

## ***Service Management Policy***

Logicom Solutions Ltd provides Integrated IT Solutions through a broad portfolio of Quality Products and Services to its customers. Based on this, Logicom Solutions Ltd has designed, implemented, operates, monitors and improves a Service Management System (SMS) in accordance to ISO 20000-1:2018 requirements. The scope of the SMS is:

**Infrastructure Maintenance and Support Services under a Service Level Agreement.  
These services are provided by Logicom Solutions Ltd located in Cyprus to external customers in Greece, Malta and Cyprus.**

The Management of Logicom Solutions Ltd is committed:

- to provide infrastructure maintenance and support services under SLAs as per customer requirements while at the same time abiding to the relevant applicable national legislation and regulations.
- to the continual improvement of the service management system and the services within the scope.

Logicom Solutions Ltd aims to the:

- fulfilment of the service requirements of its customers
- consistent achievement of the conformity of products and services
- continual customer satisfaction
- smooth operations in terms of implementations and support based on the agreed Scope of Work and on the specific Service Level Agreements
- proactive management and improvement of its processes
- continual training of its employees

To achieve the above-mentioned objectives, Logicom Solutions Ltd has set policies and procedures to:

- Continually monitor the effectiveness of the Service Management System
- Set, review and revise if needed quality and service management objectives
- Record customer requirements and ensure maximum quality of services within the scope
- Ensure the availability and continuity of the services in accordance with the requirements of the customers reflected in the respective SLA's.
- Analyze the risks of loss of service and plan for their restoration
- Ensure that the company's commitments to customers are met in relation to the availability of the service
- Analyze the service to its components in order to achieve optimum service operation and control
- Respond to service requests, incidents and problems
- Manage the relationship with interested parties to achieve governance on the services
- Respond to deviations and implement corrective actions to take action to control and correct them, deal with the consequences, take action, where needed, to eliminate the causes of the nonconformity so that they do not recur or occur elsewhere and
- Take all necessary measures to mitigate the non-availability of the service.

Our strengths are the highly qualified and committed personnel, our relationship with the world-renowned suppliers we have carefully selected and represent, and our continuous contact with customers and the market in general.



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Chrysostomos Kridiotis  
Managing Director  
Logicom Solutions Ltd