Factsheet
Thales in Taiwan
Highlights

Aerospace
- More than 50% of Taiwanese aircraft are equipped with Thales technology (A330, A320, ATR72).
- Thales has delivered a wide range of Navigation Systems, Cockpit Display and Flight Control Units to Taiwanese international airlines.
- Thales avionics products equip Airbus aircrafts from major Taiwanese airlines including EVA Air, China Airlines and Starlux.
- The company has a strong presence in Air Traffic Management with 2 L-Band and 6 S-Band radars around the island.
- Thales equips major airports traffic control towers with high-end communications systems. Taoyuan International Airport uses Thales Instrument Landing System.

Transportation
- Thales secures Taiwan mainline rail networks with the supply of ETCS Level 1, point machines and axle counters.
- The company is also a leading supplier of ticketing gates for Taipei Metro MRT and Taiwan High Speed Rail.
- A total of 116 MRT stations are equipped with Thales Automatic Fare Collection System around the island.
- Over the past few years, Thales has been connecting city suburbs with light rail signalling systems in Danhai, Ankang and Kaohsiung. The turnkey solution includes vehicle localization, security services, communications and Operation Control Centers.
- Thales is working closely and continuously with local authorities to improve the safety of the Taiwanese railway network.

Digital Identity & Security
- For many years, Thales has been working with the government to provide passport and ID solutions to Taiwanese citizens.
- In 1997, Thales opened a banking personalization center in New Taipei. This site produces more than 20,000 credit cards a day, directly shipped to the Taiwanese citizens.
- Thales provides finance-dedicated solutions to more than 80% of Taiwanese banks. The company secures all transactions and payment information.
- Thales fully supports Taiwan’s Industry 4.0 and our modules equip Smart Factories all around the island. Major local industry players use our embedded SIM and 5G IoT module solutions.
- In 2021 only, Thales Taiwan sold more than 25,000 5G IoT modules to local customers.
- As of 2021, Thales holds a market share of 75% on Hardware Security Modules in Taiwan, securing most of the banks payment transactions.

Space & Research
- Thales Alenia Space, a joint venture between Thales and Finmeccanica, is a key player in space telecommunications, navigation, earth observation and space exploration globally.
- Thales continues to set the global standard for telecommunication satellites. All telecom constellations operating today were built by Thales.
- Thales has also built all European Meteosat observation satellites.
- In Taiwan, Thales is a long term supplier of high-tech mirrors, electron tubes and lasers for universities and the National Synchrotron Radiation Research Center (NSRRC).

Thales in Taiwan:
- Established in Taiwan since 1992.
- Headquartered in Taipei’s Neihu District since 2021.
- Over 100 employees.
- Driven by local talent with a workforce that is 97% Taiwanese.
- Serving markets in Digital Security, Ground Transportation, and Aerospace.
Thales in Taiwan – Factsheet

Thales Taiwan major markets include Air Traffic Management and Avionics equipment. The company provides services to local airlines and the civil aviation authority. In addition, Thales is a major supplier of ground transportation systems, including signalling, operational control and communication centers, for mainline rail operators and light rails.

Since its establishment in 1992, Thales Taiwan has developed strong partnerships with local companies. In 2019, Thales Group acquired Gemalto, a global leader in digital identification and data protection, enabling the company to offer an even more comprehensive portfolio of solutions (system, equipment, services etc.) to its customers.

In 2021, Thales Taiwan established its new headquarters in Taipei Neihu district, gathering all its different experts in one place to deliver the best customer value proposition. Thales is strongly committed to support Taiwan’s digital transformation with state of the art technology in Transport, Aerospace and Security.
Aerospace

Air Traffic Management:
For many years, Thales has been a major supplier of civil radars and Air Traffic Management communications systems. We are a proud longstanding partner of the Taiwanese Air Navigation and Weather Services (ANWS) and provide a wide range of solutions from Instrument Landing Systems to L and S band radars. Thales avionics products equip Airbus aircrafts from major Taiwanese airlines including EVA Air, China Airlines and Starlux.

Since 2010, Thales has been operating the Air Traffic Control Center at Taoyuan Airport, centralizing flight information from the entire island. This center is using Thales Eurocat X.

Thales was awarded a contract in 2019 for the Taiwan Air Traffic Management System Mid-life Upgrade Project. This key project delivers a full replacement of all systems hardware along with some key functional enhancements to the Air Traffic Management Automation System (ATMAS) software baseline, for the Aero Control Centres (ACC) and Approach Control Centres (APP) in Taipei and Kaohsiung, as well as eleven Control Towers, two Simulators and a Training Institute (ATI).

Thales has successfully replaced Long Range enroute radars in Sandiaojiao and Eluanbi. These new radars, situated at the northern and southern tips of Taiwan, are helping to provide surveillance over Taiwan’s vast coastal areas - as far as Okinawa up north, to the Philippines down south. Thales is proud of bringing expertise from overseas, training local staff and transferring technology to build local capabilities.

ANWS collaboration has grown stronger over the years, largely due to the dedication of the Thales Taiwan teams, better mutual understanding and strong cooperation. The new radars will be far more powerful, compact and technologically superior, ensuring that Taiwan is able to protect its coastal areas with ease.

In 2021, building upon the strong partnership fostered with Thales, ANWS awarded Thales with a contract to deliver three next-generation radar systems comprising the STAR NG primary surveillance radars co-mounted with RSM NG secondary surveillance radars for the airports of Taipei, Hualien and Taitung. Thales now operates 8 of 11 civil radars in Taiwan, which include both L-band and S-band radars.

Transportation

Thales in Taiwan supplies diverse transportation solutions for main railway, subway, and light rail to support elevated commuter experiences across Taiwan. Our main customers include major transport providers Taiwan Railways Administration (TRA), Taiwan High Speed Rail Company (THSRC), Taipei Rapid Transit Corporation (TRTC), Kaohsiung Rapid Transit Corporation (KRTC) and more recently New Taipei Metro Corporation (NTMC).

Axle counter system for Main Line operator (TRA):
Since 2013, Thales has been a pioneer in bringing axle counter solutions to the Taiwanese market. Featuring a system of sensors built into railway tracks, the cutting-edge solutions enhances the safety of rail operations by allowing the reliable detection of train positions. To support these operations, Thales has established an axle counter team based in Taiwan with System Design capability.

The group has now attained over 90% of the market share in this solution in Taiwan, with over 7000 rail contacts installed in the Taiwan Railway Administration network.

High performance ticketing and Revenue Collection Systems:
To enable faster and more efficient journeys, the Taipei Rapid Transit Corporation selected Thales in 2016 to upgrade Taipei’s public transport network with an end-to-end, fully contactless Automatic Fare Collection solution that integrates 116 metro stations.

Taiwan’s High Speed Rail network is also fully equipped with Thales AFC solution for fast and convenient ticket purchasing and train access. The comprehensive solution includes an internet reservation system with QR code tickets (paper or smartphone), magnetic tickets and contactless smart cards.

LRT Projects in Danhai, Ankeng and Kaohsiung:
Thales Taiwan acts as an importance interface between the end customer and internal entities, communicating and performing project management, local technical supervision and warranty tasks for Signaling, Communication and SCADA systems (Supervisory Control and Data Acquisition). The completion of the Danhai, Ankeng and Kaohsiung light rail projects by our teams demonstrates Thales’s successful contribution to the local industry.

Taoyuan Airport is equipped with Thales’s Instrument Landing System. (Credit: iStock)

The successfully completed Kaohsiung railway. (Credit: Thales)
Digital Identity & Security

With Thales Digital Identity and Security (DIS), Thales has expanded its footprint within the digital field. Alongside an extensive portfolio of banking solutions, Thales also works closely with the government to provide passport and ID solutions to Taiwanese citizens. With an increased production capacity and higher efficiency, Thales is maintaining its commitment towards supporting the development of Taiwan.

Banking:

Thales provides finance-dedicated solutions to more than 80% of the banks and secures all transactions and payment information. Major customers include CTBC, Taipei Fubon Bank or new online banks such as LINE bank and NEXT bank. In our commitment to supporting the sector and provide top-of-the-line services, we have supported a banking personalisation center in Taipei since 1997, producing more than 20,000 credit cards a day dedicated to the Taiwanese market.

Apart from credit card and personalisation services, DIS also provides software solutions such as NFC project to reduce risks for the customers and accelerate project execution.

Following the group policy of reduced carbon emissions, Thales supplies Taiwanese banks with eco-friendly solutions. It includes recycled credit cards and a new carbon offset programme in collaboration with globally recognized NGOs.

Cybersecurity:

In an age of rapid digitalisation, Cybersecurity is of utmost importance for governments and businesses alike. Thales is a global leader in the Cybersecurity market and has an extensive range of ready, effective solutions for a wide range of unique needs. In Taiwan, Cybersecurity is a strategic market for Thales and in our commitment to make the island safer, we provide high-tech components to secure Taiwanese passports as well as High Speed Encryption modules. In line with Taiwan’s ‘Cybersecurity is National Security 2.0’ strategy, all our solutions come with local support and maintenance in highly secured servers.

Thales provides 75% of Hardware Security Modules (HSM) in Taiwan, mostly to banking customers. Thales is also a major player in on-site security services, selling employee smart cards and ID. This market includes large manufacturing companies such as TSMC (Taiwan Semiconductor Manufacturing Company).

Thales is also a trusted partner of Mediatek for penetration testing and cybersecurity certification of in-house chipsets before shipping to end customers.

Telecommunications:

Thales 5G modules are widely recognized in the Taiwanese market, providing secure high-speed connectivity to consumers all over the island. With an over 30-year footprint in the SIM card industry, Thales has expanded its offerings to supply Mobile Network Operators with e-SIM services, enabling them to stay competitive in a world of digital transformations. Taiwanese customers include Chunghwa Telecom, FET, Taiwan Mobile or Asia Pacific Telecom. In 2021 only, Thales sold more than 25,000 5G Cinterion IoT modules to the Taiwanese industry.

As businesses and governments turn to Big Data, Cloud, and Data Centre solutions to process personal and corporate information in safer and more efficient environments, Thales has worked to develop innovative solutions to support our partners’ needs. Thales provides all digital security solutions related to this evolution, enabling organizations to offer trusted digital services.

In order to accelerate Taiwan’s Digital Development, Thales provides 5G modules for Smart Manufacturing and is developing Smart City solutions such as Traffic Management, Drones, or Smart Metering to improve citizens’ services.

Banks in Taiwan rely on Thales’s innovating green technology. (Credit: Thales)

Space:

In the Space domain, Mobile Network Operators are developing satellite-based communications and Thales is here to support them with globally recognized solutions, both in Low Earth Orbit (LEO) and Geostationary Orbit (GEO). Thales can also provide components for Ground Communications, Space Exploration and launching capabilities.

Thales supports connectivity in Taiwan with globally recognized satellite solutions. (Credit: Thales)