

# CERTIFICATE

**TÜV**  
AUSTRIA

## Management System as per ISO/IEC 20000-1: 2018

In accordance with TÜV AUSTRIA procedures, it is hereby certified that

### KOÇSİSTEM BİLGİ VE İLETİŞİM HİZMETLERİ A.Ş.

Head office: Ünalın Mah. Çağla Sokak. Çamlıca İş

Merkezi 34700 Üsküdar/ İstanbul

Branch 1: ANKARA BÖLGE OFİSİ: ODTÜ Teknopark Yazılım Parkı Halıcı Yazılımevi C Blok Zemin Kat.ODTÜ Çankaya/Ankara

Branch 2: DUDULLU VERİ MERKEZİ: Yukarı Dudullu Organize Sanayi Bölgesi 3.Cadde No:4 Ümraniye/İstanbul

Branch 3: KKB ANADOLU VERİ MERKEZİ: Malıköy Mevkii Anadolu Organize Sanayi Bölgesi 13.Cad. No:31 Sincan/Ankara

Branch 4: KÜÇÜKYALI DEPO VE ONARIM MERKEZİ: Aydınevler Mah. Dumlupınar Cad. No:24 Küçükyalı/İstanbul

Branch 5: POS OPERASYON DESTEK MERKEZİ: Oruçreis Mah. Giyimkent Sitesi B131 E2 12.Sokak No:72 Esenler/İstanbul

Branch 6: İZMİR SAHA DESTEK BÖLGE OFİSİ: Çınarlı, Ankara Asfaltı No:30 İzmir

Branch 7: GAZİANTEP SAHA DESTEK BÖLGE OFİSİ: Değirmiş Mah. Abdullah Çolakoğlu Cad. No:20/A Şehitkamil/Gaziantep

Applies an IT Service Management System in line with the above Standard for the following Scope

THE SERVICE MANAGEMENT SYSTEM SUPPORTING THE PROVISION OF DATA CENTER SERVICES, IT SECURITY SERVICE, COMMUNICATION NETWORK SERVICE, VOICE & VISUAL TECHNOLOGY SOLUTION SERVICE, MANAGED SERVICE, E – DOCUMENT SERVICE, CLOUD SYSTEMS SERVICE, MAINTENANCE AND SUPPORT SERVICE, DESKTOP SYSTEMS SERVICE, POS DEVICES FIELD MAINTENANCE SERVICE, SUPPORT AND REPAIR SERVICE, R&D AND BUSINESS APPLICATION SERVICE IN ACCORDANCE WITH THE SERVICE CATALOGUE TO CUSTOMERS BY KOÇ SİSTEM BİLGİ VE İLETİŞİM HİZMETLERİ A.Ş DEPARTMENTS, LOCATED AT İSTANBUL AND ANKARA.

Certificate Registration No.: 20202210005423

Valid until: 2024-07-27

Certification Body  
at TÜV AUSTRIA

Athens, 2021-07-28

This certification was conducted in accordance with TÜV AUSTRIA auditing and certification procedures and is subject to regular surveillance audits.

TÜV AUSTRIA HELLAS  
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Headquarters in Athens bear the responsibility of the Certification decision