

# The Telefónica Tech Story

Leading the way in digital transformation for our customers



## Global reach, local touch

Telefónica Tech is part of the global Telefónica family, that has been connecting people across the world since its creation on 19th since April 1924. Telefónica Tech was created as a specialised unit to focus on cutting-edge technology solutions to serve the B2B market. This enduring legacy of innovation underscores our rich history and enhances our global reach and credibility.

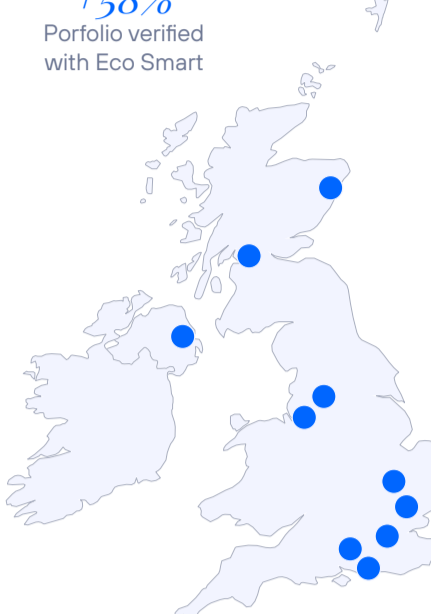
- +4,000** Certifications in third party technology
- DOC** Digital Operations Center Locations in Spain & Colombia
- SOCs** Global network of Security Operations Centers

- 8** Labs and innovation centres
- +6,300** Professionals
- 60+** Nationalities
- +58%** Portfolio verified with Eco Smart

## Telefónica Tech UK&I

We bring together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.

- 10** Locations
- c.1100** Employees
- 1 SOC** Belfast
- 1000+** Customers



We create meaningful impact, supporting our customers to...

Support 4,065 guide dog partnerships

Investigate 1.2 million crimes every year



"We are in a unique position to accompany our customers through their digital transformation, as a strategic partner. We offer a combination of end-to-end solutions for businesses at every stage of their journey with cutting-edge technologies and market-leading expertise that makes a difference and has real world impact."

Mark Gorton, CEO

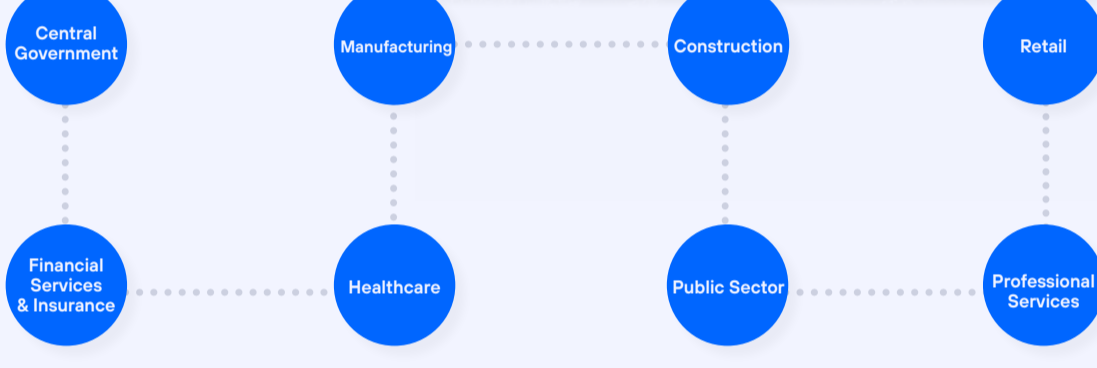
## Solving our customers' most complex challenges

- Data & AI** Harnessing the power of data
- Cyber Security** Building resilience, & sustainable growth
- Cloud** More than just cloud services
- Business Apps** Optimising performance
- Modern Workplace** Unlocking workplace potential

Our customer-centric philosophy fosters feedback and direct involvement, shaping our services and innovations.

We actively engage with senior executives and prospective customers to tailor and refine our solutions in tandem with their evolving needs and challenges.

With hubs located throughout the UK&I, we foster collaborative environments to seamlessly integrate with our clients.



Fly 40 million passengers

Build and manage more than 682,000 homes

Deliver education to half a million students annually

Look after the health of 36.5 million people

Deliver 350 million diagnostics tests

## Heathrow

Helping Heathrow Airport take its data to new heights

We implemented a centralised data platform, enabling real-time insights and enhanced decision-making to improve services for travellers, retailers, and cargo customers.

## MONEY

Empowering Virgin Money to disrupt the market by digitising the client onboarding process

At Virgin Money, customer acquisition has surged by 580%, from 5% to 34%, due to a faster, more user-friendly application process, with 50% of accounts opened within 5 days. The digital approach has significantly reduced internal costs and time, with 20% of business banking customers experiencing a fully automated onboarding journey.

## clinisys™

We partnered with Clinisys to transform NHS pathology with secure hosting

Telefónica Tech and Clinisys' partnership has helped to transform NHS pathology services. Our secure managed hosting has helped Clinisys to increase its revenue by 3-fold within three years, securing 10 new pathology networks. Using their mission-critical software, our scalable hosting allows Clinisys to process over 400 million tests annually, ensuring timely diagnoses and better patient care.

## NHS

Oxford University Hospitals NHS Foundation Trust

We helped Oxford University Hospitals to optimise digital to maximise care

Oxford University Hospitals (OUH) partnered with Telefónica Tech to deploy a platform-as-a-service to significantly enhance patient care. This initiative freed up over 12,000 staff to spend more time with patients. With 87% of IT support requests resolved via self-service and comprehensive project visibility, OUH saw substantial productivity and resource management improvements, leading to better patient outcomes and operational efficiency.

## BMI

We helped BMI to scale securely across 40 regions in the cloud

BMI, Europe's largest roofing manufacturer, needed to securely scale operations across 40 regions. We implemented a cloud-based virtual desktop solution, allowing faster onboarding for partners and remote staff. This approach ensured secure access, maintained data centre control, and scaled easily from 5 to 500 people. By leveraging the cloud, BMI achieved a 46% cost reduction while improving security, efficiency, and sustainability.

## Industry Analyst Recognition

Telefónica Tech is widely and consistently recognised by the most relevant Industry Analysts firms as a leader in several tech environments.\*



Strong investment in staff and processes... with significant amounts of service integration and partner management.

### Hybrid Cloud



Managed Hybrid Cloud Services Competitive Landscape, June 2023  
**Very Strong**

### Cyber Security



Telefónica Managed Security January 2024  
**Very Strong**

### SDWAN/SASE



MarketScape Worldwide SD-WAN Managed Services, November 2023  
**Major Player**



Private/Hybrid Cloud - Data Center Services Provider Lens™, June 2023  
**Leaders in UK**



Risk and Compliance Services October 2023  
**Innovator**



SD-WAN Managed Services March 2023  
**Innovator**



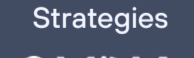
European Managed Security Services Providers, August 2022  
**Strong Performer**



Software Defined Solutions and Services Provider Lens™, June 2023  
**Leaders in UK**

# #4

Globally in Telco to Techco Strategies



## People at the core

And our people are the stars of the show. Our people drive this transformation, and give meaning to what we do.

We live by our values by being open, bold, and trusted. Open to new ideas and ways of thinking and working. Bold in our ambitions, decisions, and actions. Trusted by our employees, customers, and partners.

Together, we build a future where innovation, collaboration and positive impact are not just goals – it's the reality that we create together.

We are **open**

We are **bold**

We are **trusted**

Follow our journey across our social channels:

