

Certificate

Certificate number: 2013 - 003
Certified by EY CertifyPoint since:
June 03, 2013



Based on certification examination in conformity with defined requirements in ISO/IEC17021:2011, the **IT Service Management System** as defined and implemented by

Freudenberg IT*

headquartered in Germany with subsidiaries in the Americas, is compliant with the requirements as stated in the standard:

ISO/IEC 20000-1:2011

Issue date of certificate: April 20, 2016
Expiration date of certificate: March 10, 2019

Ernst & Young CertifyPoint B.V. will, according to the certification agreement (dated May 06, 2013), perform surveillance audits and acknowledge the certificate until the expiration date of the certificate.

**This certificate is applicable for the assets, services, locations and legal entities as described in the scoping section on the back of this certificate.*



drs. R. Toppen RA
Director Ernst & Young CertifyPoint

Freudenberg IT Scope for certificate 2013-003

The scope of the IT Service Management System under certification comprises of the Freudenberg IT GmbH & Co. KG, Freudenberg IT LP and Freudenberg IT S.A. de C.V. legal entities and is applicable for the following processes/service descriptions in Germany, United States of America and Mexico (for all locations within the scope, refer to Appendix A of this certificate):

The Service Delivery, including SAP, Windows & Unix OS and the following Services:

Information Security,
SAP Applications,
SAP & Database Architecture,
Data Center Infrastructure,
Virtual Platform & OS Windows,
Storage & OS Unix,
Managed Network Services,
Operations Excellence Center,
AMS,
Messaging & Collaboration.

All other services and all services outside of Germany, United States of America and Mexico are excluded from this scope.

Appendix A of ISO/IEC 20000-1:2011 Certificate (N° 2013-003)

The services in Germany are delivered from the following in-scope location, all other locations within Germany are excluded from this scope:

Freudenberg IT GmbH & Co. KG
Höhnerweg 2 - 4
69469 Weinheim
Germany

The services in Americas (United States of America and Mexico) are delivered from the following locations and are in scope of this certificate, all other locations within Americas are excluded from this scope:

Freudenberg IT LP
601 Keystone Park Drive, Suite 600
27560 Morrisville, NC
USA

Freudenberg IT LP
12 T.W. Alexander Drive, Building 100
27709 Durham, NC
USA

Freudenberg IT S.A. de C.V.
Col. Lomas de Angelopolis
San Andres Cholula
Av. Del Castillo No. 5838
72830 Puebla, CP.
Mexico