



# CERTIFICATE



This is to certify that

**H&D** 

An HCL Technologies Company

## Hönigsberg & Düvel Datentechnik GmbH

John-F.-Kennedy-Allee 62  
38444 Wolfsburg  
Germany

and

## H&D Business Services GmbH

Bereich H&D-ITS  
Standort Gifhorn  
August-Horch-Straße 1-2  
38518 Gifhorn

has implemented and maintains a  
**Service Management System.**

Scope:

IT Service Management processes for the supply of IT Services for internal and external customers

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

## ISO / IEC 20000-1 : 2018

Certificate registration no. 247564 SMS18  
Valid from 2020-03-06  
Valid until 2023-03-05  
Date of certification 2020-03-06



## DQS GmbH

Markus Bleher  
Managing Director

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