

Certificate

Certificate number: 2017-003
Certified by EY CertifyPoint since:
January 31, 2017



Based on certification examination in conformity with defined requirements in ISO/IEC 17021:2015, the IT Service Management System as defined and implemented by

Internedservices

located in Purmerend, The Netherlands
is compliant with the requirements as stated in the standard:

ISO/IEC 20000-1:2011

Issue date of certificate: January 31, 2017
Expiration date of certificate: December 13, 2019

EY CertifyPoint will, according to the certification agreement dated December 19, 2016, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

**The certification is applicable for the scope as defined on the back of this certificate.*



drs. R. Toppen RA
Director EY CertifyPoint

Internedservices Scope for certificate 2017-003

The scope of this ISO/IEC 20000-1:2011 certification scope of the IT Services Management System as currently implemented by Internedservices (IS Group B.V.) at Wielingenstraat 8, Purmerend, The Netherlands.

Internedservices is an Information Technology service organization. The services it provides include:

- Cloud services, including private, public and hybrid cloud hosting.
- Managed services, including managed cloud and managed Azure.
- Workplace services, including hosted desktop, office and exchange services.
- Security services, including PCI-DSS compliant hosting, anti-DDOS services, firewalls and content delivery network services.
- Connectivity, providing consumer and business level internet connections

In scope are the departments and employees of Internedservices, including:

- Sales Service Center, providing (after)sales support
- Infrastructure and solutions, providing the technical infrastructure towards providing the services
- Professional services, including service management and solution consultancy
- Customer operations, including service delivery and support
- Finance and administration, providing administrative and financial support to the internal organization
- Service and quality assurance, providing trust services towards Internedservices' clients

The ITSMS mentioned in the above scope is restricted as defined in the IT Service Management Manual, signed on December 14, 2016 by the Chief Executive Officer.