

Press release

## Telefónica launches an integrated platform that digitizes local police management and strengthens operational capability

- The system centralizes the main police functions in real time, optimizes resource allocation, and reduces response times through a unified view of all the force's activity.
- The new software is designed to improve coordination, efficiency, and operational performance for local police by integrating the management of officers, patrols, incidents, alerts, cameras, radar systems, queries, and documentation in a single place.

**Madrid, June 30, 2026.-** Telefónica has launched a new comprehensive management platform designed to support local police forces. The software, developed entirely by Telefónica's Defense and Security division, was created to help coordinate the human and material resources of police forces more efficiently, while also improving response capacity and optimizing the management of public safety.

After years of working with the security sector and public administrations, Telefónica has identified a growing need among Spanish municipalities: the challenge of centrally managing information, resources, and operational processes when data is spread across multiple applications, systems, and communication channels.

Ante esa situación, sumada al contexto de que muchas administraciones públicas continúan operando con herramientas aisladas, la plataforma permite integrar en tiempo real toda la información relevante para la actividad policial local: incidencias, llamadas, patrullas, recursos operativos, gestión de sanciones, cámaras de videovigilancia, radares, documentación y comunicaciones. El resultado es una visión operativa unificada que facilita la coordinación y permite actuar con mayor rapidez y eficacia ante cualquier situación.

Against that backdrop, and given that many public administrations still rely on disconnected tools, the platform makes it possible to integrate in real time all information relevant to local police work: incidents, calls, patrols, operational resources, fines management, surveillance cameras, radar systems, documentation, and communications. The result is a unified operational view that improves coordination and makes it possible to act more quickly and effectively in any situation.

Javier López, Director of Defense and Security at Telefónica, said: "With the police management platform, we are taking another step in our strategy to offer the best and most complete range of services for our customers, combining connectivity, digitalization, and advanced technological capabilities to respond to the critical needs of public administrations."

The platform works as an ERP system geared toward Police Command and Control. This solution has been adapted and evolved for regional and local police forces and includes a mobile app that makes it easier for officers to work on the move and improves communication with control rooms.

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As a result, officers can access up-to-date information during interventions, while operational managers have a complete view of service status, available resources, and incidents in progress.

Beyond centralizing information, the solution makes it possible to manage a police force's operational processes end to end. The platform facilitates real-time incident resolution through automated workflows, allows complaints and reports to be processed directly from mobile devices, and synchronizes all information immediately with management and back-office systems. It also includes geolocation monitoring capabilities for patrols and incidents, as well as dashboards that provide an up-to-date view of operational activity and support planning for patrols, services, and resources.

The platform has strong interoperability with existing municipal systems and third-party technologies, avoiding the creation of new information silos. The solution integrates data from different sources into a common architecture that makes it possible to correlate information in real time, automatically assign the most suitable resource for each intervention, track patrols by location, and generate a complete audit trail of actions taken.

### **More efficient response**

In addition to improving operational coordination, the platform helps increase the efficiency of local police forces and city councils by reducing response times, eliminating duplicate information, and making daily operations more agile. Its analytics and monitoring capabilities make it possible to optimize resource planning, identify priorities, and maintain a complete record of actions taken, making it easier to know what is happening, who is involved, when, where, and with what result.

The solution, developed entirely by Telefónica, has a modular and scalable architecture that allows it to adapt to both large cities and smaller municipalities. It can also evolve through the addition of new functionalities and emerging technologies, responding to the changing needs of security forces and other emergency services such as civil protection or fire departments. In this way, it positions itself as a connected, modular, and evolving operational platform, aimed at strengthening coordination between field operations and offices, speeding up police management, and providing useful information for real-time decision-making.

Telefónica takes on the clear challenge of becoming the best access route for citizens to digital technologies. This solution is an example of how the company puts innovation at the service of institutions and essential services, contributing to more efficient management of public safety and reinforcing its commitment as a driver of digital transformation and the Spanish economy.

The new platform is based on Telefónica's technological expertise and the company's ability to integrate secure communications, advanced connectivity, and digital solutions in mission-critical environments, reinforcing its commitment to offering more and better services to customers and to putting the most innovative technology at the service of administrations and citizens.

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