

# 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:

Services management system that includes the following:

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

provided by SATEC's Service Centre, in the locations of Madrid, Vigo, Valladolid and Rabat. As detailed in the Catalogue of services ver. 5.5, dated 12-Dic-2022

For and on behalf of BSI:

Denelise L'Ecluse, Managing Director Assurance - Continental Europe

Original Registration Date: 2014-07-23

Effective Date: 2023-07-27

Latest Revision Date: 2023-06-08

Expiry Date: 2026-07-26

Page: 1 of 2



...making excellence a habit.™

Certificate No: **ITMS 614321**

Location	Registered Activities
SATEC-VALLADOLID Pza. Marcos Fernández, 4 Valladolid 47014 Spain	Services management system that includes the following: <ul style="list-style-type: none"><li>- Customer Service Center (SPOC),</li><li>- User service desk (USD),</li><li>- Support (SUPPORT),</li><li>- Operation and Supervision (MON) and</li></ul> CyberSOC (CYBER), provided by SATEC's Service Centre, in the locations of Madrid, Vigo, Valladolid and Rabat.
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 Center (SPOC),</li><li>- User service desk (USD),</li><li>- Support (SUPPORT),</li><li>- Operation and Supervision (MON) and</li></ul> CyberSOC (CYBER), provided by SATEC's Service Centre, in the locations of Madrid, Vigo, Valladolid and Rabat.
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 Center (SPOC),</li><li>- User service desk (USD),</li><li>- Support (SUPPORT),</li><li>- Operation and Supervision (MON) and</li></ul> CyberSOC (CYBER), provided by SATEC's Service Centre, in the locations of Madrid, Vigo, Valladolid and Rabat.
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 Center (SPOC),</li><li>- User service desk (USD),</li><li>- Support (SUPPORT),</li><li>- Operation and Supervision (MON) and</li></ul> CyberSOC (CYBER), provided by SATEC's Service Centre, in the locations of Madrid, Vigo, Valladolid and Rabat.

Original Registration Date: 2014-07-23

Effective Date: 2023-07-27

Latest Revision Date: 2023-06-08

Expiry Date: 2026-07-26

Page: 2 of 2

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)