

Certificate

Management system as per

ISO/IEC 20000-1 : 2018

The Certification Body TÜV HELLAS (TÜV NORD) S.A. hereby confirms as a result of the audit, assessment and certification decision according to ISO/IEC 17021-1:2015, that the organization

**TELECROFT SERVICES LTD HELLAS
FOREIGN BRANCH**

Head Offices: 16, Kiffisias Ave.

115 26 Athens, Hellas

Branch: 73, Kassomouli Str. & 95, Ekateou Str.

117 44 Athens

Hellas

TELECROFT
Inbound · Outbound · No Boundaries

operates a management system in accordance with the requirements of ISO/IEC 20000-1 : 2018 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

- **Design and Implementation of Outbound - Inbound Calls Projects**
- **Sales and Customer Service through Outbound - Inbound Calls**
- **Provision of Back Office Services**

In accordance with the Service Catalog Version 4.0, 15.05.2025

Certificate Registration No. 043 22 0003

Audit Report No. ITSM-0029/2025

Valid from 2025-06-16

Valid until 2028-06-15

Initial certification 2022

Athens, 16.06.2025

TÜV HELLAS (TÜV NORD) S.A. Certification Body

TÜV HELLAS (TÜV NORD) S.A.

282, Mesogeion Ave.

155 62 Athens, Greece

tuvhellas.gr



MS Certification
No of Certificate 185