

Certificate of Registration

INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2013

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:

IS 732237

and operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2013 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 Declaration of Applicability SoA, Ed.07, dated April 30, 2021.

For and on behalf of BSI:

David Fardel, Country Manager, Assurance - Continental Europe

Original Registration Date: 2020-09-30

Effective Date: 2022-05-22

Latest Revision Date: 2023-08-09

Expiry Date: 2025-05-21

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SGQ N° 164 A SCR N° 048 F
SGA N° 071 D SSI N° 021 G

...making excellence a habit.™

Certificate No: **IS 732237**

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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This certificate relates to the information security management system, and not to the products or services of the certified organisation. The certificate reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotion material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate. The certificate does not of itself confer immunity on the certified organisation from legal obligations.

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

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Location	Registered Activities
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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Information and contacts: BSI Group Italia srl, via Fara 35, Milano, Italy, phone: +39 02 6679091

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Location

Abai Business Solutions S.A.U.
Abai Zaragoza
C/ María Zambrano, 31, 4.ª 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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