



OCA Instituto de Certificación, S.L.U.
Certifies the IT service management of

GRUPO SEIDOR

C/ Pujades, 350 2ª plta. 08019 Barcelona

according to the standard:

ISO/IEC 20000:2018

applicable to:

Technical Annex.

Main certificate n°: 34/5702/16/1134

Initial certification date: 2016/12/29

Current cycle certification date: 2019/12/29

Expiry date: 2022/12/28

Renewal audit date: 2019/11/25

Issue date: 2022/03/29



This certificate replaces the certificate issuance date: 2021/01/14

David Lao
CEO

CERTIFICATE



Constituent entities of: **GRUPO SEIDOR**

SEIDOR, S.A.

ACTIVITY: Helpdesk and Support TI Service: Seidor Service and Attention Center, Microsoft Azure Managed Services and Corporate Cybersecurity Office and Monitoring Center, Cybersecurity Operation, Analysis Services and Security Incident Response.

C/ Pujades, 350 2ª plta. 08019 Barcelona

SAYTEL INFORMÁTICA, S.L.

ACTIVITY: Helpdesk and Support TI Service: (Seidor Customer Service) Corporate Cybersecurity Office (OCC) and Monitoring Center, Cybersecurity Operation, Analysis Services and Security Incident Response.

C/ Pujades, 350 2ª plta. 08019 Barcelona

SEIDOR SOLUTIONS, S.L.

ACTIVITY: Helpdesk and Support TI Service: (Seidor Customer Service), Microsoft Azure Managed Services, Networking Service Center and Corporate Cybersecurity Office (OCC) and Monitoring Center, Cybersecurity Operation, Analysis Services and Security Incident Response.

C/ Pujades, 350 2ª plta. 08019 Barcelona

SEIDOR CONSULTING, S.L.

ACTIVITY: SAP Systems Managed Services.

C/ Pujades, 350 2ª plta. 08019 Barcelona

SBS SEIDOR, S.L.

ACTIVITY: AM helpdesk and support.

C/ Pujades, 350 2ª plta. 08019 Barcelona

IMPALA NETWORK SOLUTIONS, S.L.

ACTIVITY: Helpdesk and Support TI Service (Seidor Customer Service), Microsoft Azure Managed Services, Networking Service Center (NOC) and Monitoring Center, Cybersecurity Operation, Analysis Services and Security Incident Response (SEIDOR CSIRT).

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Annex to main certificate number: 34/5702/16/1134

Initial certification date: 2016/12/29

Current cycle certification date: 2019/12/29

Expiry date: 2022/12/28

Renewal audit date: 2019/11/25

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OCA Instituto de Certificación, S.L.U.

Activity reports

Helpdesk and Support TI Service: Seidor Service and Attention Center, Microsoft Azure Managed Services and Corporate Cybersecurity Office and Monitoring Center, Cybersecurity Operation, Analysis Services and Security Incident Response.

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SEIDOR, S.A.

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Main certificate number: 34/5702/16/1134

Technical Annex nº: 34/5702/16/1134-1

Initial certification date: 2016/12/29

Current cycle certification date: 2019/12/29

Expiry date: 2022/12/28

Renewal audit date: 2019/11/25

Issue date: 2022/03/29



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TECHNICAL ANNEX





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Activity reports

Helpdesk and Support TI Service: (Seidor Customer Service) Corporate Cybersecurity Office (OCC) and Monitoring Center, Cybersecurity Operation, Analysis Services and Security Incident Response.

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Main certificate number: 34/5702/16/1134

Technical Annex nº: 34/5702/16/1134-2

Initial certification date: 2016/12/29

Current cycle certification date: 2019/12/29

Expiry date: 2022/12/28

Renewal audit date: 2019/11/25

Issue date: 2022/03/29



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TECHNICAL ANNEX





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Activity reports

Helpdesk and Support TI Service: (Seidor Customer Service), Microsoft Azure Managed Services, Networking Service Center and Corporate Cybersecurity Office (OCC) and Monitoring Center, Cybersecurity Operation, Analysis Services and Security Incident Response.

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Main certificate number: 34/5702/16/1134

Technical Annex nº: 34/5702/16/1134-3

Initial certification date: 2016/12/29

Current cycle certification date: 2019/12/29

Expiry date: 2022/12/28

Renewal audit date: 2019/11/25

Issue date: 2022/03/29



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TECHNICAL ANNEX





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Main certificate number: 34/5702/16/1134

Technical Annex nº: 34/5702/16/1134-4

Initial certification date: 2016/12/29

Current cycle certification date: 2019/12/29

Expiry date: 2022/12/28

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Issue date: 2022/03/29



This certificate replaces the certificate issuance date: 2021/01/14

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Activity reports

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Main certificate number: 34/5702/16/1134

Technical Annex nº: 34/5702/16/1134-5

Initial certification date: 2016/12/29

Current cycle certification date: 2019/12/29

Expiry date: 2022/12/28

Renewal audit date: 2019/11/25

Issue date: 2022/03/29



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Activity reports

Helpdesk and Support TI Service (Seidor Customer Service), Microsoft Azure Managed Services, Networking Service Center (NOC) and Monitoring Center, Cybersecurity Operation, Analysis Services and Security Incident Response (SEIDOR CSIRT).

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Main certificate number: 34/5702/16/1134

Technical Annex nº: 34/5702/16/1134-6

Initial certification date: 2016/12/29

Current cycle certification date: 2019/12/29

Expiry date: 2022/12/28

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TECHNICAL ANNEX

