

DIGITAL TRANS- FOR- MATION DIVISION

Solutions for a
digital world



> ICT infrastructures

- » Corporate networks
- » Data centres
- » Control centres
- » Control systems

> SMART Services

- » Re-engineering and automation of processes
- » Artificial intelligence and machine learning
- » Internet of Things
- » Energy efficiency

> Outsourcing

- » Project office
- » Audit
- » Technical assistance
- » Engineering
- » Administrative and commercial processes

We want to be a benchmark in the application of digital solutions for sustainable development, growing together with our clients and collaborating companies, improving their competitiveness by transforming their key business processes and the management of their auxiliary processes

2022 has been a turning point for the Digital Transformation business unit. Our objective is to achieve ambitious, profitable and sustained growth over the next five years, supported by the generation of new value offerings aligned with customer trends, and the motivation of our team.

Our service catalogue has been restructured into the following areas:

> Improvement of our clients' ICT infrastructures, especially in large corporate telecommunications network projects and data processing centres

> Smart services, incorporating knowledge obtained from the surroundings to provide efficient service. Within this area we highlight process re-engineering and automation services for both front - and back - office processes, IoT networks and services, and control systems and centres

> Technical assistance, project office and citizen services

We have an exciting challenge ahead of us to position the Digital Transformation Division in emerging sectors such as predictive maintenance, mission-critical IoT solutions and conversational robots.

> Technical assistance

► Multi-channel technical support services

We provide professional services for specialised multi-channel assistance for the operation of first and second level of service to users (civil servants, employees and/or citizens) of different administrations (local, provincial and autonomous community) from Seville and Cordoba.

Specifically, work has been carried out for the Sociedad Andaluza para el Desarrollo de las Telecomunicaciones SA (Sandetel) through 47 specialists in positions adapted for multi-channel user service.

It encompasses:

- > Advanced tax information and assistance services
- > General administrative information services of the Regional Government of Andalusia
- > 'Info Vivienda' for citizen assistance and information
- > 'Consumo Responde' for citizen assistance and information
- > Technical support service on the use of the electronic procedure platform
- > Assistance and functional support service for citizens' needs concerning the e-Government platform (electronic offices and virtual office)



> Corporate networks

► Operational support services for telecommunications of the Andalusian Regional Government

We have carried out the engineering and field operations support services for the Andalusian Regional Government's Corporate Telecommunications Network for the client Sandetel.

To this end, 33 specialists in telecommunication networks and services, security and information systems were involved.

This project included services for:

- > Managing relations with official organisations
- > Telecommunications technical office
- > Supplier management
- > Service level and quality management
- > Engineering management
- > Management of the provision of services
- > Field support management
- > Workplace service management
- > Management of the Nerea Network
- > Streaming and P3S Gateway service management
- > Project office: Management and coordination, communications, technical assistance with OSH, provisions
- > Field interventions: technical support, layouts and inspections, service migration, technical assistance, breakdowns and incidents, maintenance at clients' offices
- > Wiring and installations
- > Logistics service
- > Warehouse management



> Corporate networks

► Development service of the Hispalnet network for the Seville City Council, its autonomous bodies and municipal companies of Seville

The operation and maintenance services of the Hispalnet network for the Seville City Council were executed through the joint venture created with Telefónica.

The Hispalnet network represents the base for the provision of services to citizens, municipal employees and visitors of all the services of the Seville City Council, its autonomous bodies and municipal companies. This network integrates all these services through the same physical infrastructure, supporting unified management. It also facilitates access to current applications and databases, allowing the development of common applications and databases for the municipal environment of Seville.

> Internet Of Things

► Cloud architecture for predictive maintenance applications

Technical assistance was provided for the design and implementation of an IoT platform to support predictive maintenance applications for the client AICIA. Two specialists were hired to this end in telecommunications networks and services, security and information systems.

Features meriting mention are that it is a solution based on a flexible, scalable and highly-secure distributed computing (fog computing) architecture based on Microsoft technology.

> 'An enormous effort is being made to position Andalusia as a tech leader and benchmark'



FERNANDO OLIVENCIA POLO

Director of Digital Transformation Division



Once again this year on 17 May and since 1969, we celebrate World Telecommunication and Information Society Day, whose purpose is to raise the population's awareness of the possibilities offered by the use of the internet and other information and communication technologies (ICTs) and their contribution to society and economic growth, and to remind people that we have a long way to go to bridge the digital divide.

This day commemorates the creation of the International Telecommunication Union, the leading international standardisation body in the sector, as well as the signing of the first far-reaching international telegraph convention on 17 May 1865.

Actually, until 2006, this day was exclusively focused on telecommunications, and it was at the World Summit on the Information Society in 2006 at which the United Nations General Assembly was asked to declare 17 May also as World Information Society Day.

What is clear is that communications and information technologies go hand in hand. Telecommunications allow information to be exchanged at a distance, information that is obtained, stored and processed by means of information technologies.

Information and communication technologies have led to the consolidation of a new digital culture worldwide, which is characterised by:

- > The presence of constant change in a volatile, uncertain, complex and ambiguous environment. Global social behaviour with mass, real-time interactions.

- > The fostering of collaboration and collective intelligence in open innovation environments but, in parallel, the bolstering of individuals by establishing a personal brand. And, above all, because of the expectation of free services and the end of customer loyalty.

The digitalisation of society is unstoppable: economic transactions, social relations, digital twins... This represents a real industrial revolution that is known by different names depending on the sector of activity: Industry 4.0, Smart Cities, e-Government and Digital Transformation.

This digital culture is leading to a transformation of organisations, whose business architecture is evolving, both from the demand for digital reinvention resulting from changing customer expectations and the availability of pervasive interconnectivity, and from the new outcomes made possible by digital technologies.

According to a report by the European Telecommunications Network Operators' Association (ETNO), there is a major threat that this process will slow down. Large tech companies are not contributing fairly to the roll-out of the telecommunications networks over which they provide their services, and this weakens Europe's ability to achieve the ambitious connectivity targets set.

It is estimated that with proper management of this relationship a GDP growth would be reached of 72 million euros, more than 840,000 new jobs would be created, and the carbon footprint would be significantly reduced.

We encourage our political representatives to defend a fair balance between the interests of telecom operators and OTT (Over the Top) technology companies in order to continue progressing along the same lines for at least another 53 years.





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