

# Certificate of Registration

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

This is to certify that:

Abai Business Solutions, S.A.U.  
Abai Madrid Cristalia  
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 management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients, in accordance with the 'Catálogo Servicios Abai Group Rev. 04', dated February 17, 2022.

For and on behalf of BSI:

Denelise L'Ecluse, Managing Director Assurance - Continental Europe

Original Registration Date: 2020-09-30

Effective Date: 2022-03-21

Latest Revision Date: 2023-08-09

Expiry Date: 2025-03-20

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...making excellence a habit.™

Certificate No: **ITMS 732236**

Location	Registered Activities
Abai Management & Consulting, S.L.U. Abai Madrid Cristalia Vía de los Poblados, 3 Edificio Cristalia Play 4B, 5ª PLANTA Madrid 28850 Spain	The management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients.
Abai Management & Consulting, S.L.U. Abai Madrid Avda. Córdoba, 21, 3.ª pl., puerta 5 Madrid 28026 Spain	The management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients.
Abai Business Solutions, S.A.U. Abai Hospitalet Pl. Europa, 17-19, 3.ª pl. Hospitalet de Llobregat Barcelona 08908 Spain	The management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients.
Abai Business Solutions, S.A.U. Abai Coruña C/Garcia Sabell nº 1 La Coruña 15008 Spain	The management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients.

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Abai Business Solutions, S.A.U. Abai León Avda. Párroco Pablo Díez, 456 Parcelas 83, 84, 85 y 86 Polígono industrial Trobajo San Andrés de Rabanedo Leon 24010 Spain	The management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients.
Abai Business Solutions, S.A.U. Abai Madrid Avda. Córdoba, 21, 3.ª pl., puerta 5 Madrid 28026 Spain	The management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients.
Abai Business Solutions, S.A.U. Abai Madrid Cristalia Vía de los Poblados, 3 Edificio Cristalia Play 4B, 5.ª PLANTA Madrid 28850 Spain	The management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients.
Abai Business Solutions, S.A.U. Abai Málaga Avda. Severo Ochoa, 16-20 bajo Edificio Frigiliana Parque Tecnológico Campanillas Malaga 29590 Spain	The management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients.

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Location

Abai Business Solutions S.A.U.  
Abai Zaragoza  
C/ María Zambrano, 31, 4.<sup>a</sup> pl.  
Torre Oeste, Edif. World Trade Center  
Zaragoza  
50018  
Spain

Registered Activities

The management system that supports Customer Services (acquisition, recovery, loyalty, after-sales) in omnichannel; Customer Service and technical support (Help Desk / Service Desk); Back Office; Digital Marketing; Consultancy, automation, robotisation and development of solutions for process management; Design and development of digital humans for customer service provided by all areas of ABAI Business Solutions and ABAI Management & Consulting to its clients.



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