

## NETWORK SECURITY

# Security Management

### HOW CAN TELEFÓNICA TECH HELP YOU?

We ensure the availability and evolution of your organisation's security equipment and infrastructure through innovative management of security devices

There are multiple internal and external factors that create the need for customers to rely on a provider such as Telefónica Tech to **advise, assist and guide them with the management of their security infrastructure.**

An ever-growing threat environment requires a continuous evolution of security. **The market**, however, **lacks accessible, specialised talent and organisations have limited budgets** to meet these challenges. In addition, they face increasingly stringent **regulatory requirements**

**and complex communication with vendors** due to a diverse and highly variable ecosystem.

As a result, organisations need managed services and professional services to **respond to their needs by identifying improvements and evolutions** to their infrastructure.

### WHO IS THIS SERVICE FOR?



Small organisations requiring **equipment supply and installation or maintenance management capability.**



Large organisations **requiring full or partial management** of their security infrastructure.



Medium-sized organisations that **do not have the ability to retain** or find qualified talent and need specialised support.



Organisations **in need of experts to tackle complex security architecture and technical consultancy projects.**

## OUR VALUE PROPOSITION

### Our service

Telefonica Tech's security management service aims to respond to the different needs of organisations in a modular way, allowing it to be an adapted and personalised response for each entity.

The goal of the security management service is for each organisation to manage and administer its security as efficiently as possible with the assistance of Telefonica Tech.

### What does it allow you to do?

The service will allow organisations to access the following modules in a staggered way to suit their needs:

- › **Supply and installation:** Expert teams for the supply and installation of security technologies.
- › **Maintenance:** Contract management and authorised returns procedures (RMA).
- › **Specialist support:** Best practice security management advice for equipment.

- › **Health monitoring:** Automation of equipment health and refurbishment.
- › **Delegated administration:** Ensures optimal performance and compliance with security policies.
- › **Delegated administration** with technical office: Customization of the service to the customer's needs with dedicated experts.

Together with a team of **security consultants and architects**, experts in the main technologies, which allows them to tackle complex projects on architecture and technical security consultancy with solvency.

## Benefits

### Time and resource efficiency

Outsourcing based on a predictable pricing model is a more attractive alternative to in-house construction.

### Escalability

Our flexible service model and scalable infrastructure facilitate scalability with the reality of your business.

### 24/7 Global Coverage

Service powered by our iSOC with global reach, multilingual support, and operations in our 11 locations.

### Consulting expertise

Our team of experienced consultants and analysts help you achieve the maximum return on your technology investment.

### Multi-vendor and multi-platform support

Our vendor relationships and test lab help us evaluate new technologies and help you decide if they are right for you.

### Visibility

Device status tracking and case management through real-time dashboards, along with robust reporting capabilities.

### Customisation

Our service is able to adapt to the specific needs of each client, allowing us to adjust the customisation and proactivity of the service according to their needs.

## Telefónica Tech's differential value



We have the capacity to manage **installations of all types of security complexity** (installation, maintenance, support, and administration).



We significantly **reduce the risk of a cyberattack** on your organisation.



**We increase your business' cybersecurity maturity**, strengthening and improving your company's ability to protect against threats.

### EQUIPMENT, TEAMS AND ACHIEVEMENTS

#### Our teams

- › **+450 professionals.**
- › **+500 security** certifications.
- › **+18 years managing** both internal and customer devices.

#### Achievements

- › **+ 20K** managed devices.
- › **+ 700 customers** from **+10 sectors.**
- › **+ 300 projects.**
- › **+ 400K tickets** solved.

### BUSINESS MODEL

It is a modular service, i.e., it allows for modular contracting to suit the customer's needs and provide access to Telefonica Tech's top-level SOC professionals.

Our SOC professionals can carry out installation and/or migration projects, as well as providing maintenance, support, and monitoring services. Administration and technical consultancy 24/7, with certified and experienced personnel.

**Maintenance:** Responds to an organisation's need for an approved integrator as a partner to manage RMAs and help make the complexity of each manufacturer transparent.

### RELATED PARTNERS














## RELATED SERVICES

### Digital Forensic & Incident Response

Cyber incident and cyber crisis response solution to minimise damage and accelerate operational recovery, including dedicated incident management, forensics/malware analysis and assistance with threat containment, recovery, and eradication.



### SIEM Management

Monitoring and correlation of security events with 24x7 alert management, providing a solid foundation in security threat detection.



### Managed Detection & Response

Comprehensive endpoint security monitoring through 24x7 detection, containment, and rapid response to security breaches with continuous Proactive Hunting and expert cyber-crisis support, based on best-of-breed EDR and XDR technology.



### OT & IoT Security Monitoring

An end-to-end solution for asset visibility and threat detection through traffic analysis, offered as a managed service by Telefónica Tech as part of a SOC specialised in industrial and healthcare environments.



Contact us to start the digital transformation of your organization.

