

Press Release

Telefónica launches a pioneering managed cybersecurity service for the mid-market

- The new service continuously monitors, detects, investigates and responds to threats occurring on any of the customer's systems, combining CrowdStrike's AI-native Falcon platform with the network expertise and specialist analysts at Telefónica's Security Operations Centers (SOCs).

Madrid, 8 July 2026- Telefónica is advancing its commitment to offering more and better services to customers with the launch in Spain of a managed cybersecurity solution designed specifically for the mid-market segment (defined as organisations with between 150 and 1,000 devices).

Designed and operated through its Telefónica Tech business unit, this is a pioneering MxDR service that enables the detection of and response to threats arising in any corporate system (including workstations, servers, identities, the cloud, email and the network) by combining the CrowdStrike Falcon® platform with Telefónica's own network expertise and operations delivered through its Security Operations Centers (SOCs).

Through this service, which is structured into three tiers (Essential, Advanced and Premium), Telefónica continuously monitors the customer's systems, detects threats through analysis by analysts from its global network of SOC's -who complement their capabilities with the Falcon platform's real-time analysis and AI-based automation to provide unified visibility, real-time detections, faster investigations and greater efficiency- and investigates the origin and actual scope of each incident to respond proactively and contain the attack.

Alejandro Ramos, Director of Cybersecurity at Telefónica Tech, explains: "With the launch of this new service, we are reinforcing our commitment to becoming the best gateway for citizens, businesses and public administrations to access digital technologies, as we help customers safeguard their business continuity against cyber threats without the need to invest in specialist staff, processes or complex technologies." He adds: "Our MxDR service does not send alerts to customers warning them of a potential threat; instead, the customer receives the situation resolved by an expert team or instructions on how to resolve it as quickly as possible and in the most effective way, so that they can continue to focus on their business."

This new cybersecurity service, managed by experts from Telefónica's SOC's, contributes, further enhances customers' business continuity in the face of cyber threats and is aligned with European regulatory requirements and standards such as NIS2 (which requires essential or important companies to implement security measures and incident notification

Telefónica, S.A.

Dirección de Comunicación Corporativa

email: prensatelefonica@telefonica.com

telefonica.com/en/communication-room/

procedures) and DORA (which requires financial institutions to put in place measures to withstand, detect and recover from cyberattacks and IT disruptions).

With this service, Telefónica strengthens the cybersecurity of mid-market companies, which are often targeted by cybercriminals as they lack their own SOC and a dedicated team of experts to protect against cyber threats that could bring business operations to a standstill. In 2025 alone, the National Cybersecurity Institute (INCIBE) detected more than 122,000 cybersecurity incidents -26 per cent more than in 2024- with malware (including ransomware attacks that lock systems or files and demand a ransom from the victim in exchange for the return of their data) being the most common type.

About Telefónica

Telefónica is one of the world's leading telecommunications service providers. The Company is committed to tackling the undeniable challenge of providing citizens, businesses and public administrations with the best way to access digital technologies, helping to drive economic and social development in the countries where it operates. Telefónica offers fixed and mobile connectivity, as well as a wide range of digital services for both residential and business customers. With more than 297 million customers, Telefónica is focused on four key markets: Spain, Brazil, Germany, and the UK.

Telefónica, S.A.

Dirección de Comunicación Corporativa
email: prensatelefonica@telefonica.com
telefonica.com/en/communication-room/