

DOC

DIGITAL OPERATIONS CENTER

Comprehensive and Global Service with a 360° vision for Cyber Security and Cloud services.

The most agile levels of monitoring and care are integrated with the specialisation of **competence centres** to offer the best possible solutions.



Monitoring of security and Cloud services in the customer's infrastructures.



24x7 Support to ensure that the service is provided in a reliable and safe way.



Global Management and Resolution for critical services ensures that all capabilities are made available through the governance and control model, maximising the customer experience.

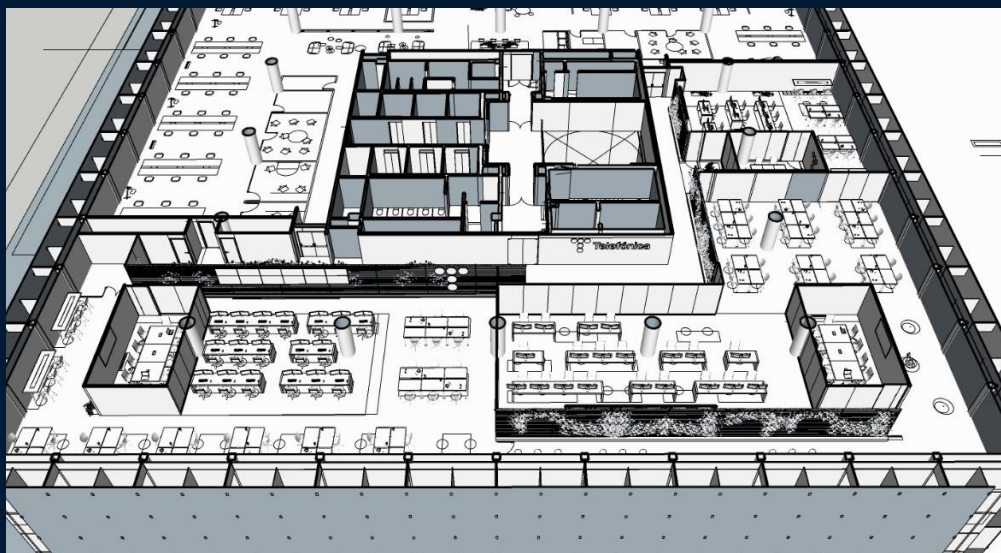


Made up of people in charge and expert lines for each type of customer/service who supervise all processes and actions, as well as specialised and multidisciplinary staff.



Modularity and integration. The DOC's end-to-end service has the ability to integrate manufacturers and customers into specific conference rooms, thereby increasing the capabilities in service delivery.

FACILITIES:



1000m² surface

3 areas, one of them totally independent

3 large videowalls

3 multitechnology integration rooms

+50 real-time monitoring stations

+70 specialized operational positions

Capacities

+5.5 M customers

B2B from Telefónica
in **175 countries**

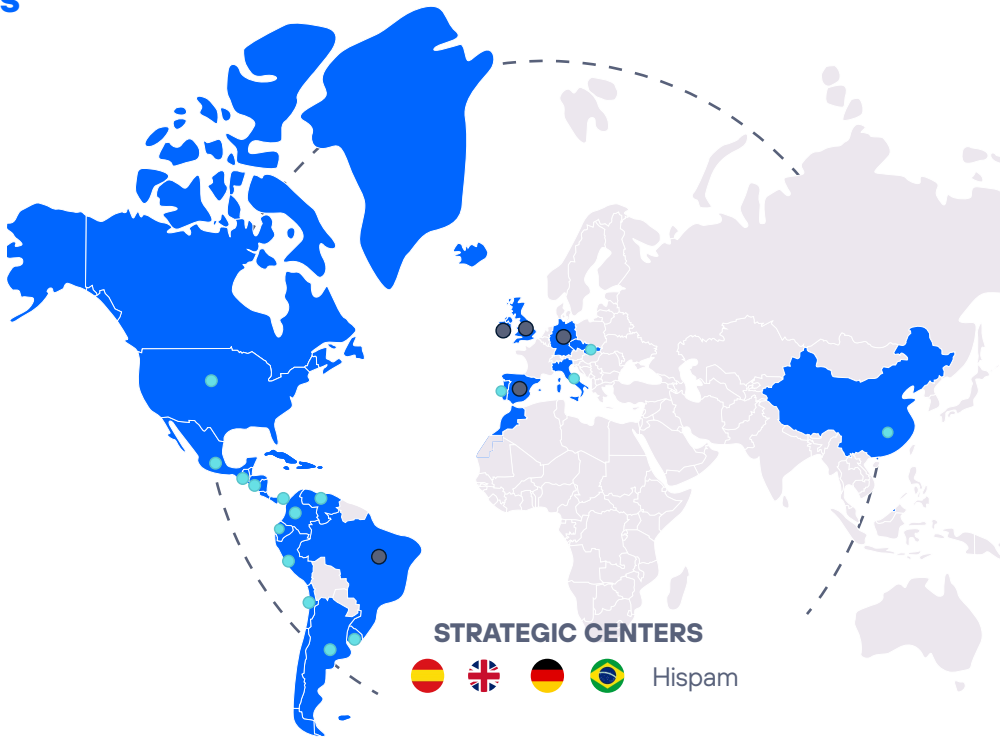
**11 Security Operations
Centres**

+33,6% year-on-year
growth

~4.000 professionals
+27 nationalities

~3.000 certifications

60% of offshoring



Digital Operations Centers

Service Support Center

CRITICAL
INCIDENT
MANAGEMENT

CHANGE
CONTROLS

PROACTIVE
TICKETING
MANAGEMENT

VULNERABILITY
MANAGEMENT

MONITORING
MANAGEMENT

24x7 Specialist Support

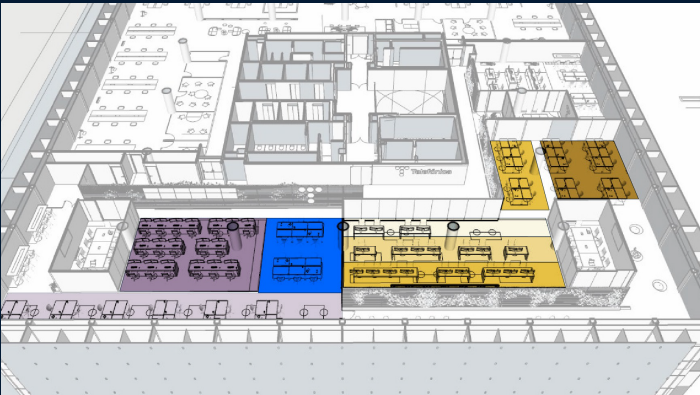
SPECIALISED
TECHNICAL
CENTERS

PERIMETER	PROXY/MAIL	NAC	CLOUD	WAF	CLEAN MAIL	CLEAN PIPES	PERIMETER	MASSIVE SERVICES	CYBERTHREATS	VULNERABILITY MANAGEMENT	ANTIFRAUD	IT / OT SECURITY MONITORING	EDR / IR	PS+MS SSOO + BBDD + MDW	IaaS + PaaS + Virtualizados	Almacenamiento y Backup	Hyperscalers	Cloud Comms CCC	Cloud Networking + Seguridad	Hosting CPD
-----------	------------	-----	-------	-----	------------	-------------	-----------	------------------	--------------	-----------------------------	-----------	--------------------------------	----------	----------------------------	--------------------------------	----------------------------	--------------	--------------------	---------------------------------	----------------

Level 1

Level 2

Level 3 Specialised Support



DOC 1

N1 N2

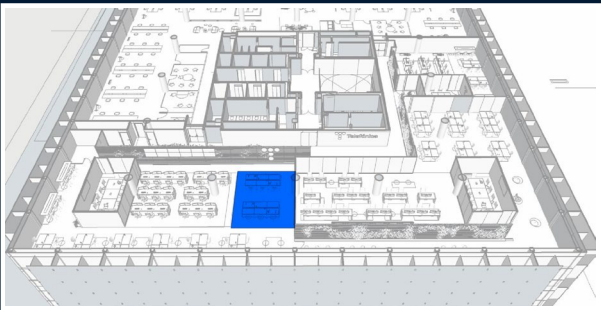
SSC

SSC

DOC 2

CT 1 CT 2 CT 3 CT 4 CT 5

Service Support Center



● SSC

Cyber
Security



SSC



Cloud



Leads, prioritises, streamlines and simplifies the management of critical affected incidents.



Supervises and coordinates the operation of the services delivered to the customers with E2E vision.



Proactive control of operations.



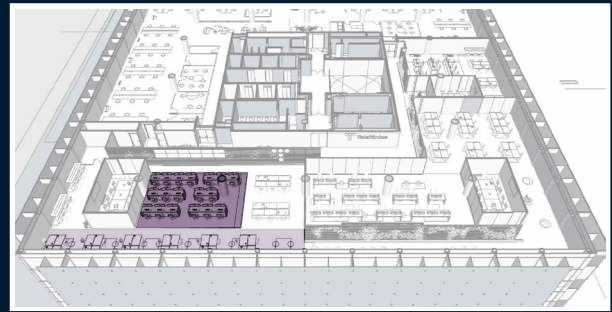
Scheduled change control and tracking of relevant changes.



Main objective: reduction of MTTR (Mean Time To Repair/Recover).



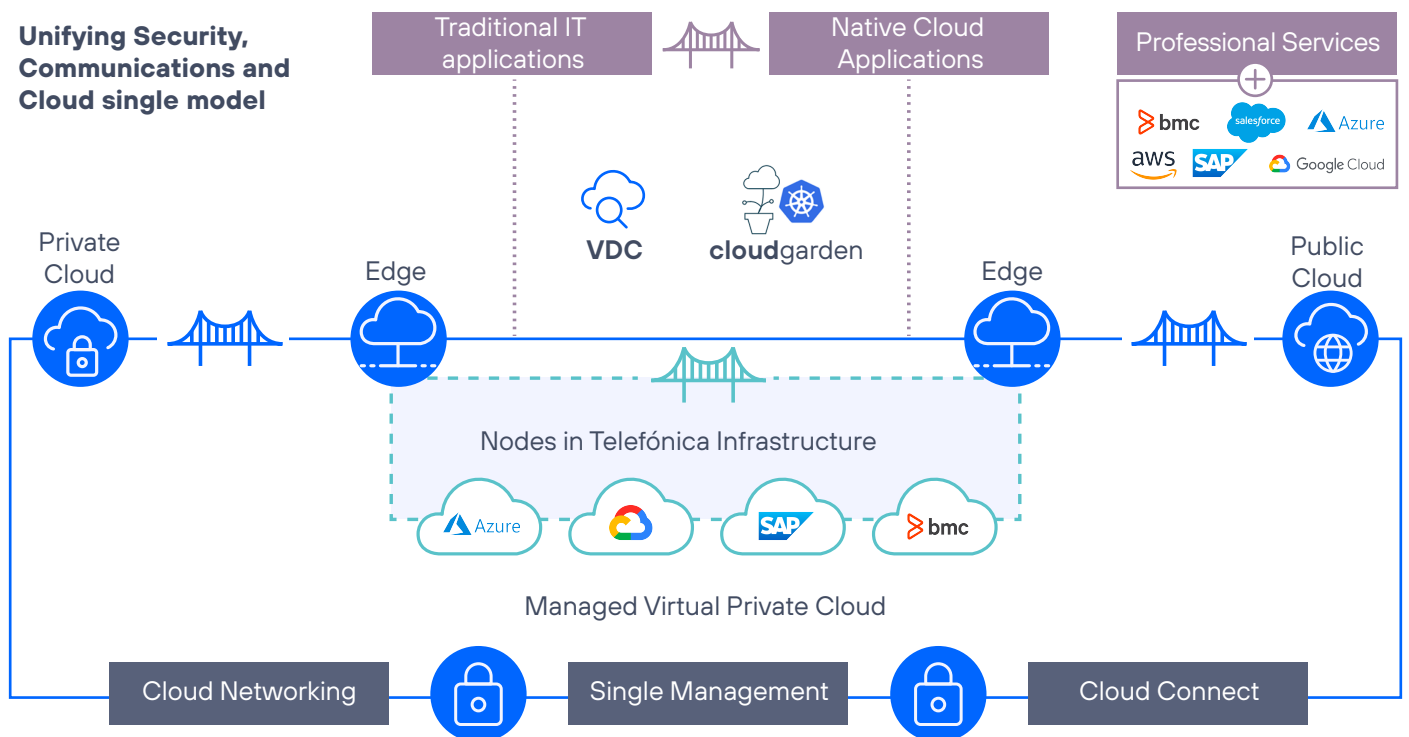
Cloud Operations



● N1 ● N2

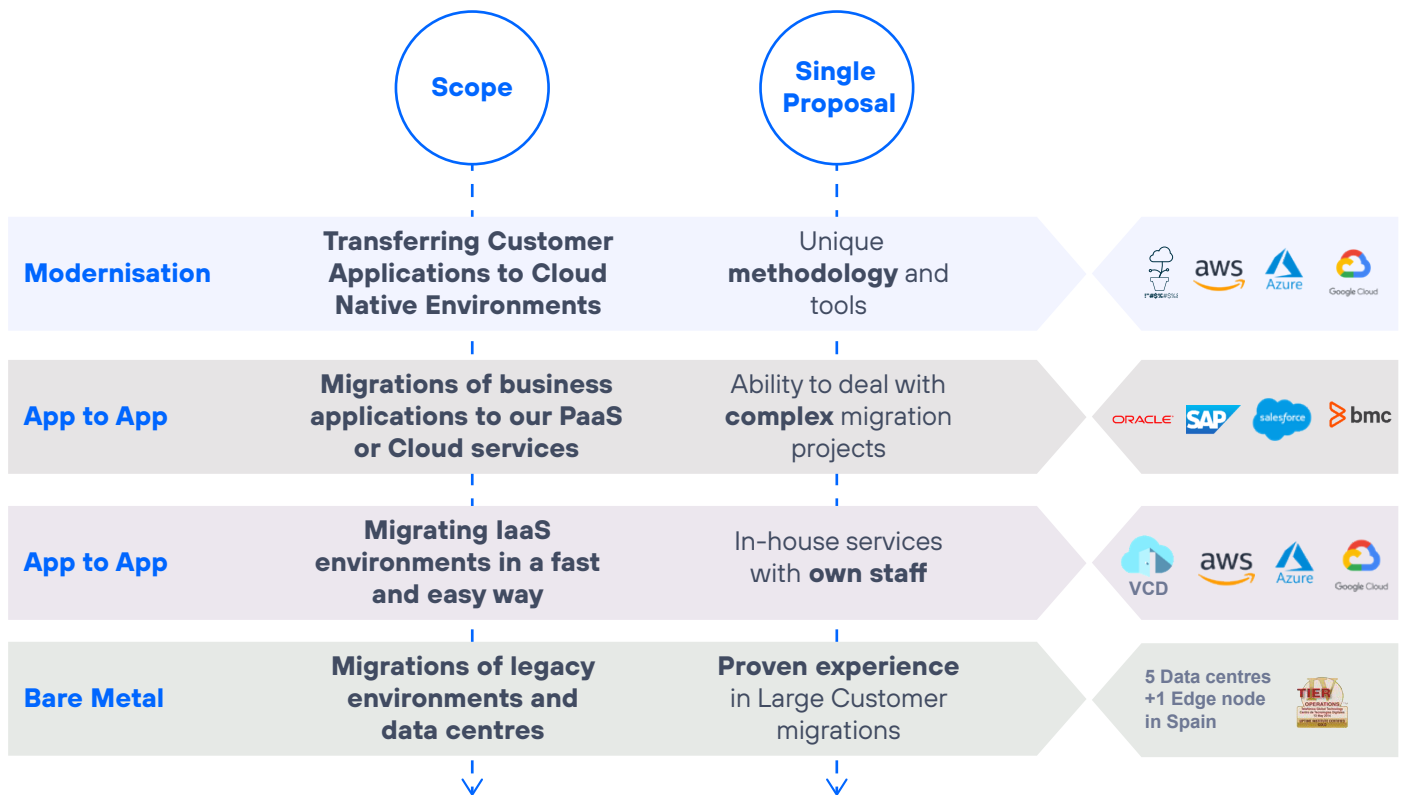
Telefónica's secure Hybrid Cloud model

Unifying Security, Communications and Cloud single model



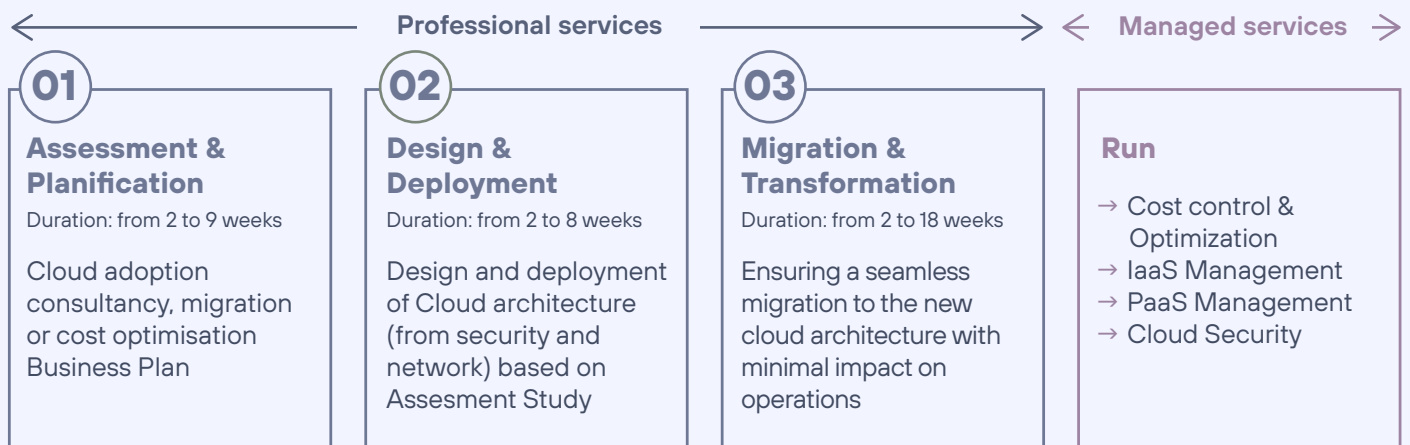
Supporting our customers in their next step

Find out about your Cloud Journey



Providing Managed Professional Services

Enabling the adoption, evolution and improvement of services in CCPP



...And customised adoption services with certified analysts, architects and engineers

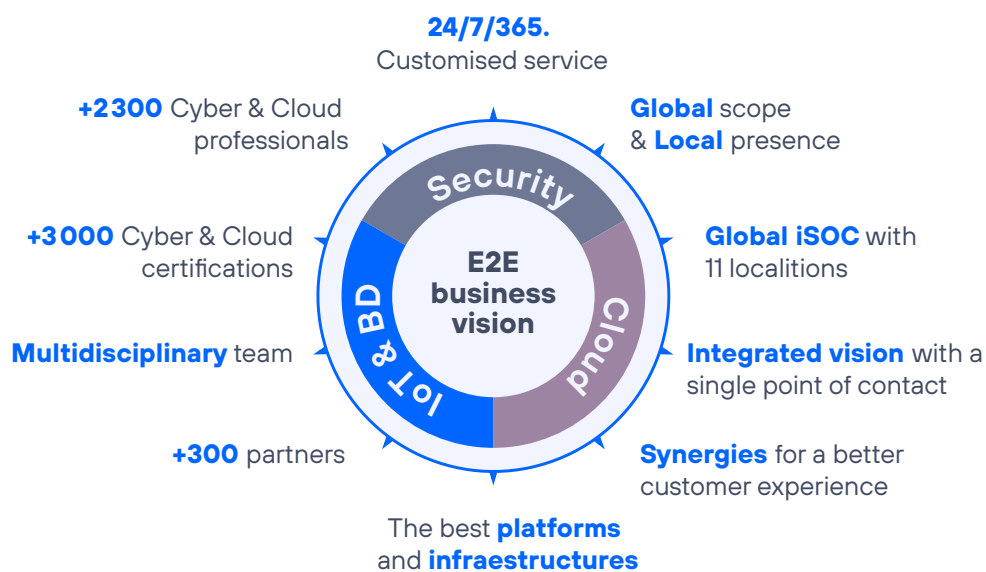


Cyber Security Operations



● CT 1 ● CT 2 ● CT 3 ● CT 4 ● CT 5

Evolving the traditional Managed Services approach to a team of experts and an 'Intelligent' Security Operations Centre to deliver an E2E vision



Our two value proposition models to adapt our capacity to the needs of the customer



Industrialised SOC

Security operations according to industrialised services

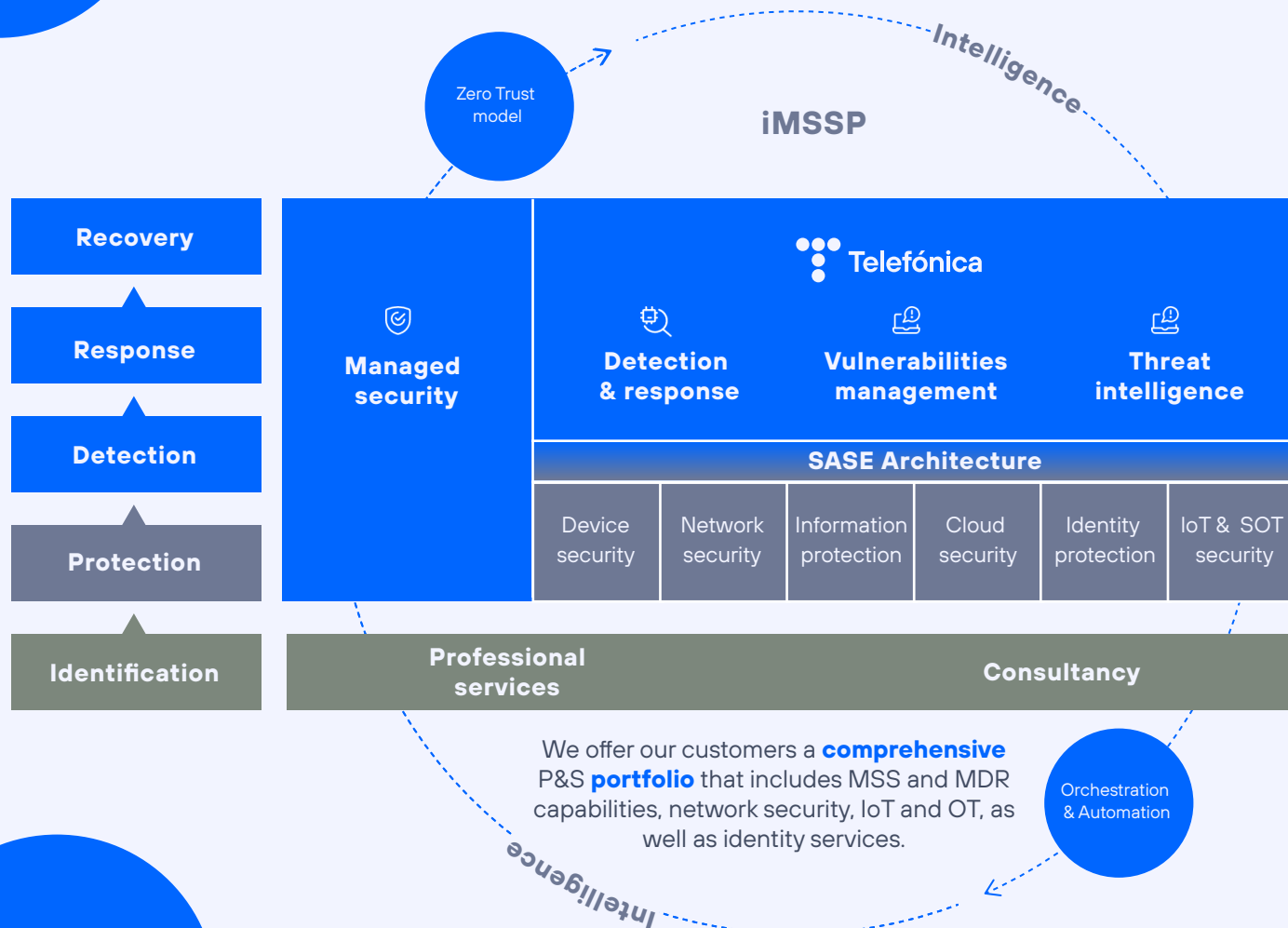
- Industrialised service.
- Experts located on Telefónica's premises.
- Multi-tenant platforms and tolos.
- Experts partially dedicated to the client.

Customised SOC

Security operations with customised service

- Personalized service on the basis of industrialised service.
- Experts located at Telefónica's or the customer's premises.
- Customer or Multi-tenant platforms and tools
- Dedicated customer experts with overflow at SOC technical centres.

Cyber Security Value Proposition Smart MSSP



We offer our customers a **comprehensive** P&S **portfolio** that includes MSS and MDR capabilities, network security, IoT and OT, as well as identity services.

2021 © Telefónica Cybersecurity & Cloud Tech S.L.U. Todos los derechos reservados.

La información contenida en el presente documento es propiedad de Telefonica Cybersecurity & Cloud Tech S.L.U. (en adelante "Telefónica Tech") y/o de cualquier otra entidad dentro del Grupo Telefónica o sus licenciantes. Telefónica Tech y/o cualquier compañía del Grupo Telefónica o los licenciantes de Telefónica Tech se reservan todos los derechos de propiedad industrial e intelectual (incluida cualquier patente o copyright) que se deriven o recaigan sobre este documento, incluidos los derechos de diseño, producción, reproducción, uso y venta del mismo, salvo en el supuesto de que dichos derechos sean expresamente conferidos a terceros por escrito. La información contenida en el presente documento podrá ser objeto de modificación en cualquier momento sin necesidad de previo aviso. La información contenida en el presente documento no podrá ser ni parcial ni totalmente copiada, distribuida, adaptada o reproducida en ningún soporte sin que medie el previo consentimiento por escrito por parte de Telefónica Tech. El presente documento tiene como único objetivo servir de soporte a su lector en el uso del producto o servicio descrito en el mismo. El lector se compromete y queda obligado a usar la información contenida en el mismo para su propio uso y no para ningún otro. Telefónica Tech no será responsable de ninguna pérdida o daño que se derive del uso de la información contenida en el presente documento o de cualquier error u omisión del documento o por el uso incorrecto del servicio o producto. El uso del producto o servicio descrito en el presente documento se regulará de acuerdo con lo establecido en los términos y condiciones aceptados por el usuario de este para su uso. Telefónica Tech y sus marcas (así como cualquier marca perteneciente al Grupo Telefónica) son marcas registradas. Telefónica Tech y sus filiales se reservan todos los derechos sobre las mismas.