

# C E R T I F I C A T E

This is to certify that the **IT Service Management System** of



## NOVATEK SOLUTIONS DOOEL

located at  
**bul. Ilinden br.160,1-24, Skopje**

has been assessed to comply with the requirements of

## ISO/IEC 20000-1:2018

This certificate is valid for the following scope:

**Delivery of sales of hardware, software, paper, toners and software solutions development  
in accordance with service cataloge**

Certification cycle: **01.02.2024 - 31.01.2027**  
Date of initial certification: **01.02.2021**  
Certificate start date: **03.04.2025**  
Certificate expiry date: **31.01.2027**  
Certificate number: **622651888**



Head of certification body



This certification was conducted in accordance with INTERCERT auditing and certification procedures. Validity of the certificate is subject to successful completion of surveillance audit on or due date and financial obligations from the certification contract. This certificate remains the property of INTERCERT and must be returned upon request.

To verify validity of this certificate please scan the QR code or visit our Online Certification Register <https://verify.inter-cert.net> and enter the certificate number.