



# Certificate

**Enetel Solutions d.o.o.**  
Serbia/11000/Beograd/Južni bulevar/10



This certificate confirms that the organisation above has been audited and that their effective

## **INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM**

is in accordance with the requirements of the international standard

**ISO/IEC 20000-1:2018**

### **Scope & Applicability:**

The Service Management System of Enetel Solutions d.o.o. Beograd, in Belgrade Serbia, supporting the provision of support services for the application products and services provided to external clients from the company locations in Serbia.

### **Certified locations: / organisational unit:**

Serbia/11000/Beograd/Južni bulevar/10



Registration No: SMS-00089/0

Date of initial issue: 01.02.2021

Valid until: 01.02.2027

Vienna, 23.10.2023

DI (FH) Harald Erking CEO  
CIS - Certification & Information Security Services GmbH

CIS delivers services in the area of system certification according to the requirements of the international standard ISO 17021 and is accredited by Accreditation Austria.

The validity of the CIS certificate is confirmed by annual surveillance audits and has to be renewed by a recertification audit after three years. The current validity of the certificate is documented exclusively on the internet under [www.cis-cert.com/service/search-for-system-certificates/](http://www.cis-cert.com/service/search-for-system-certificates/).