

# Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

SATEC - Sistemas Avanzados de Tecnología, S.A.  
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 20000-1:2018 for the following scope:

Please see scope page.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2014-07-23

Latest Revision Date: 2021-07-14

Effective Date: 2020-07-27

Expiry Date: 2023-07-26

Page: 1 of 3



...making excellence a habit.™

Certificate No: **ITMS 614321**

## Registered Scope:

Services management system that includes the following:

- Customer Service Centre (SPOC),
- User service desk (USD),
- Support (SUPPORT), and
- Operation and Supervision (MON),

provided by SATEC's Service Centre, in the locations of Madrid, Vigo and Rabat. As detailed in the catalogue of services, ver. 5.4, dated 20-Oct-2020

Previous certificate expires on 22-07-2020.

Recertification audit ended on 18-06-2020.



Original Registration Date: 2014-07-23

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Page: 2 of 3

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
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Certificate No: **ITMS 614321**

Location	Registered Activities
SATEC - Sistemas Avanzados de Tecnología, S.A. avda. de Europa, 34, Edif. A Aravaca Madrid 28023 Spain	Services management system that includes the following: <ul style="list-style-type: none"><li>- Customer Service Centre (SPOC),</li><li>- User service desk (USD),</li><li>- Support (SUPPORT), and</li><li>- Operation and Supervision (MON),</li></ul> provided by SATEC's Service Centre, in the locations of Madrid, Vigo and Rabat. As detailed in the catalogue of services, ver. 5.4, dated 20-Oct-2020  Previous certificate expires on 22-07-2020.  Recertification audit ended on 18-06-2020.
SATEC - Sistemas Avanzados de Tecnología, S.A. Edif. Dotacional «TextVigo» (oficina B6) y Nave D-14 (Planta 1), Calle C Parque Tecnológico y Logístico de Valladares Vigo Pontevedra 36315 Spain	Services management system that includes the following: <ul style="list-style-type: none"><li>- Customer Service Centre (SPOC),</li><li>- User service desk (USD),</li><li>- Support (SUPPORT), and</li><li>- Operation and Supervision (MON),</li></ul> provided by SATEC's Service Centre, in the locations of Madrid, Vigo and Rabat. As detailed in the catalogue of services, ver. 5.4, dated 20-Oct-2020  Previous certificate expires on 22-07-2020.  Recertification audit ended on 18-06-2020.
Intelcom 9, Zone Industrielle Attasnia Al Massira Temara Rabat 12000 Morocco	Services management system that includes the following: <ul style="list-style-type: none"><li>- Customer Service Centre (SPOC),</li><li>- User service desk (USD),</li><li>- Support (SUPPORT), and</li><li>- Operation and Supervision (MON),</li></ul> provided by SATEC's Service Centre, in the locations of Madrid, Vigo and Rabat. As detailed in the catalogue of services, ver. 5.4, dated 20-Oct-2020  Previous certificate expires on 22-07-2020.  Recertification audit ended on 18-06-2020.

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