

# Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

BACK OFFICE SMART SOLUTION  
Via 4 1-00 Zona 4  
Guatemala  
06500  
Guatemala

Holds Certificate No:

**ITMS 805754**

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

Please see scope page.

For and on behalf of BSI:



Jessica Patel, Senior Vice President, Assurance Americas

Original Registration Date: 2025-01-14

Effective Date: 2025-01-14

Latest Revision Date: 2025-01-14

Expiry Date: 2028-01-13

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...making excellence a habit.™

Certificate No: **ITMS 805754**

## Registered Scope:

Sistema de Gestión de Servicios para la Provisión, Administración, Monitoreo y Seguimiento de los servicios de:

Infraestructura Virtual de Nube

Privada

Público

Internet Corporativo

Enlace de Dedicados

Service Management System to Provisioning, Management, Monitoring and Following for services of:

Virtual Infrastructure

Private

Public

Corporate Internet

Dedicated Link.



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To be read in conjunction with the scope above or the attached appendix.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000

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A Member of the BSI Group of Companies.

Certificate No: **ITMS 805754**

Location	Registered Activities
BACK OFFICE SMART SOLUTION Via 4 1-00 Zona 4 Guatemala 06500 Guatemala	Adminsitration of Management System per Telecommunications and connectivity As it is a cloud infrastructure management service, customers must have an internet service and/or data link to our cloud to guarantee connectivity.
Back Office Smart Solution, S.A. Sector Villa Laura 0-08, Ofibodegas San Andres 2 Bodega No. 7, Aldea Justo Rufino Barrios Olintepeque, Quezaltenango 06500 Guatemala	Operation of Telecommunications and connectivity As it is a cloud infrastructure management service, customers must have an internet service and/or data link to our cloud to guarantee connectivity.



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