

PROSEGUR OPENS iSOC, ITS NEW INTELLIGENT SECURITY OPERATIONS CENTRE

- ▲ This is Prosegur's largest facility of its kind on the planet, integrating innovative technologies, intelligent data processing and advanced security services.
- ▲ The iSOC has become a cornerstone of the new Prosegur Hybrid Security model which will enable a much more intelligent and agile approach to operations, anticipating the risks and threats faced by companies today.
- ▲ Opening this new centre constitutes the first milestone in a programme to open 13 facilities with capabilities similar to the one in Madrid as part of a collaborative and networked approach across the company's different geographies to guarantee a consistent global and streamlined service.

Madrid, 13 December 2022 – Prosegur Security, the Prosegur division that provides physical and electronic security solutions, has inaugurated its new **iSOC** (*Intelligent Security Operations Center*) in Madrid. This state-of-the-art centre entailed an investment of five million euros and will create 150 new direct jobs. This centre integrates a range of technologies including Artificial Intelligence, the Internet of Things (IoT) and Big Data. The iSOC incorporates capabilities for intelligent data processing, advanced security service management and the ability to integrate with the technological legacy of the customers it serves. This enables the company to approach security operations in a more comprehensive, intelligent and agile way, anticipating the risks and threats it faces.

The opening of the Madrid iSOC is the main milestone in a programme of 13 openings (similar to the one in Madrid) in Argentina, Brazil, Chile, China, Colombia, Portugal, the United States, Mexico, Paraguay, Peru, Singapore and Uruguay. The target is to develop collaborative and networked work between the different geographies in which the company operates. In a context of exponential change, this significant financial investment supports continuous developments in, and adaptations of, security models that respond to the current and also future needs of customers such as early warning detection and the examination of trends to draw up and analyse future scenarios.

Fernando Abós, CEO of Prosegur Security, pointed out that "the traditional role of security organisations has always been to protect people and property. We are now moving into a world in which traditional risks not only persist, but are even growing and doing so with added complexity. Threats arise from increasingly unexpected and nebulous sources, and the concept of security is broadening to include other issues not previously considered. This calls for security models that are much more dynamic and able to adapt quickly to respond to and anticipate risks; in short, smarter security models.

Prosegur has devised a model that responds to this new reality, Hybrid Security. One aspect of this approach is based on empowering security experts through smart and connected technologies that make strategic use of data. This is how the company adds maximum value to its customers' business, through the perfect alignment between human resources endowed with experience and knowledge, technological means to enhance those capabilities, and data turned into intelligence to continuously

adapt the model. Prosegur can thus deliver a more individualised and scalable security solution, thus guaranteeing that its customers' activities are running properly.

The security operations centre, referred to as the iSOC, is a key pillar of the model in this strategy: it is the brain of the Hybrid Security model. People, Technology and Data as key elements and the iSOC at the centre, orchestrating it all in an intelligent way.

Differentiated iSOC capabilities

The iSOC brings together well over 1,200 security professionals with the right technology skills. iSOC guards and operators are always connected via proprietary tools. Prosegur Security has created the only operational platform on the market that can connect and exchange information in real time with the nearly 26,500 security guards and technicians it has in Spain. In addition, this state-of-the-art centre monitors over 25,000 customer installations and manages more than 300,000 connected devices, of which more than 200,000 are video-connected.

With the opening of this new centre, the company is implementing new technological advances to support and improve the functions and services provided to its customers. These also include the management of warning signals and the activation of security protocols; active image monitoring, including increased capabilities through the incorporation of Artificial Intelligence and video analytics; remote access control to facilities; the review of compliance with regulations and operational processes; or critical services to guarantee the continuity of the customers' activity, such as remote fire protection solutions or remote attention to technical incidents.

The vast quantity of data that the security ecosystem gathers is further integrated and processed at the iSOC where the data are converted into information. After extensive analysis by specialists in the field, supported by Business Intelligence and Big Data tools, this information is transformed into actionable intelligence, enabling permanent adaptation and anticipation of risks.

Prosegur can therefore deliver a broad range of benefits and possibilities, such as operational streamlining, guaranteed continuity and the availability of a network of information and data to assist decision-making at all times.

