

CYBERSECURITY AND NETWORKING: ITALTEL OPENS NEW DIGITAL OPERATION CENTER IN MILAN

- Globally, there are more than 200 Italtel technicians delivering advanced Managed Services in networking and cybersecurity at its three operations centers in Milan, Ciudad Real, and Rio de Janeiro.

- For the global Managed Services market, the compound annual growth rate (CAGR) between 2023 and 2030 will be 12.9 percent.

Milan, February 4, 2025 – Italtel announces the opening of a new 300sqm **Digital Operation Center** at its Milan headquarters in Caldera Park, where technical teams from the Network Operation Center (NOC) and Security Operation Center (SOC) work H24/7 to deliver managed services for advanced surveillance, data protection and business continuity of customer networks and services. In total, Italtel technicians delivering Advanced Networking and Cybersecurity Managed Services number more than 200 in the three operation centers in Milan, Ciudad Real and Rio de Janeiro.

The global managed services market is growing: it exceeded \$260 billion in 2022 and will reach \$687.32 billion by 2030, with a projected compound annual growth rate (CAGR) of 12.9 percent between 2023 and 2030. (Source: Cognitive Market Research - Managed Services Market Report 2025).

With the adoption of technologies such as 5G, Cloud/Edge computing, and AI, the overlap between networking and cybersecurity is increasing, and cyber threats are becoming more sophisticated, making security a key element of network management. Security systems must therefore operate in real time and integrate with network architectures to provide continuous and targeted protection.

“The new Digital Operation Center represents a key step in the consolidation of our global strategy,” comments Paolo Allegra, head of Global Business Excellence at Italtel. “We aim to implement a ‘best in class’ model in the field of managed services, with a strong focus on highly specialized centers that can ensure increasingly effective monitoring, analysis and incident management, particularly through the use of automation and orchestration platforms. Our strength lies in our ability to engineer the use of these technologies by observing, interpreting and acting on data in real time to anticipate problems and improve processes,” Allegra concluded.

Through its NOC, Italtel provides specialized technical support for the networks of major national service providers as well as large public and private sector customers, and monitors the ICT infrastructure of numerous large customers, including major hospitals, large banks, and utilities.

In addition to this, SOC’s services include prevention, monitoring, real-time threat detection and incident response, all supported by what is known as cyber threat intelligence, which is the constant activity of vulnerability analysis and information gathering aimed at identifying cyber attack strategies. The Milan SOC currently manages security for several hundred Servers, PCs and other network devices, including Microsoft 365 cloud environments. Activities include data protection and continuity of services, in compliance with international standards such as ISO 27001, GDPR and ISO 22301.

Italtel is a multinational Information & Communication Technology company with a strong focus on innovation. Italtel offers digital transformation solutions including networks, data centers, digital workspaces, security, hybrid cloud and Internet of Things. Solutions consist of both proprietary and third-party software products, managed services, engineering and consulting services, analytics and automation. The target market consists of public and private companies, with a specific focus on vertical markets Telco, Media & Entertainment, Public Administration, Banking & Insurance, Utilities, Transportation, Healthcare, and Manufacturing. www.italtel.com
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