Certificate

Certificate number: 2013-003

Certified by EY CertifyPoint since: June 3, 2013

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 20000-6:2017, the Information Technology Service Management System as defined and implemented by

Syntax Systems GmbH & Co. KG*

located in Weinheim, Germany is compliant with the requirements as stated in the standard:

ISO/IEC 20000-1:2018

Issue date of certificate: May 19, 2022
Re-issue date of certificate: July 20, 2023
Expiration date of certificate: May 18, 2025
Last certification cycle expiration date: March 10, 2022

EY CertifyPoint will, according to the certification agreement dated May 19, 2022, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

The certification is applicable for the assets, services and locations as described in the scoping section at the back of this certificate.

DocuSigned by:

Jatin Sehgal

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J. Sehgal | Director, EY CertifyPoint

Digital version

Syntax Systems GmbH & Co. KG

Scope for certificate 2013-003

The scope of this ISO/IEC 20000-1:2018 certification is as follows:

The scope of Information Technology Service Management System under certification comprises of the Syntax Systems GmbH & Co. KG and Syntax Systems s.r.o. legal entities and is applicable to the following processes/ service descriptions in Germany and Slovakia:

The services in scope include hosting services, managed services, consulting and infrastructure services. The scope includes the following services:

► AD DS
► AMS for Microsoft
► AMS_SAP AMS Bucket of Hours
► AMS_SAP AMS Security Services
► AMS_SAP AMS User Based
► Application Gateway (Reverse Proxy, Load Balancing)
► Asset Management
► AWS Managed Cloud Services
► AWS Well-Architected
► Azure Managed Cloud Services
► Azure Virtual Desktop
► Call+Dispatch
► Carve Out Mgmt Services
► Client Onsite Service
► Cloud Migration Advisory Services
► Colocation
► DBaaS Enterprise Cloud
► DBaaS on Remote Site
► EDI Services
► File_Exchange_Services
► Firewall Services
► GTS EDI Service
► HANA Assessment
► IaaS on Remote Site
► Job Scheduling Solution
► Managed File Services
► Managed LAN Services
► Managed Microsoft 365
► Managed PKI Services
► Managed Print Services
► Managed Service Desk Services

► Managed VPN with Remote Access
► Managed WAN Services
► Microsoft Application Consulting
► Modern Managed Client
► MSAP on Enterprise Cloud
► MSAP on Public Cloud
► PaaS Enterprise Cloud
► PaaS on Remote Site
► Process Assessment
► Project Management Services
► Remote Managed Services
► SAP Archiving Services
► SAP Cloud Solutions
► SAP Consulting
► SAP Implementation
► SAP Integration_Services
► SAP License and Maintenance_Enterprise
► SAP License and Maintenance_Standard
► SAP License_PMC
► SAP Maintenance_Enterprise
► SAP Maintenance_Standard
► SAP Migration Services
► Security_EDR
► Security_Network Protection
► Security_NGSW
► Security_PAM
► Security_SIEM
► Security_Vulnerability Mgmt for SAP

This scope is only valid in connection with certificate 2013-003.

Syntax Systems GmbH & Co. KG

Scope for certificate 2013-003

- ► Security_Vulnerability Mgmt
- ► Service Desk Solution
- ► SYNTAIN
- ► User Administration
- ► WAN Acceleration
- ► WLAN Services

The Information Technology Service Management System is centrally managed out of Höhnerweg 2 – 4, 69469 Weinheim, Germany. The scope mentioned above applies to the following two locations:

Weinheim, Germany
Höhnerweg 2 – 4, 69469 Weinheim, Germany

Kosice, Slovakia
Protifašistických bojovníkov 11, 04001 Košice, Slovakia

All other services from the above locations and services from other locations are excluded from this scope.

The Information Technology Service Management System mentioned in the above scope is restricted as defined in "Scope ISMS, SMS, QMS SYNTAX EU" version 6.0, dated May 25, 2023.

This scope is only valid in connection with certificate 2013-003.