



# CERTIFICATE



This is to certify that



## Computacenter AG & Co. oHG

Europaring 34-40  
50170 Kerpen  
Germany

with the organizational units/sites as listed in the annex

has implemented and maintains a  
**service management system.**

Scope:

Provision of customer services and processes within the German organisational units:

- **Integration & Migration Services**  
Transition & Transformation
- **Managed Services**  
Global Infrastructure Operations, Group Quality & Development, Group Operational Processes and Tooling)

and supporting processes:

- **Customer Relationship Management**  
Service Management & Onsite Delivery, Customer Service Improvement, Central Service Management Office

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

## ISO / IEC 20000-1 : 2011

Certificate registration no.	386466 SMS11
Valid from	2017-12-20
Valid until	2020-12-19
Date of certification	2017-12-20



### DQS GmbH

Frank Graichen  
Managing Director

Accredited Body: DQS GmbH, August-Schanz-Straße 21, 60433 Frankfurt am Main, Germany  
Administrative Office: DQS BIT GmbH, Gartenäckerstraße 13, 86825 Bad Wörishofen



**Annex to certificate**  
**Registration No. 386466 SMS11**

**Computacenter AG & Co. oHG**

Europaring 34-40  
50170 Kerpen  
Germany

**Location**

**Scope**

386466  
**Computacenter AG & Co. oHG**  
**Region West**  
Europaring 34 - 40  
50170 Kerpen  
Germany

- Transition & Transformation
- Global Infrastructure Operations with Group Quality & Development, Group Operational Processes and Tooling

528718  
**Computacenter AG & Co. oHG**  
**Region Nord Ost**  
Mariendorfer Damm 1  
12099 Berlin  
Germany

- Service Management & Onsite Delivery with Customer Service Improvement, Central Service Management Office

528719  
**Computacenter AG & Co. oHG**  
**Region Nord Ost**  
Sachsenkamp 4  
20097 Hamburg  
Germany

- Service Management & Onsite Delivery with Customer Service Improvement, Central Service Management Office

528720  
**Computacenter AG & Co. oHG**  
**Region Nord Ost**  
Hindenburgstr. 43 -45  
30159 Hannover  
Germany

- Service Management & Onsite Delivery with Customer Service Improvement, Central Service Management Office

528721  
**Computacenter AG & Co. oHG**  
**Region West**  
Kokkolastr. 1  
40882 Ratingen  
Germany

- Service Management & Onsite Delivery with Customer Service Improvement, Central Service Management Office





## Annex to certificate Registration No. 386466 SMS11

### Computacenter AG & Co. oHG

Europaring 34-40  
50170 Kerpen  
Germany

#### Location

#### Scope

528716  
**Computacenter AG & Co. oHG**  
**Region Mitte**  
Mainzer Landstr. 209 - 211  
60326 Frankfurt am Main  
Germany

- Service Management & Onsite Delivery with Customer Service Improvement, Central Service Management Office

528717  
**Computacenter AG & Co. oHG**  
**Region Mitte**  
Mundenheimer Str. 129  
67061 Ludwigshafen  
Germany

- Service Management & Onsite Delivery with Customer Service Improvement, Central Service Management Office

528715  
**Computacenter AG & Co. oHG**  
**Region Süd**  
Leitzstr. 45  
70469 Stuttgart  
Germany

- Service Management & Onsite Delivery with Customer Service Improvement, Central Service Management Office

528712  
**Computacenter AG & Co. oHG**  
**Region Süd**  
Werner-Eckert-Str. 16-18  
81829 München  
Germany

- Service Management & Onsite Delivery with Customer Service Improvement, Central Service Management Office

528714  
**Computacenter AG & Co. oHG**  
**Region Süd**  
Lina-Ammon-Str. 9  
90471 Nürnberg  
Germany

- Service Management & Onsite Delivery with Customer Service Improvement, Central Service Management Office

496030  
**Computacenter AG & Co. oHG**  
Rathenaustraße 70  
99085 Erfurt  
Germany

- Global Infrastructure Operations with Group Quality & Development, Group Operational Processes and Tooling

This annex (edition: 2017-12-20) is only valid in connection with the above-mentioned certificate.