

**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

## **FIT - a Syntax Company (Freudenberg IT)\***

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

### **ISO/IEC 20000-1:2011**

Issue date of certificate: March 26, 2019

Expiration date of certificate: March 10, 2022

Last certification cycle expiration date: March 10, 2019

EY CertifyPoint will, according to the certification agreement dated September 27, 2018, 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 on the back of this certificate.*



J. Sehgal | Director, EY CertifyPoint

# FIT - a Syntax Company (Freudenberg IT)

## Scope for certificate 2013-003

The scope of this ISO/IEC 20000-1:2011 certification is as follows:

The scope of the IT Service Management System under certification comprises of the Freudenberg IT GmbH & Co. KG, Freudenberg IT s.r.o, Freudenberg IT LP and Freudenberg IT S.A. de C.V. legal entities and is applicable for the following processes/ service descriptions in Germany, Slovakia, United States of America and Mexico (for all locations within the scope, refer to Appendix A of this certificate):

Service Delivery, including SAP, Windows & Unix OS in the datacenters, the following Services operated out of these datacenters in Germany (B6 and B400) and out of the datacenters in the USA (Durham and Morrisville):

Information Security,  
SAP Applications,  
SAP & Database Architecture,  
Data Center Infrastructure,  
Virtual Platform & OS Windows,  
Storage & OS Unix,  
Managed Network Services,  
Operations Excellence Center,  
Application Management Services,  
Messaging & Collaboration,  
iSOC Team,  
Operation of ICT Security Solutions and Services.

The Information Technology Service Management System is centrally managed out of Weinheim, Germany. The scope mentioned above applies to the following 5 locations:

Weinheim, Germany  
Morrisville, USA  
Durham, USA  
Puebla, Mexico  
Košice, Slovakia

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

This scope (edition: March 26, 2019) is only valid in connection with certificate 2013-003.

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## Scope for certificate 2013-003

The Information Technology Service Management System mentioned in the above scope is restricted as defined in "Scope ISMS & SMS FIT Group Service Delivery" version 3.4, signed on February 1, 2019.

### Appendix A of ISO/IEC 20000-1:2011 Certificate (N° 2013-003)

The services in Germany and Slovakia are delivered from the following locations and are in scope of this certificate; all other locations within Germany are excluded from this scope:

Freudenberg IT GmbH & Co. KG  
Höhnerweg 2 - 4  
69469 Weinheim  
Germany

Freudenberg IT s.r.o  
Protifašistických bojovníkov 11  
04001 Košice  
Slovakia

The services in Americas (United States of America and Mexico) are delivered from the following locations and are in scope of this certificate, all other locations within Americas are excluded from this scope:

Freudenberg IT LP USA (office and FIT LP HQ)  
629 Davis Drive  
27560 Morrisville, NC, USA

Freudenberg IT LP USA (Data Center)  
601 Keystone Park Drive, Suite 600  
27560 Morrisville, NC, USA

Freudenberg IT LP USA  
12 T.W. Alexander Drive, Building 100  
27709 Durham, NC, USA

Freudenberg IT S.A. de C.V.  
Col. Lomas de Angelópolis  
San Andres Cholula  
Av. Del Castillo No. 5838  
72830 Puebla, CP. Mexico

This scope (edition: March 26, 2019) is only valid in connection with certificate 2013-003.