated solution has enabled the team to accommodate 25 percent annual growth in data volume with no growth in IT staff. In addition, the team slashed backup windows three-fold while reducing overall administrative time. Fourth, with burgeoning a spam volume and a regular occurrence of false positives, the team opted to roll out Symantec Brightmail Gateway; results include a reduction of false positives to less than one percent and a decrease in spam to less than three percent of all email received. Fifth, for consolidated endpoint security, the team migrated to Symantec Endpoint Protection 11.0, which stops an average of 30,000 threats per month.

