

# Certificate

Standard **ISO/IEC 20000-1:2011**

Certificate Registr. No. **01 103 1820575**

Certificate Holder: **SPEEEX Shpk**  
UCK Streetm Nr 208  
10000 Pristina  
Kosovo

Scope: Service Management System of SPEEEX Shpk for business process outsourcing, to all clients, according to service catalogue

Proof has been furnished by means of an audit that the requirements of ISO/IEC 20000-1:2011 are met.

Validity: The certificate is valid from 2019-09-06 until 2021-09-29.

2019-10-07



TÜV Rheinland Cert GmbH  
Am Grauen Stein · 51105 Köln