

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2011

This is to certify that:

Microsoft Global Services Center (India)
Private Limited
Building 1
Microsoft Campus, Gachibowli
Hyderabad 500 032
Telangana
India

Holds Certificate No:

ITMS 648666

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2011 for the following scope:

The Information Technology Service Management System covers the provision of Premier Maintained Applications Support by Microsoft Global Services Center India Pvt. Ltd. operating out of Hyderabad and Bangalore offices in India.

This is in accordance with the latest version of Service Catalogue.

For and on behalf of BSI:

Frank Lee, EMEA Compliance & Risk Director

Original Registration Date: 21/03/2016

Latest Revision Date: 21/03/2016

Effective Date: 21/03/2016

Expiry Date: 20/03/2019

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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 [online](#).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +91 11 2692 9000.

Further clarifications regarding the scope of this certificate and the applicability of ISO/IEC 20000-1:2011 requirements may be obtained by consulting the organization.

This certificate is valid only if provided original copies are in complete set.

Certificate No: **ITMS 648666**

Location	Registered Activities
Microsoft Global Services Center (India) Private Limited Building 1 Microsoft Campus, Gachibowli Hyderabad 500 032 Telangana India	Premier Maintained Applications Support Services.
Microsoft Global Services Center (India) Private Limited Embassy Manyata Business Park E2 Block, Silver Oak, B-Wing 4th Floor, Nagawara Outer Ring Road Bangalore 560 045 Karnataka India	Premier Maintained Applications Support Services.



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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 845 080 9000
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