

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2011

This is to certify that:

SISTEMAS AVANZADOS DE TECNOLOGÍA, S.A.
SATEC
Avda. de Europa, 34 Edif A
Aravaca
Madrid
28023
Spain

Holds Certificate No:

ITMS 614321

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2011 for the following scope:

Services management system that includes the following services of Helpdesk (CSC), User service desk (USD), Support (SUPPORT) and Operation and Monitoring (O&M), provided by SATEC's Service Centre, in the locations of Madrid, Vigo and Rabat. As detailed in the Catalogue of services valid.

For and on behalf of BSI:



Andrew Launn, EMEA Sys Cert Ops & Compliance Director

Original Registration Date: 2014-07-23

Latest Revision Date: 2017-06-22

Effective Date: 2014-07-23

Expiry Date: 2020-07-22

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Certificate No: **ITMS 614321**

Location	Registered Activities
SISTEMAS AVANZADOS DE TECNOLOGÍA, S.A. SATEC Avda. de Europa, 34 Edif A Aravaca Madrid 28023 Spain	Services management system that includes the following services of Helpdesk (CSC), User service desk (USD), Support (SUPPORT) and Operation and Monitoring (O&M), provided by SATEC's Service Centre, in the locations of Madrid, Vigo and Rabat. As detailed in the Catalogue of services valid.
INTELCOM 9, Zone Industrielle Attasnia Al Massira Temara Rabat 12000 Morocco	Services management system that includes the following services of Helpdesk (CSC), User service desk (USD), Support (SUPPORT) and Operation and Monitoring (O&M), provided by SATEC's Service Centre, in the locations of Madrid, Vigo and Rabat. As detailed in the Catalogue of services valid.



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An electronic certificate can be authenticated [online](#).
Printed can be validated at www.bsi-global.com/ClientDirectory or telephone +44 (0)20 8996 7033.

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