

**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 20000-1:2011

Issue date of certificate: March 26, 2019

Re-issue date of certificate: June 10, 2020

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 at the back of this certificate.*



J. Sehgal | Director, EY CertifyPoint

# Syntax Systems GmbH & Co. KG

## 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 Syntax Services GmbH & Co. KG and Syntax Services s.r.o legal entities and is applicable for the following processes/ service descriptions in Germany and Slovakia:

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

Information Security  
SAP Applications  
SAP & Database Architecture  
Data Center Infrastructure  
Virtual Platform & OS Windows  
Storage & OS Unix  
Managed Network Services  
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 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 all 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 "ISMS - SMS Scope Syntax EU Service Delivery\_EN.pdf" version 3.4, dated February 13, 2020.

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