

Service Management Policy

Logicom Solutions Ltd delivers integrated IT solutions through a comprehensive portfolio of quality products and services to its customers. In support of this, the company has established, implemented, operates, monitors, and continually improves a Service Management System (SMS) in accordance with ISO/IEC 20000-1:2018 requirements.

Scope of the Service Management System

The SMS covers the provision of Infrastructure Maintenance and Support Services to external customers. These services are delivered by Logicom Solutions Ltd, headquartered in Cyprus, to customers in Cyprus, Greece, and Malta.

The Management of Logicom Solutions Ltd is committed to:

- Providing infrastructure maintenance and support services in accordance with agreed Service Level Agreements (SLAs), customer requirements, and applicable legal and regulatory obligations.
- Continually improving the Service Management System and the services within its defined scope.

Service Management Objectives

Logicom Solutions Ltd is committed to:

- Fulfilling customer service requirements.
- Ensuring the consistent conformity of services with agreed requirements.
- Maintaining customer satisfaction.
- Supporting the smooth implementation and delivery of services in line with the agreed Scope of Work and applicable SLAs.
- Proactively managing and improving service management processes.
- Providing ongoing training and development to employees involved in service delivery.

To achieve the above objectives, Logicom Solutions Ltd has established policies, procedures, and controls to:

- Monitor and review the effectiveness of the Service Management System.
- Establish, review, and update service management objectives, where necessary.
- Identify customer requirements and ensure service delivery within the agreed scope and expected quality levels.
- Maintain service availability and continuity in line with customer requirements and SLAs.
- Assess and manage risks related to service disruption and implement appropriate restoration measures.
- Ensure that commitments relating to service performance and availability are consistently met.
- Define and manage service components to support effective operation and control.
- Respond effectively to service requests, incidents, and problems.
- Manage relationships with interested parties to support effective service governance.
- Address nonconformities through corrective actions that control impact, resolve root causes, and prevent recurrence.
- Take appropriate measures to reduce and mitigate service unavailability.

Logicom Solutions Ltd's core strengths include:

- Highly qualified and dedicated personnel with strong technical expertise.
- Strong partnerships with carefully selected internationally recognized suppliers.
- Ongoing engagement with customers and the wider market.



Chrysostomos Kridiotis
Managing Director
Logicom Solutions Ltd

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