





Certificate of Registration

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

This is to certify that:

Phoenix Software Ltd Blenheim House York Road Pocklington York YO42 1NS United Kingdom

Holds Certificate Number:

ITMS 713945

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

The Service Management System for the Azure Managed Services provisioned by Phoenix Software Limited.

For and on behalf of BSI:

Matt Page, Managing Director Assurance - UK & Ireland

Original Registration Date: 2020-06-19 Latest Revision Date: 2023-06-12 Effective Date: 2023-06-19 Expiry Date: 2026-06-18

Page: 1 of 1



...making excellence a habit."

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract. An electronic certificate can be authenticated <u>online</u>. Printed copies can be validated at www.bsigroup.com/ClientDirectory

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000 BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK. A Member of the BSI Group of Companies.