

Newsletters

CTC Union Advances Enterprise Digital Transformation by Embedding AI Agent into Business Operations

—Supporting knowledge management, streamlining business processes, and improving operational efficiency across the organization.

[Taipei, Taiwan] CTC Union Technologies Co., Ltd. (CTC Union), founded in 1993, has been dedicated to the research, development, and manufacturing of networking solutions



for more than three decades. The company's product portfolio includes telecom and industrial Ethernet switches, fiber optic transmission equipment, and various networking solutions widely deployed in railway transportation, security surveillance,

power utilities, and other critical infrastructure applications. CTC Union serves customers in more than 100 countries worldwide.

Over the years, CTC Union has continuously invested in industrial networking technologies while adapting its product strategies to evolving market demands. As smart manufacturing, smart transportation, and critical infrastructure continue to advance toward digitalization, customers' expectations for industrial networking solutions have expanded beyond stable connectivity and transmission performance. Increasingly, they require stronger cybersecurity protection, system integration capabilities, and long-term operational reliability.

To address these evolving requirements, CTC Union has strengthened its industrial cybersecurity capabilities by incorporating the **"Security by Design"** concept into its product development process. The company has introduced products compliant with international standards, including **IEC 62443-4-1** and **IEC 62443-4-2**, while also preparing for evolving cybersecurity regulations such as the **EU Cyber Resilience Act (CRA)**. These efforts help customers build more secure and reliable industrial network environments.

In addition to advancing product technologies, CTC Union has actively promoted internal digital transformation. The company views AI adoption not simply as the implementation of new tools, but as a way to integrate AI capabilities with existing business processes and professional expertise to improve operational efficiency and work quality.

To accelerate AI adoption within its operations, CTC Union has implemented **AI Agent**, a solution provided by **Data Systems Co., Ltd.**, and is exploring practical AI applications across different business processes.

Currently, the AI Agent solution has been gradually applied in areas including enterprise knowledge management, document search, information organization, and procurement process automation. Through these applications, employees can access required information more efficiently, reduce repetitive tasks, and improve overall departmental productivity.

During the AI implementation initiative, Edward Chang, Executive Assistant of the General Manager's Office at CTC Union, oversees the coordination of the project and works closely with the internal AI implementation team. Based on actual business requirements, the team identifies suitable workflows for AI adoption, establishes application models, and develops management practices. CTC Union also places strong emphasis on data security and information accuracy by incorporating human review and management procedures to ensure AI applications align with business requirements.



CTC Union's competitive advantages are built upon more than 30 years of accumulated industry experience, a strong in-house R&D team, and manufacturing capabilities. From product design and manufacturing to quality validation and technical support, the company provides comprehensive capabilities to deliver networking solutions tailored to diverse industry requirements and respond quickly to global market needs.



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Looking ahead, CTC Union will continue to focus on industrial networking and cybersecurity while expanding the application of **Data Systems AI Agent** and digital tools across its operations. Through continuous investment in technology and digital transformation, CTC Union will further strengthen its capabilities as an industrial networking partner, supporting customers in building secure, reliable, and resilient network infrastructures while addressing the challenges of digital transformation.

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About CTC Union

Founded in 1993, CTC Union Technologies is a leading Taiwanese manufacturer of networking and telecommunications equipment. Certified to ISO 9001 and ISO 14001, the company operates its own R&D team and manufacturing facilities, delivering high-quality Industrial Ethernet, PoE, EN50155 Railway, E-Mark Certified Ethernet Switches, Carrier Ethernet, and FTTP CPE solutions.

With more than 30 years of networking expertise, CTC Union is committed to innovation and cybersecurity. Guided by the IEC 62443 cybersecurity framework and a Security by Design approach, the company delivers secure, reliable, and high-performance networking solutions to customers worldwide.