

# Certificate of Registration

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

This is to certify that:

Abai Business Solutions, S.A.U.  
Vía de los Poblados, 3  
Edificio Cristalia Play 4B, 5.ª PLANTA  
Madrid  
28850  
Spain

Holds Certificate No:

**ITMS 732236**

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

The Service Management System that supports Customer Service, Sales, Back-Office, Technical Support, Process Reengineering, Market Research, Media Strategy, Smart Data, Smart Working, Conversational Intelligence, Automation, Customer Experience, omnichannel and Voice Analytics provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 04', dated February 17, 2022.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2020-09-30

Effective Date: 2022-03-21

Latest Revision Date: 2022-03-18

Expiry Date: 2025-03-20

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Certificate No: **ITMS 732236**

Location	Registered Activities
Abai Business Solutions, S.A.U. Pl. Europa, 17-19, 3.ª pl. Hospitalet de Llobregat Barcelona 08908 Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 04', dated February 17, 2022.
Abai Business Solutions, S.A.U. C/ Enrique Mariñas, s/n Edif. Proa, planta baja La Coruña 15009 Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 04', dated February 17, 2022.
Abai Business Solutions, S.A.U. Avda. Párroco Pablo Díez, 456 Parcelas 83, 84, 85 y 86 Polígono industrial Trobajo San Andrés de Rabanedo Leon 24010 Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 04', dated February 17, 2022.
Abai Business Solutions, S.A.U. Avda. Córdoba, 21, 3.ª pl., puerta 5 Madrid 28026 Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 04', dated February 17, 2022.
Abai Business Solutions, S.A.U. Vía de los Poblados, 3 Edificio Cristalia Play 4B, 5.ª PLANTA Madrid 28850 Spain	Certificate scope applies.
Abai Business Solutions, S.A.U. Avda. Severo Ochoa, 16-20 bajo Edificio Frigiliana Parque Tecnológico Campanillas Malaga 29590 Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 04', dated February 17, 2022.

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

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.

Certificate No: **ITMS 732236**

Location

Extel Contact Center, S.A.  
C/ María Zambrano, 31, 4.ª pl.  
Torre Oeste, Edif. World Trade Center  
Zaragoza  
50018  
Spain

Abai Business Solutions, S.A.U.  
Calle 19 # 16-04  
Avenida Bernardo Arango  
Manizales, Caldas  
170001  
Colombia

Registered Activities

The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 04', dated February 17, 2022.

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