

Digital Transformation Division

We drive the digital transformation of companies and organizations through strategies focused on people and the integration of more efficient technologies and processes.

Our goal is to strengthen your agility and resilience to ensure success in your operations.

In addition, we seek to consolidate our position as leaders in the application of digital solutions that promote sustainable development, collaborating with clients and partners to improve their competitiveness by optimizing their key and auxiliary processes.

The 2024 financial year has been a remarkable period for the Digital Transformation business unit, marked by both significant achievements and demanding challenges.

Throughout the year, projects were carried out such as improving energy efficiency at the Tarfia Data Center of the Regional Government of Andalusia, remodeling the Sandetel facilities in the French Pavilion on the Isla de la Cartuja, post-implementation support for 40 Vuela Points in the provinces of Granada and Almería for the Fernando de los Ríos Consortium, and technical assistance services for operational support to telecommunications and specialized second-level technical assistance to citizens for the Regional Government of Andalusia.

Our business unit has also participated this year in high-profile events in the region, such as the 22nd edition of Telecommunications Night in Seville, under the slogan 'The Culture of Digital', and the 16th edition of the Andalusian Telecommunications Forum in Malaga.

Looking ahead to the near future, we continue to work on exciting challenges to become leaders in the application of digital solutions in areas such as smart tourism solutions, cultural heritage, predictive maintenance, mission-critical IoT solutions, and conversational robots.

A team of almost a hundred women and men who give our best every day, reflecting our corporate values: Excellence, Commitment, Leadership, Innovation, and Trust.

We are Digital Transformation. We are Magtel.

Magtel
INNOVATION & TECHNOLOGY



IMPROVEMENT OF
ICT INFRASTRUCTURE

- » CORPORATE NETWORKS
- » DATA PROCESSING CENTER
- » SUPPLY OF TECHNOLOGICAL EQUIPMENT

SMART
SERVICES

- » PROCESS REENGINEERING AND AUTOMATION
- » IOT NETWORKS AND SERVICES
- » CULTURE, TOURISM, AND SMART HERITAGE

OUTSOURCING OF
PROCESSES

- » PROJECT OFFICE
- » TECHNICAL SUPPORT
- » MULTICHANNEL CUSTOMER SERVICE CENTER

Magtel renews its service contract for the Andalusian Regional Government's Corporate Telecommunications Network

Magtel has renewed its contract to provide operational support services for the Andalusian Regional Government's corporate telecommunications network and other projects run by the Andalusian Digital Agency, through the Andalusian Society for the Development of Telecommunications

The continuity of this service provision is highly valued by the Cordoba-based company, as, through its activity in the field of digital transformation, it will continue to carry out tasks related to customer management, quality, engineering, interconnection, infrastructure, and systems, among others, for the Andalusian administration's corporate network. The new contract is valid for 18 months with the possibility of subsequent extension.

> Multichannel assistance services

Specialized monitoring and support unit for citizen support and information services provided by various departments and agencies of the Regional Government of Andalusia for Sandetel.

Includes:

- ▶ Training for first-level units
- ▶ Maintenance of the knowledge database
- ▶ Liaison and escalation with third-level support staff
- ▶ Advanced information and assistance services for taxation, treasury, and public debt
- ▶ General administrative information services for the Regional Government of Andalusia
- ▶ Info.Vivienda citizen assistance service
- ▶ Consumer citizen assistance service Responde
- ▶ Technical support service for the use of the Electronic Processing platform
- ▶ Information and citizen service on the Environment, Employment, Training, Self-Employment, Industry, Energy and Mines, Knowledge and Universities
- ▶ Legal advice service on gender violence from the Andalusian Women's Information telephone line
- ▶ Advice and assistance service for businesses and citizens on equal treatment of women and men and work-life balance
- ▶ Document management specialist for the information and services center

> Operational support services

For the Andalusian Regional Government's Corporate Telecommunications Network and other projects run by the Andalusian Digital Agency

Support for activities related to the Andalusian Regional Government's Corporate Telecommunications Network for Sandetel

We provide this service by performing the following functions:

- ▶ Customer and Service Management
- ▶ Telecommunications Technical Office
- ▶ Service Level and Quality Management
- ▶ Engineering, Infrastructure, and Systems Management
- ▶ Provisioning Management
- ▶ Project Management
- ▶ Value-added Catalog

› Support in territorial deployment tasks for the digital training of women, preferably unemployed and residing in rural areas of Andalusia

Support office for the “Preparadas” program throughout Andalusia to raise awareness of the program

The services have included:

- › Supporting the generation of demand and ensuring the development of training activities for women
- › Improving the digital skills of unemployed people to promote entrepreneurship and rural development
- › Raising awareness of the program in municipalities with fewer than 30,000 inhabitants
- › Training 59,002 women
- › Creation of a network of alliances in the territory with organizations, associations, and public and private entities that act as driving forces for the program in their territory
- › Control, monitoring, and inspection of training activities.



› Renovation project for the Pabellón de Francia building in Seville, headquarters of Sandetel

Comprehensive renovation of the building, refurbishment of the furniture, and installation of advanced communications, lighting, air conditioning, and smart locker systems.

Magtel has provided the following services:

- › Comprehensive refurbishment of the building
- › Renovation of the furniture
- › Installation of advanced communications systems
- › Implementation of lighting, air conditioning and smart locker control systems

› Supply and installation of cold aisle enclosures at the TAFIA data center of the Regional Government of Andalusia

Supply and installation of the necessary components to completely enclose the cold aisles at the TAFIA data center for efficient climate control of IT equipment and the resulting improvement in energy resources to optimal PUE values for the client Sandetel

This project included:

- › Dismantling of the current enclosures at TAFIA I and transfer to the ZOCO data center
- › Supply of cold aisle enclosures and independent elements for the TAFIA data center
- › Installation of cold aisle enclosures at the TAFIA data center
- › Installation of the relocated cold aisle enclosures in the ZOCO data center



Magtel's Director of Digital Transformation, Fernando Olivencia, appears before the Andalusian Parliament on Artificial Intelligence

Before the **Artificial Intelligence Working Group** under the **Committee on the Presidency, Interior, Social Dialogue, and Administrative Simplification of the Andalusian** Parliament to address the observations and questions of the various parliamentary groups regarding Artificial Intelligence