Telefónica Global Solutions

Take organizations to the next level:

US Agent Program

HYPERCONNECTIVITY, CYBERSECURITY AND BUSINESS SOLUTIONS

We are **part of a leading group** of telecommunications

As a key player in the Telefónica Group ecosystem, we provide international services to enable our Agents in the US a comprehensive customer service model.

104,142
Employees worldwide Telefónica Group

+1,500
Global customers

+200
Agreements with local suppliers

+2Bn
Managed revenues

+950
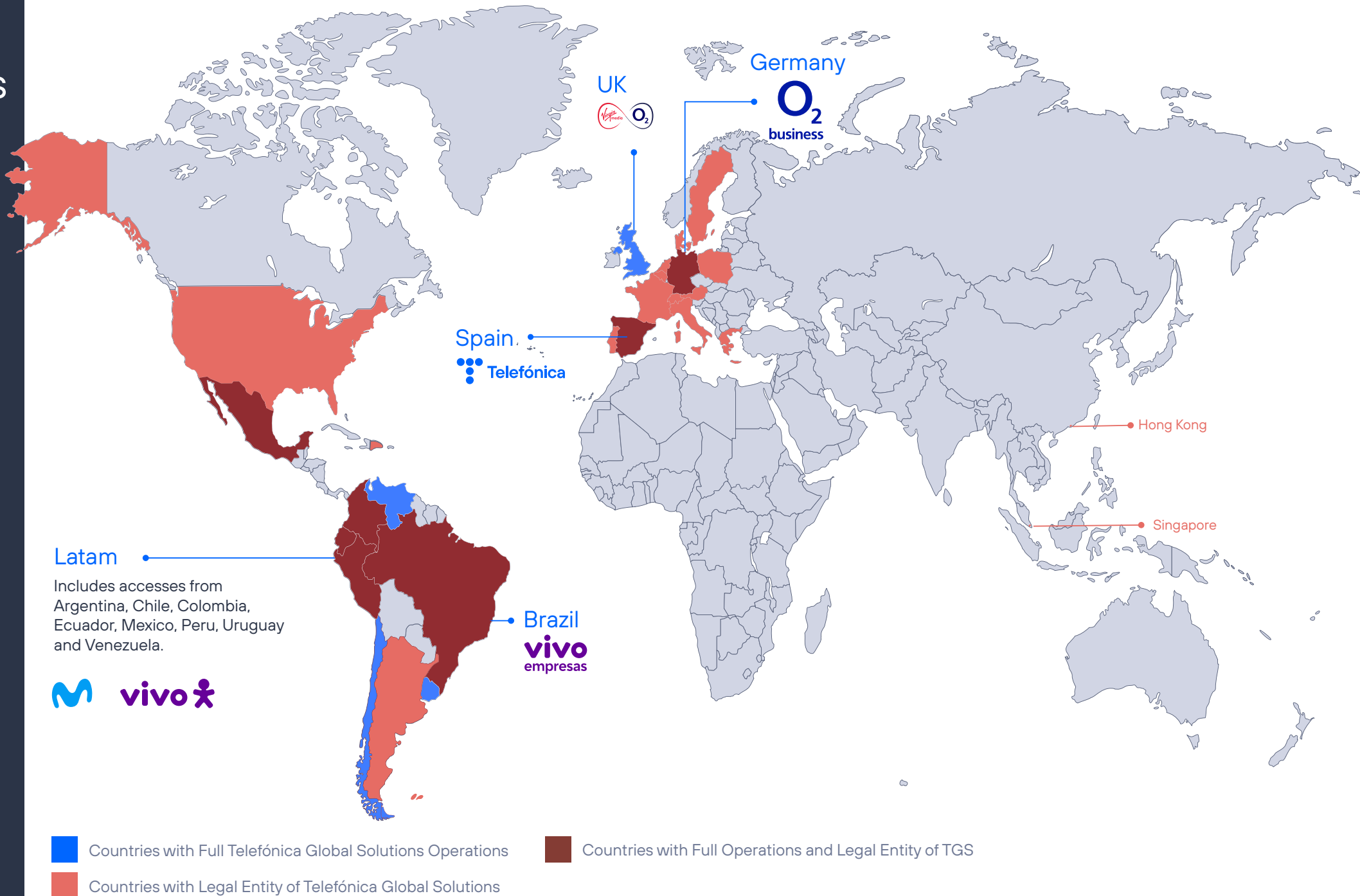Employees worldwide TGS

Presence in 25 countries (from which 12 are OBs and 28 legal entities) delivering service to more than 170 countries thanks to strategic partner agreements

UK

Germany
O2 business

Spain
Telefónica

Hong Kong

Singapore

Latam
Includes accesses from Argentina, Chile, Colombia, Ecuador, Mexico, Peru, Uruguay and Venezuela.

Movistar   vivo

Brazil
vivo empresas

■ Countries with Full Telefónica Global Solutions Operations

■ Countries with Full Operations and Legal Entity of TGS

■ Countries with Legal Entity of Telefónica Global Solutions

Get to know what makes us **your best partner** of choice

Our Purpose and our Team

Our expert and dedicated team, based in the US, is ready to provide our Partners and Agents with the opportunity to join us in their digital journeys into our hyperconnected world. Telefónica, a 100-year-old telecommunications company, has become an outstanding leader in integrated, holistic, and accessible telecommunications solutions. Our competitive commission structure will support you, Agents, Partners, and end customers, giving you access to our cutting-edge portfolio and customized solutions.

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US-based channel management and operations support team

Dominant presence in Latin America and Europe

Multilingual 24x7 support

Comprehensive array of services

Integration capabilities across all Telefónica Group companies and Partners

Recognition from top Industry Analysts

Global Enterprise Service **Catalogue**

Hyperconnectivity

GLOBAL CONNECTIVITY SERVICES
Dedicated Internet Access · DIA Resale Broadband Internet Access · Ethernet · Capacity · Global VPN

DYNAMIC NETWORK (NaaS)
Enhanced Internet · Cloud Connect

OVERLAY SERVICES
Global SD-WAN · ServiceSASE · SD Branch / LAN / WiFi

INTEGRATION & PROFESSIONAL SERVICES
Partner Integration & Management · Professional Services

Voice & UCC

VOICE TERMINATION
Voice Trading · Voice Fraud Management (TUKU) · Global SIP Trunking

INTERNATIONAL FREEPHONE
International Special Numbers · (ITFS · Shared Cost · UIFN)

GLOBAL UNIFIED COMMS SOLUTIONS
Cloud UC · Hosted UCE

COLLABORATION
Global Managed Conferencing · Collaboration

Cloud

COLOCATION
Colocation

MULTICLOUD
Public IaaS & PaaS · Virtual Data Center

MANAGED SERVICES
Managed Cloud Services

Security

NETWORK SECURITY
Managed Security Services (MSS)

NEXT DEFENSE
Digital Risk Protection ·Vulnerability Risk Management

NETWORK SECURITY
Security Edge · Clean Email

Satellite

LEO SERVICES
B2B Fixed · B2B Mobile · Backhaul · Direct to Device · Satellite IoT · WiFi Community

SATELLITE ACCESS
Advanced Satellite Internet · Enterprise VSAT · Integrated Services · Small Connectivity

SATELLITE MOBILITY
Personal · Maritime · Terrestrial

CELLULAR BACKHAUL
Cellular Backhaul

TELEPORT SERVICES
Teleport Services

IoT & Big Data

IoT CONNECTIVITY
Managed IoT Connectivity

IoT SOLUTIONS
Mobility Management · Smart Industry · Energy Monitoring & Management

We aim to *support companies* to overcome the new *challenges...*

...paving the way for *digital trasformation*

Address *the management*
How to manage simplified technologies and necessities?

Secure **hybrid**
Companies need all data to be capitalized on secure connectivity environments

Ensure *E2E performance*
Companies search for partners that can deliver integrated solutions with single contact structures and billing

Companies strive for seamless, secure solutions to drive digital transformation.

So... how do we deliver on our clients' needs? We design our products to provide integrated, multi-tower solutions.

Increasingly interconnected technologies and products designed to deliver seamless, end-to-end answers to your challenges.

Professional Services

Take your business to the next level

Hyperconnectivity

Cloud-centric Enterpise Network

Industry 4.0

Supporting 4th industrial Revolution

Workplace of the future

Unlocking the future of work

Cybersecurity

Build a resilient business

Hyperconnectivity
Global hybrid network

Our network *capabilities*

+700
NNIs (Local Supplier network interconnections)

+100
PoPs & 15 with virtual capacities

6
International SIP Nodes

10
Satellite Teleports

24
Datacenters & Tier III facility in South Florida

+50
connections to major CSPs

+30k
customers' sites

14
Internet break-out TIER I

+250
Agreements
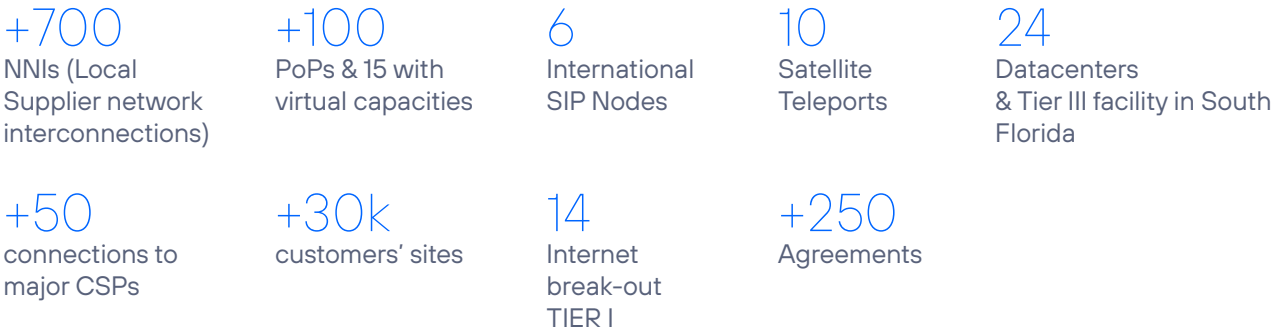
Partner in *integration* and *management*

DIRECT CLOUD CONNECT TO CSPs (W2Cloud)

VPN & INTERNET
NATIONAL AND GLOBAL BACKBONES

Broadband

DIA

MPLS

ETHERNET & CAPACITY

SATELLITE

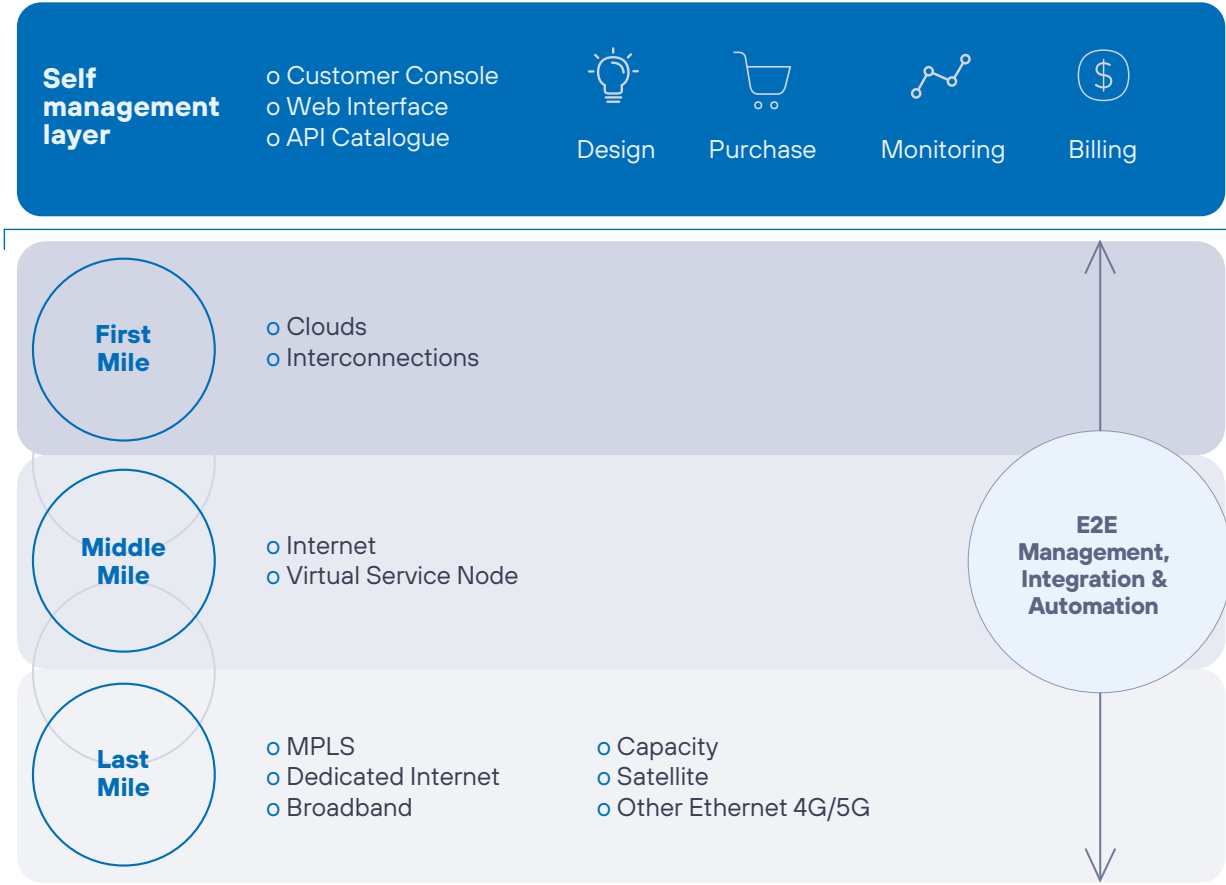MANAGED SERVICES

PROFESIONAL SERVICES

SECURITY
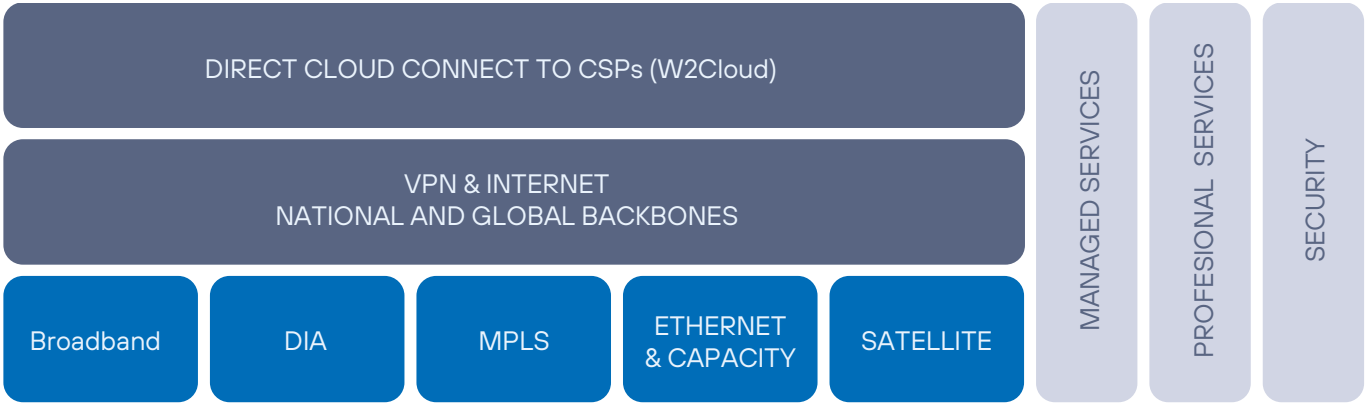
We are experts in complex *Networking*

We help Enterprises simplify and transform their network and accelerate their growth no matter where.

Dynamic network

Manage your network as easy as your *cloud*

In Telefónica Global Solutions we provide, integrate and manage all the building blocks of your new enterprise network infrastructure, making us an ideal technological partner for your journey.

Self management layer
o Customer Console
o Web Interface
o API Catalogue

Design

Purchase

Monitoring

Billing

First Mile
o Clouds
o Interconnections

Middle Mile
o Internet
o Virtual Service Node

Last Mile
o MPLS
o Dedicated Internet
o Broadband
o Capacity
o Satellite
o Other Ethernet 4G/5G

E2E Management, Integration & Automation

First Mile
Multicloud

Middle Mile
Virtual Service Node
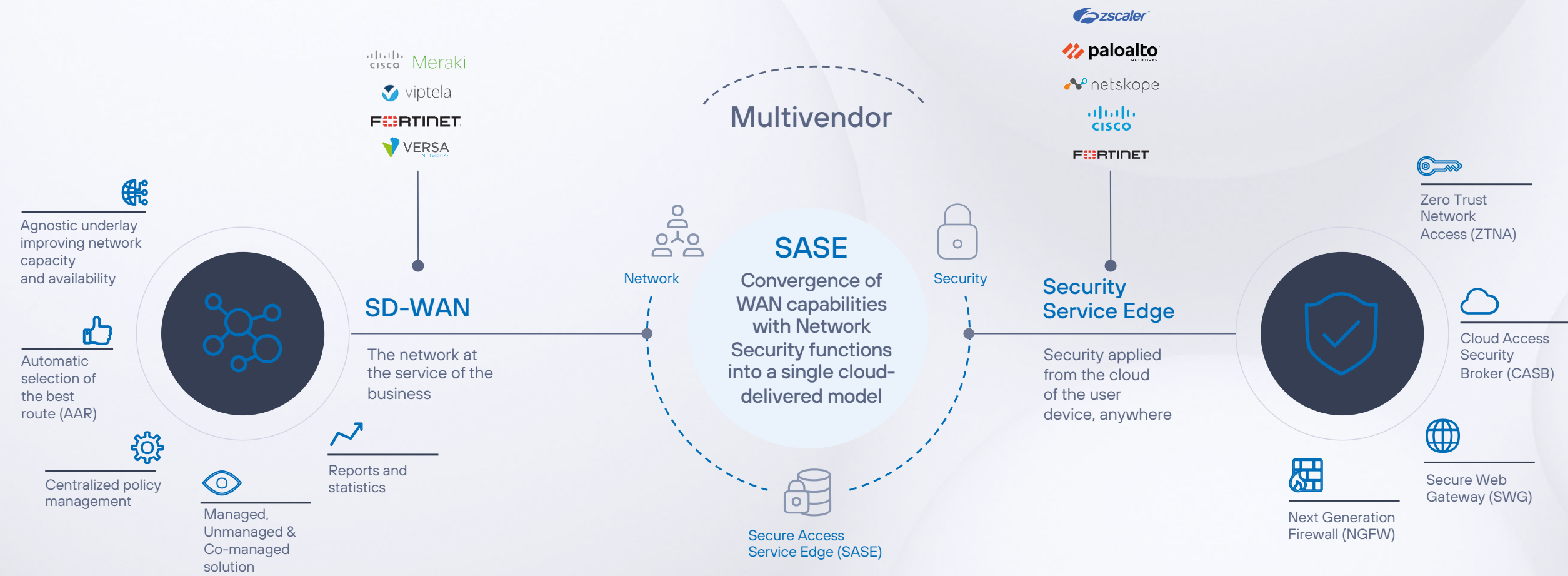
Last Mile
Carrier Neutral

Secure Access Service Edge - SASE

SASE ensures secure access to your company's corporate network and applications for employees and offices, regardless of their location or device, providing comprehensive protection for both the network and the processes against cyber-attacks.
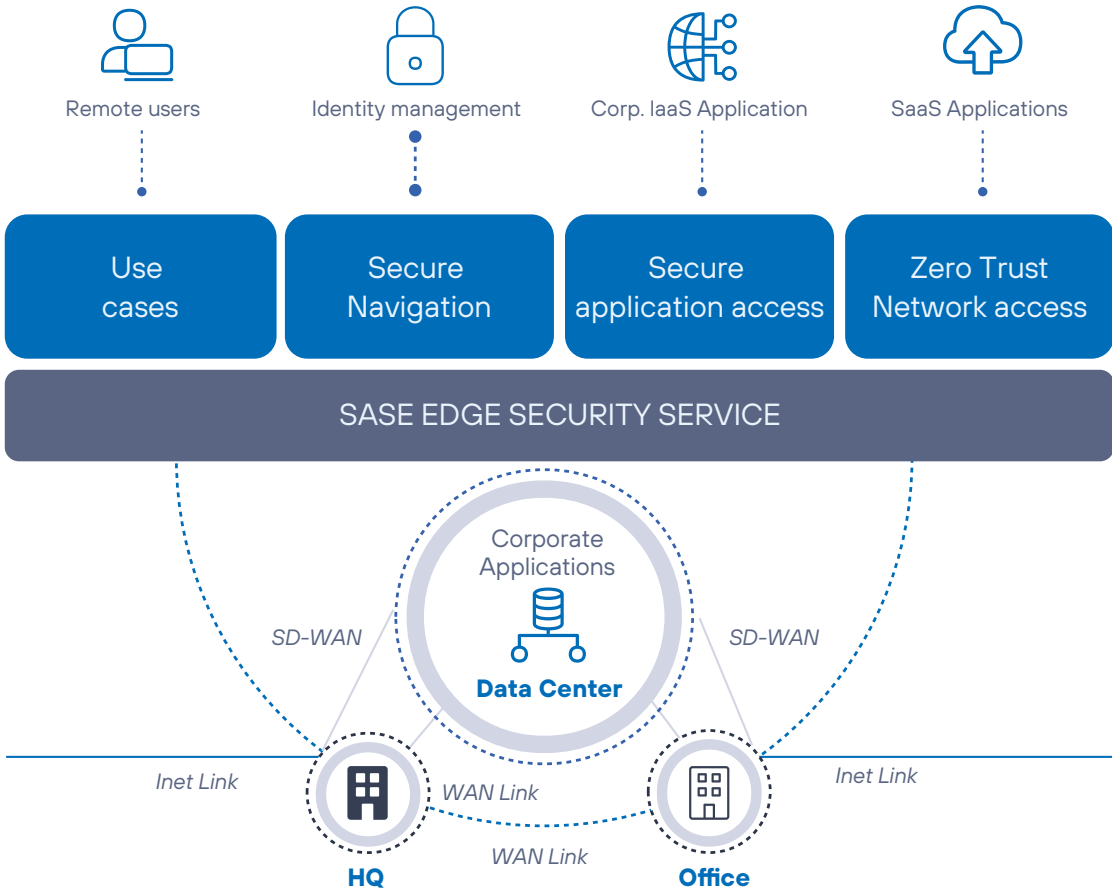
2
DOC

11
SOC

<20
years of experience in B2B

Agnostic underlay improving network capacity and availability

Automatic selection of the best route (AAR)

Centralized policy management

Managed, Unmanaged & Co-managed solution

Reports and statistics

Meraki
viptela
F<RTINET
VERSA

SD-WAN

The network at the service of the business

Network

Multivendor

SASE

Convergence of WAN capabilities with Network Security functions into a single cloud-delivered model

Secure Access Service Edge (SASE)

Security

zscaler
paloalto
netskope
cisco
F<RTINET

Security Service Edge

Security applied from the cloud of the user device, anywhere

Zero Trust Network Access (ZTNA)

Cloud Access Security Broker (CASB)

Secure Web Gateway (SWG)

Next Generation Firewall (NGFW)

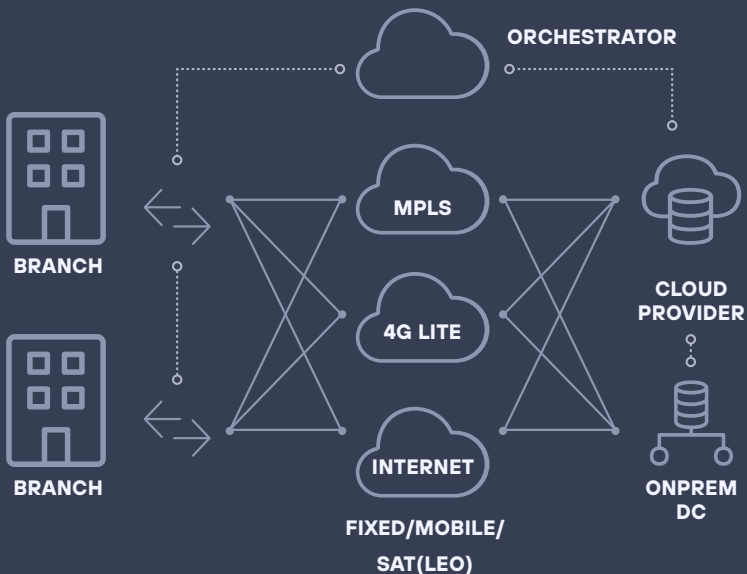# TGS **Security Service Edge** Solution

Our Security Service Edge consists of unified cloud infrastructure fully managed by Telefónica and offered through different technology alternatives.

zscaler **paloalto** NETWORKS **netskope**

CISCO **FORTINET**

Remote users | Identity management | Corp. IaaS Application | SaaS Applications

| Use cases | Secure Navigation | Secure application access | Zero Trust Network access |

SASE EDGE SECURITY SERVICE

Corporate Applications

Data Center

SD-WAN SD-WAN

Inet Link WAN Link Inet Link

WAN Link

HQ **Office**

- Cloud-based services
- Worldwide coverage
- Full integration with SD-WAN Accessible from anywhere and on any device
- Modular offer
- Managed service
- Unified management
- Modular-relevant security features:
  · Safe navigation
  · Zero Trust access
  · Secure application access

SD-WAN

Our Global SD-WAN services simplify WAN management and help customers align business strategy with application requirements while maximizing performance, security, reliability and availability.

ORCHESTRATOR

BRANCH

MPLS

4G LITE

CLOUD PROVIDER

BRANCH

INTERNET

ONPREM DC

FIXED/MOBILE/ SAT(LEO)

Cisco Viptela

SD-WAN Cisco Viptela is aimed at customers who require maximum flexibility in their network configuration.

Fortinet

Fortinet is a leader in security solutions and offers a good compromise for complex and more standard customers.

Meraki

Meraki SD-WAN is aimed to projects that require a fast configuration and deployment without losing functionality.

A **New WAN** for a distributed enterprise

Enterprises face a delocalised framework in terms of their workers accesses to its apps, networks and work environments. The increasing complexity and the need of consistent security through all systems, anytime-anywhere, precise a new concept of WAN.

Anywhere TO   **Anywhere FROM**

Cloud-Centric Enterprise Network

Application-aware
Cloud-optimized
Cloud-based
Consistent Security

Anywhere TO
- Public Cloud
- Edge Computing
- Private Cloud
- Distributed Cloud
- Intranet
- Extranets
- Datacenter

Anywhere FROM
- Remote worker
- Hybrid work
- Enterprise facilities
- Partners and contractors
- Iot devices
- Anywhere hosted apps

76%
of organizations that use the public cloud are using **multiple public clouds.**

75%
of hybrid/remote knowledge workers say their expectations for **working flexibility** have increased.

Enhanced Internet

Capillarity and cost efficiency of an Internet connection with the guarantees of an MPLS network.

For companies that are ahead in their **digital transformation** and adopt could environments, SaaS and has fully integrated to the hybrid workspace, a stable Internet connection without risks of data packet loss or attacks on your international traffic is crucial.

Enhanced Internet has been designed to make as easy as possible the use of International VPNs so your connection to the Internet is made through IPSec tunnels, maintaining the advantages of a headquarters directly connected to the Internet but routing part of the business traffic through Telefónica's VPNIP network.
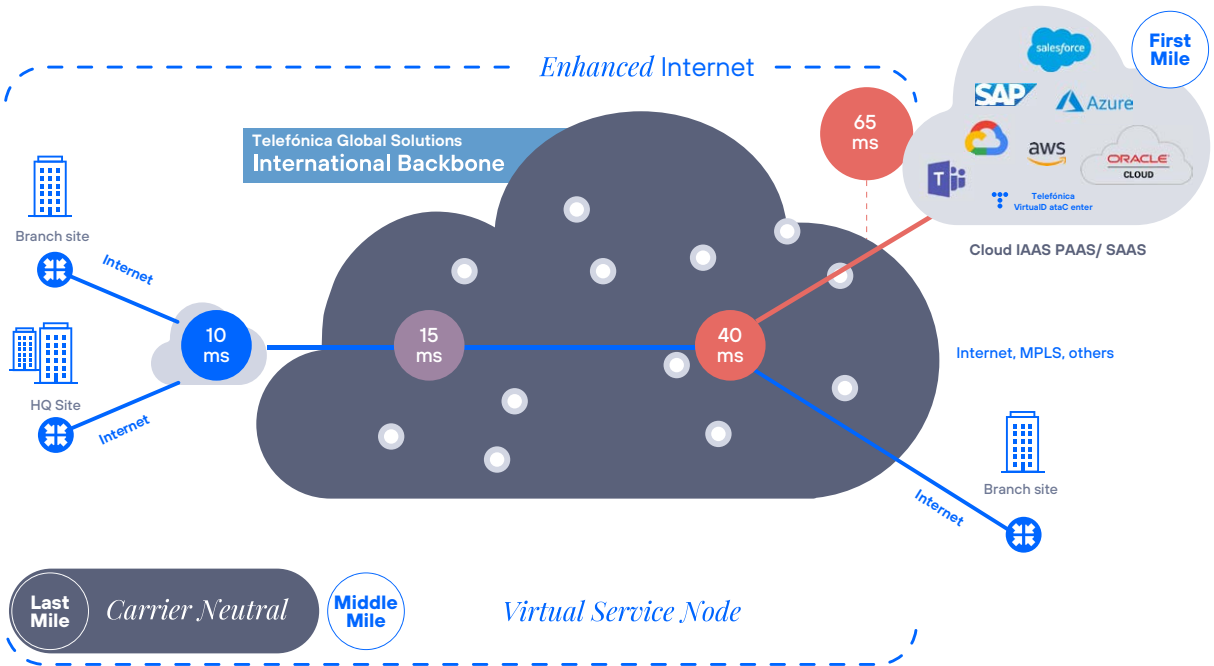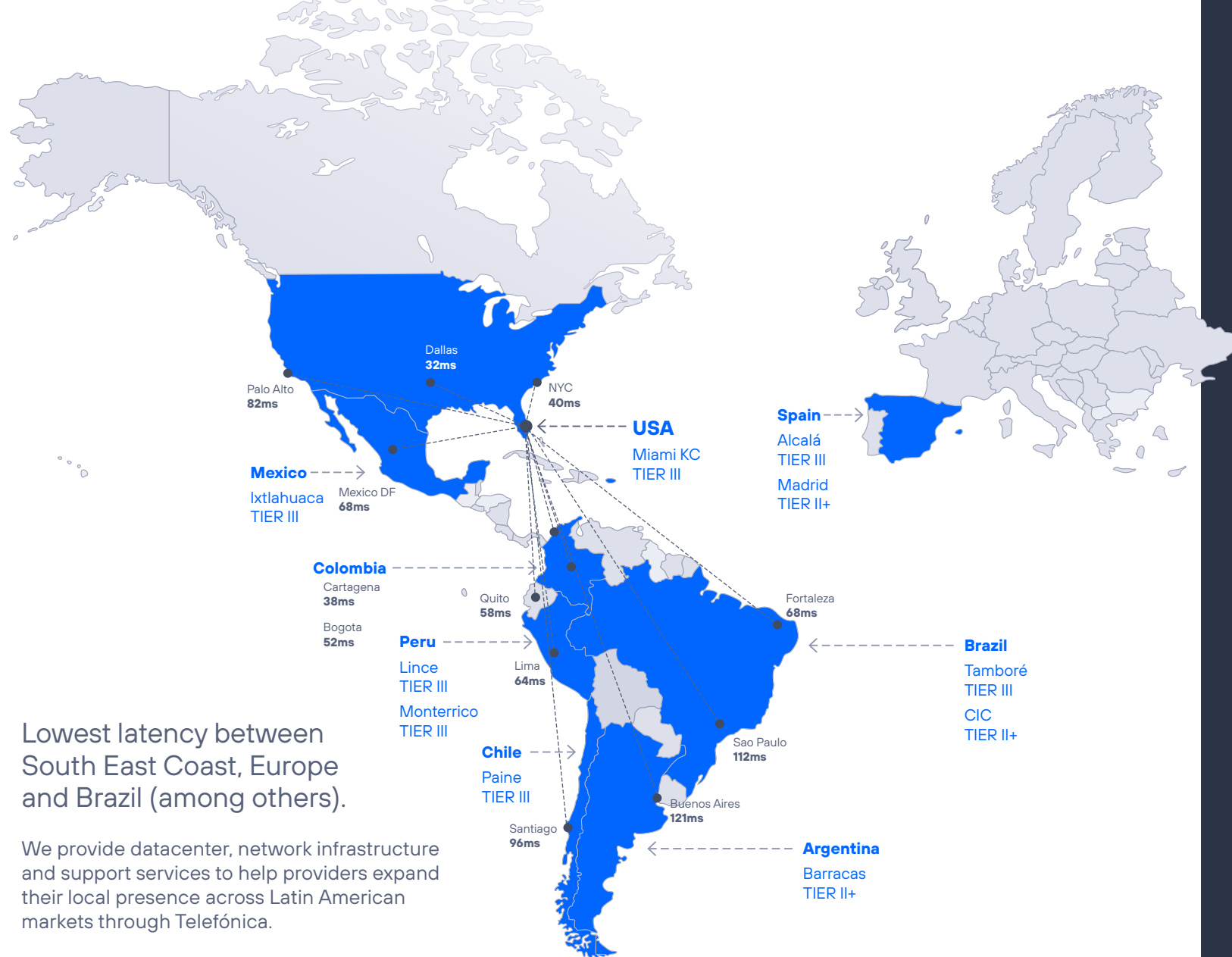

- Improved UX thanks to a deterministic routing, avoiding the variability in terms of jitter, delay, packet loss.
- Security: traffic between sites and CSPs will have the guarantee of Telefónica network security.
- Automatic enhanced connectivity/operation/rerouting.

Hyperconnectivity
Datacenter and Colocation provider

Dallas 32ms
Palo Alto 82ms
NYC 40ms

USA
Miami KC
TIER III

Mexico
Ixtlahuaca
TIER III
Mexico DF 68ms

Spain
Alcalá
TIER III
Madrid
TIER II+

Colombia
Cartagena 38ms
Bogota 52ms

Quito 58ms

Fortaleza 68ms

Brazil
Tamboré
TIER III
CIC
TIER II+

Peru
Lince
TIER III
Monterrico
TIER III

Lima 64ms

Chile
Paine
TIER III

Sao Paulo 112ms

Buenos Aires 121ms

Santiago 96ms

Argentina
Barracas
TIER II+

Lowest latency between South East Coast, Europe and Brazil (among others).

We provide datacenter, network infrastructure and support services to help providers expand their local presence across Latin American markets through Telefónica.

We *offer*

- Competitive Tier III offering
- Communications Hub for Central America and the Caribbean
- Carrier neutral facility with presence of major domestic carriers
- Value added services
- Cat 5 – rated, purpose-built data center facility
- Built-to-suit spaces: flexible, self-manageable, modular

100,000 m2

MPLS Network

24 DC connected with our Core Networks

30,000 Managed Servers

Direct access to
350+ million
Telefónica Users

Independent External Certifications

Independent Evaluations Audits

TGS Global Compilance & Certifications

Workplace of the **future**

Our SIP Trunk...

...interconnected to Collaboration SaaS for inbound and outbound calls
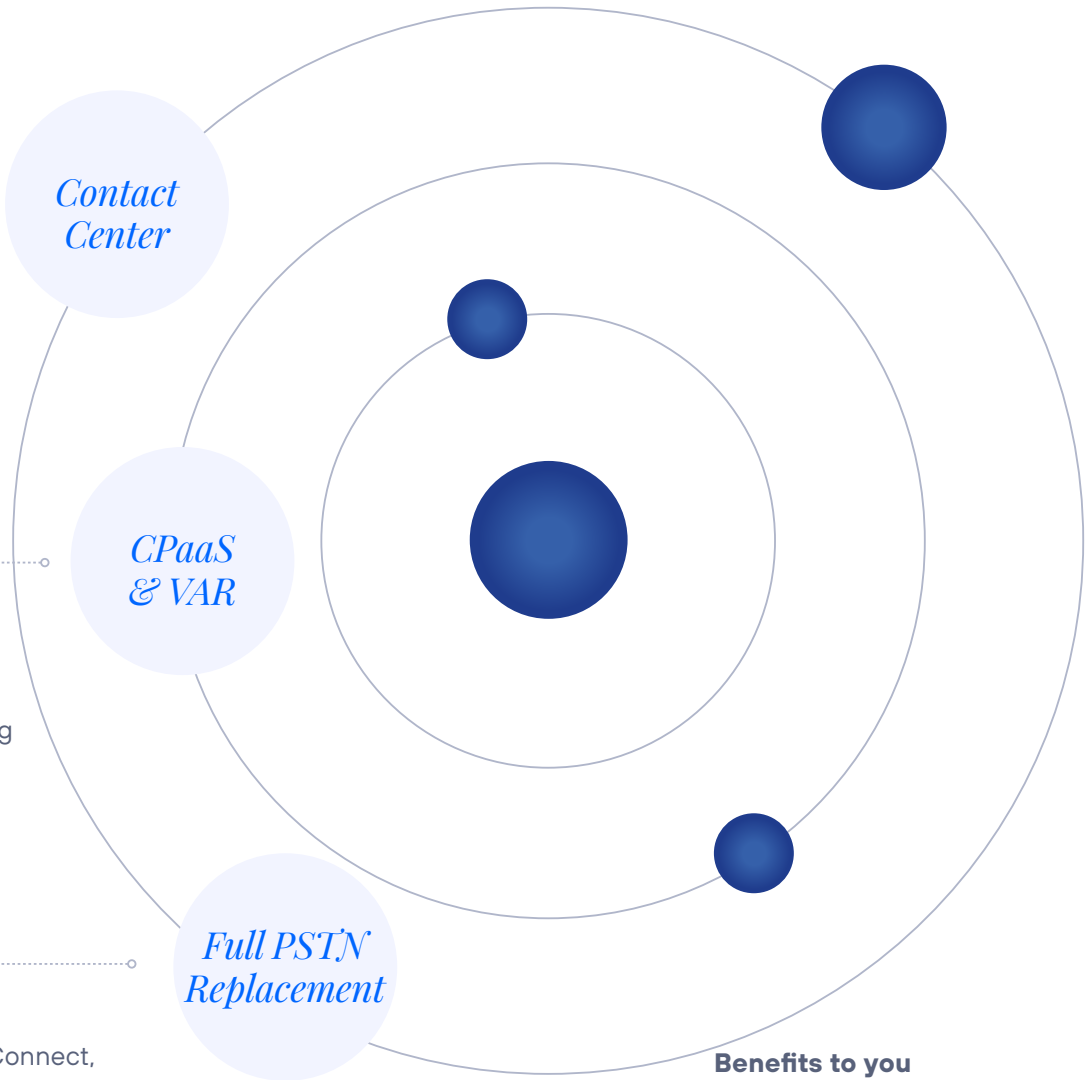
- LATAM & Europe coverage for ITFS
- Fast traffic growing solution. Competitive Pricing
- Experience and Expertise (i.e interoperability, portability, incident management)
- State-of-art Antifraud Tool

...providing voice "as a Service" to be integrated into complex CPaaS / UCaaS solutions

- DDIs for CPaaS & VAR to integrate in their end-customer solutions
- Telefónica as a Tier 1 Provider
- LATAM PSTN Coverage with our own local operations, competitive pricing
- NGN agreements for international traffic (SLA's)
- Regulatory Compliance
- APIs for self-management

...for companies evolving to new SaaS Telephony Solutions

- Leading World Full PSTN Coverage: 45 countries
- Integrated with Microsoft PSTN interconnection Solutions (Operator Connect, Direct Routing), Cisco, Zoom and Google
- LATAM coverage almost 100% (covers 73% population)
- First provider in the Operator Connect with coverage in LATAM using our own full local operations
- Only operator in Brazil with local azure peerings, local voice infrastructure and full fixed/mobile networks
- Expertise in portability and regulatory compliance

Contact Center

CPaaS & VAR

Full PSTN Replacement

Benefits to you

- Re-connect with your employees
- Improve digital experience
- Empower Innovation
- Drive Operational Efficiencies automating business processes and digitizing workflows.
- Full integration with main collaboration platforms (Webex Calling, Operator Connect for MS Teams, Zoom Phone, Google Workplace)

Employees need to be able to connect and collaborate anytime, anywhere and from any device.

Our mission is to deliver an exceptional end-user experience by empowering your employees to work securely anywhere, anytime through the design, delivery, adoption and management of devices, desktops and apps.

Our *capabilities*

Productivity

- Meetings & Collaboration
- Office 365
- Contact Centre
- Cloud PBX

Security, Indentity and Access Management

- UEM
- 365 Endpoint Security
- Mobile Threat Protection
- Zero Trust Network Access

Device and OS

- Device as a Service
- Desktop/Laptop Management
- Windows Servicing
- Virtual Desktop
- Application Development & Updates

EU Adoption & Experience

Enterprise Comms

- SIP Trunking
- Teams Operator Connect & Direct Routing
- Cloud Interconnections (SIP & IP)
- 3/4/5G Calling Plans
- Home Worker Broadband (Fibre, DSL)
- SIP interconnected with Zoom, Cisco, Google and CCaaS technologies

Mobility

- Mobile Device Management
- Logistics
- Mobile Data Optimisation and Control
- Device Profiles (BYOD, COBO, COPE, COSU)

Workplace of the **future**

Enterprise Messaging Solution

Global Enterprise Messaging (GEM)

Is an Application to Person (A2P) messaging solution that allows you to manage bulk messaging services around the world, taking advantage of an instant and direct way of leveraging mobile communication with the best quality routes enterprise network infrastructure, making us an ideal technological partner for your journey.

Global coverage
Reach all operators around the world with just one connection.

Focused on high quality routes
Direct connection to Telefónica Operating Businesses and many other operators with competitive pricing.

Mobile Number Portability resolution
Reach all operators around the world with just one connection.

Customer centric approach
Customizable solution which can be adapted to specific needs.

Simplicity
A single contract, eliminating the additional costs and effort required to connect to multiple operators.

Income generation
Business opportunity due to the worldwide increase of A2P messaging services.

Cost effective
Reduced operative costs and minimum investment.

Quality end-to-end service
Including testing of end-to-end interoperability.

Business Cases

Health
- Preventive care alerts
- Medical appointments
- Medical reporting results
- Welfare support notices
- Patient queue management

Banking
- Transaction Alerts
- Insufficient balance notification
- One-time password
- Balance-on-demand
- Transfers and payments
- Turning services on/off

Travel
- Flight/bus/train boarding pass
- Schedules, routes & bookings
- Discount and offer alerts
- Arrival/departure reminders

Institutions
- Emergency alerts
- Mass surveys
- Interactive information portal
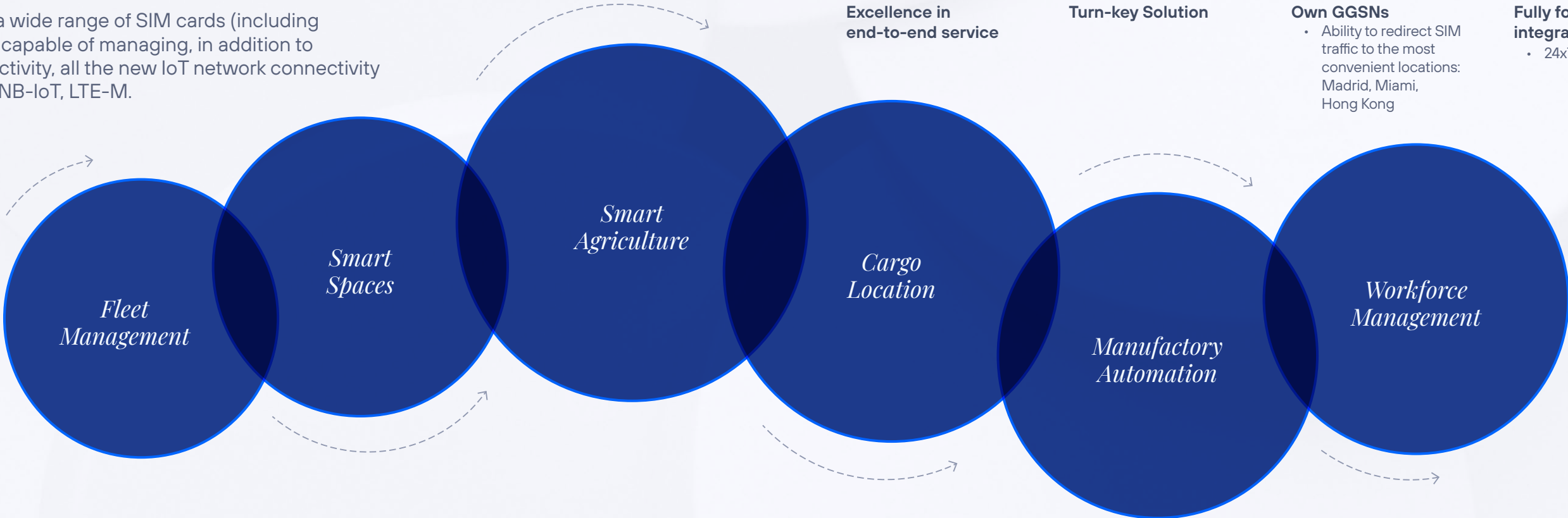- Status of social services (license, passport, ...)
- Reports of crimes
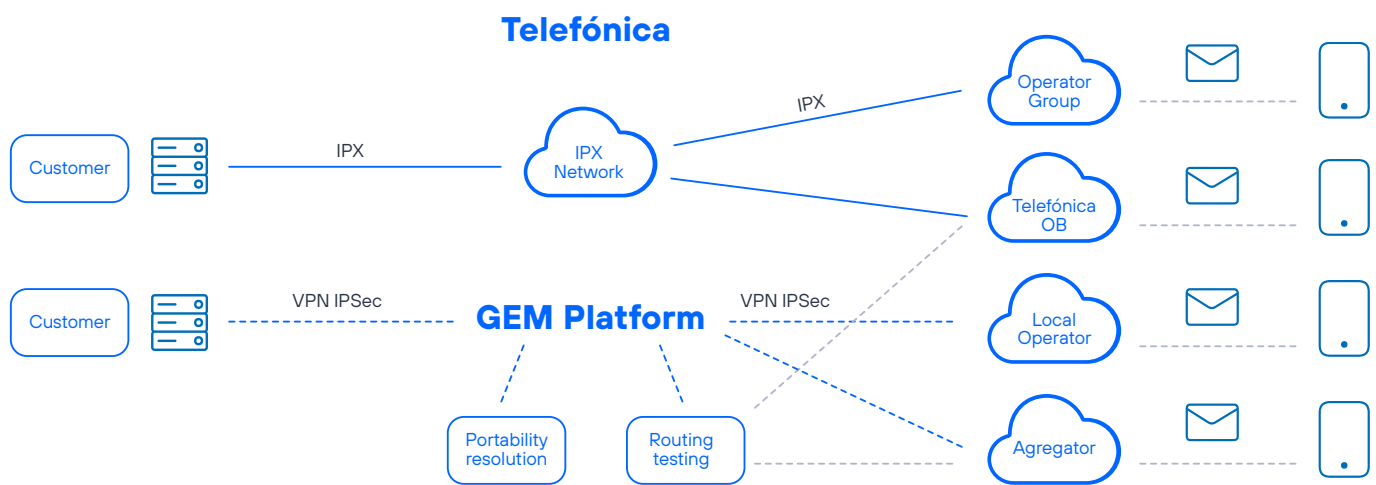
Industry 4.0

Managed IoT

- IoT Managed Connectivity service covers any customer IoT business needs, providing control and management over IoT communications, in real-time and at any location worldwide.

- It is supported by the Kite Platform, a proprietary solution with a dedicated network infrastructure that is deployed globally and hosted in the cloud, allowing access via Web Portal or API.

- Kite supports a wide range of SIM cards (including eUICC) and is capable of managing, in addition to cellular connectivity, all the new IoT network connectivity technologies: NB-IoT, LTE-M.

Use cases

Global IoT dedicated network, software and hardware with the best quality standards

Leader in 2023 Gartner® Magic Quadrant TM for IoT Connectivity
- Top 3 provider, 9 years in a row

SIM cards
- In >150 countries

Excellence in end-to-end service

Worldwide connectivity
- Through Telefónica's footprint > 700 roaming agreements

Real-time billing

Turn-key Solution

Top 5 Telco worldwide
- With higher number of lines

Imei/MSISDN & black/ white lists

Own GGSNs
- Ability to redirect SIM traffic to the most convenient locations: Madrid, Miami, Hong Kong

More than 10k B2B Customers

Advanced analytics and dashboards

Fully focused integrated support
- 24x7/365

Fleet Management

Smart Spaces

Smart Agriculture

Cargo Location

Manufactory Automation

Workforce Management

IoT & Big Data

Benefits to you

Vertical IoT platforms and Solutions transforming e2e business processes

Mobility Management
Get to know exactly what is happning with your vehicles and manage more efficiently
- Improve employees' productivity and efficiency
- Monitoring of any in-transit cargo

Smart Spaces
Enhance point of sale experience by creating spaces for "responsive" experiences
- Maximising the value of the Customer Journey
- Improve efficiency of back office, support and operation procesess
- Facilitating data driven decisions at every level

Manufacturing 4.0
Large scale connectivity of location through private 4G/5G networks
- 5G low latency high bandwidth to help automation of picking
- Stock management
- Security improvement
- Predictive maintenance

Energy monitoring & Management
Energy optimization & efficiency solutions
- Carbon footprint
- Energy costs
- User experience – Climate

Smart cities
Monitoring & telecontrol solutions
- Traffic Management
- Energy Consumption

E2E Security / IoT Big Data Platforms

Tailormade projects & joint innovation

Development of turn key projects, together with R&D, to anticipate customer trends

Adaptability

MODULARITY
Fit-for-purpose products and services to solve specific needs.

E2E APPROACH
Complete solutions to abstract customers from complexities.

SCALABILITY
Capacity to accompany our clients' as they grow.

Excellence in excution

EXPERTISE
Workforce of +500 experts dedicated to BD/AI and IoT.

AVANTGARDE
Most advanced techniques, technologies and methodologies.

ALLIANCES
With best-in-class providers in the world.

Unique assets

DEDICATED IOT NETWORKS
Excellence from 5G to private networks, NBIoT, LTE-M.

DATA
Unique insights extracted from our own proprietary data.

PLATFORMS
Market leading, scalable platforms offering much more than Connectivity through all IoT ecosystems: In-house Kite Platform and Business Insights.

Professional and **managed** services

We to help our customers go through any service transformation journey or operation optimization, as well as to lead them to a better information exploitation in order to get into a continuous improvement lifecycle and to an optimize use of their business resources.

Professional Services cover **the whole customer journey in a modular and scalable way.**

We adapt to our customers and their needs, improving their experience with TGS as their service provider and letting the have **a stellar user experience.**

Customers will benefit from

- o **Precise know-how**
- o **Cost Optimization**
- o Having greater **agility**
- o Increased **productivity and effectiveness**
- o Getting more **competitiveness**
- o **Time Saving**
- o **Risk and** complexity management **reduction**

Tools

Skills / Profiles

Professional services

Processes / Methodology

Our **tools**

Vendor Management

A single point of contact to simplify the management of your suppliers

Businesses increasingly need to manage their communications globally making it necessary to streamline the management of so many elements such as services, suppliers and contracts. Our global reach and experience of acting as a single point of contact on behalf of our clients can facilitate the contracting and management of various third-party services, ensuring the best price and quality.

Achieve cost savings by contracting or maintaining certain third-party services that you would not be able to obtain without the unified management of TGS

When a single supplier cannot offer the best technological or price solutions for all services, the best option is to contract directly with a third party and use TGS to manage all suppliers.

This service includes your Vendor Management of public and private network accesses (IPVPN, Internet, etc.), allowing you to delegate the management of your suppliers

Don't open or redirect operational tickets in each of your vendor platforms. Telefónica Global Solutions centralises all these management processes to make your operations smoother, creating a unique ticketing service.

Customer Control Center

Improved UX and easy access to all your services.

A Customer Portal to manage, monitor and configure customer services and solutions, offering a **complete view of activity.**

CAPABILITIES
- Service inventory
- Support tickets: creation and tracking
- Access to monitoring tools (some services available)
- Basic Reporting
- User access management
- FAQ information
- Self-Service
- Dynamic Network
- Advanced Reporting

Why TGS?

Our *Recognitions*

Flexible

We take connectivity beyond by developing integrated solutions designed to meet our clients' needs.

Innovative

Providing the most forward-looking solutions to help our clients in their digital transformation.

Expert

We merge the global reach of a leading group with the knowledge of the local markets where we operate.

Committed

Our dedicated team of professionals supports our clients by creating long-lasting relationships.

Gartner

Recognised in the Gartner® Magic Quadrant™ for Managed Network Services - 2024

Leader in the Gartner® Magic Quadrant™ for Managed IoT Connectivity Services - 2024 (10th consecutive time)

ZOOM

Technical Excellence Award - 2024

CISCO Partner Gold Provider

CISCO Worldwide Gold Provider - 2024

wca 2024 WORLD COMMUNICATION AWARDS

Satellite Telecoms Award - 2024

GLOBAL CONNECTIVITY AWARDS

Best Satellite Operator - 2024

Best Anti-Fraud Innovation - 2024

AVASANT Network Managed Services 2023-2024

Avasant Network Managed Services – Disruptor 2024

CC GLOBAL AWARDS BERLIN 2024 LATAM REGIONAL OPERATOR OF THE YEAR TELEFONICA GLOBAL SOLUTIONS

Latam Regional Operator of the Year - 2024

Telefónica
Global Solutions