

# 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  
28033  
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, robotization 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. 7', dated January 9, 2025.

For and on behalf of BSI:

\_\_\_\_\_  
Matt Page, Senior Vice President, EMEA Assurance

Original Registration Date: 2020-09-30

Effective Date: 2025-03-21

Latest Revision Date: 2025-03-17

Expiry Date: 2028-03-20

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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 Jaén Calle Austria, 18 Polígono Industrial Aquisgrana La Carolina (Jaen) 23200 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/García Sabell nº 1 La Coruña 15009 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 28033 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, 5.<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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