

Telefónica Tech inaugurates its Digital Operations Center in the Global Innovation and Talent Hub



PUBLISHED MAY 17, 2022
BY [TELEFÓNICA](#)

The Chairman of Telefónica, Jose María Álvarez-Pallete, accompanied by the rest of the members of the Board of Directors and the CEO of Telefónica Tech, José Cerdán, inaugurated 's Digital Operations Center (DOC) at the company's headquarters, located in Madrid's Telefónica District, which is fully dedicated to cybersecurity and the cloud. This new space is part of the Telefónica Group's commitment to continue promoting a pioneering at its headquarters to consolidate its position as the undisputed leader in digitalisation and optimise the exchange of information and technology.

The DOC, which has the capacity to serve Telefónica's customers around the world, is 1,000 square metres in size and has a qualified team of 200 highly specialised experts with diverse profiles (engineers, data architects, security and cloud operators, among others) in constant coordination with the more than 2,300 professionals of Telefónica Tech's global operations team.

The DOC will unify the teams that until now provided services from the Julián Camarillo and Gran Vía centers, as well as other operations experts from Telefónica Tech's Cybersecurity and Cloud division that were already working from Distrito Telefónica. The integration of the teams will help to strengthen the company's global network of 11 centers around the world to monitor, protect and resolve security incidents in the digital world.

“The business world is facing an unprecedented transformation and technology is proving to be a key element for business continuity. This Telefónica Tech Digital Operations Center has the most innovative capabilities and solutions in cybersecurity and cloud and will be an undisputed technological benchmark in the service and protection of companies in their digital transformation processes. We continue to enrich our global Innovation and Talent Hub with the services and

resources that society demands to safely advance our commitment to “Make the world more human by connecting people’s lives,” said José María Álvarez-Pallete, Chairman of Telefónica.

“The opening of this new operations centre will consolidate our position as a benchmark in the prevention, detection and response to security incidents, thanks to an innovative and comprehensive cybersecurity and cloud offering, the implementation of the most advanced technological tools, the numerous intelligence sources we have and the knowledge and experience of our experts. We continue to take steps forward to be ever closer to our customers and offer them a personalised and comprehensive service that makes them feel secure in the new digital world and strengthens their resilience,” said José Cerdán, CEO of Telefónica Tech.

Telefónica Tech was created in November 2019 as one of the five pillars of the Telefónica Group’s strategic plan to drive the company’s transformation. Telefónica Tech currently has more than 5,400 professionals globally, of which more than 2,000 belong to Operations and 1,000 of them are cybersecurity experts.

The DOC will monitor and supervise, with the support of intelligent and automated platforms, customer activity 24 hours a day, every day of the year to detect, manage and resolve any type of cybersecurity incident or alert.

Operations experts will provide the following main services from the Telefónica District DOC:

The Telefónica District DOC also has a special room for managing cybersecurity crises in companies and a specific team assigned to internally manage the customer security operations center.

Press release distributed by Wire Association on behalf of Telefónica, on May 17, 2022. For more information subscribe and [follow](#) us.

Media Assets

Embedded Media

Visit the [online press release](#) to interact with the embedded media.

<https://wireassociation.eu/newsroom/telefonica/releases/en/telefonica-tech-inaugurates-its-digital-operations-center-in-the-global-innovation-and-talent-hub-290>

Telefónica

Newsroom: <https://wireassociation.eu/newsroom/telefonica>

Website: <https://www.telefonica.com/>

Primary Email: contacto@fundaciontelefonica.com

Social Media

Facebook - <https://www.facebook.com/telefonica>

Linkedin - <https://www.linkedin.com/company/telef%C3%B3nica>

Twitter - <https://twitter.com/telefonica/>

Instagram - <https://www.instagram.com/telefonica/>

Youtube - <https://www.youtube.com/user/telefonica>
