1 July 2024 12 May 2027 10616263

Original approval(s): ISO/IEC 20000-1 - 8 January 2024

LRQA

# Certificate of Approval

This is to certify that the Management System of:

### XMA Limited

44 Nottingham South & Wilford, Industrial Estate, Ruddington Lane, Wilford, Nottingham, NG11 7EP, United Kingdom

has been approved by LRQA to the following standards:

### ISO/IEC 20000-1:2018

Approval number(s): ISO/IEC 20000-1 - 00043279

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.

#### The scope of this approval is applicable to:

The service management helpdesk support for information technology managed service (ITMS) solutions, in accordance with the service desk catalogue.

This certificate is a continuation of a previous approval from another certification body as follows:

Previous original ISO/IEC 20000-1 approval on 07-MAY-2015, ISOQAR certificate number 18657-ITT-002

Issued by: LRQA Limited, 1 Trinity Park, Bickenhill Lane, Birmingham B37 7ES, United Kingdom

**David Derrick** 

Regional Director, UKAM

Issued by: LRQA Limited



LRQA Group Limited, its affiliates and subsidiaries and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'LRQA' LRQA assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant LRQA entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract



United Kingdom

Certificate identity number: 10616263

## **Certificate Schedule**

Location Activities

44 Nottingham South & Wilford, Industrial Estate, Ruddington Lane, Wilford, Nottingham, NG11 7EP, United Kingdom

Livingston Office, Caputhall Road, West Lothian, EH54 8AS,

#### ISO/IEC 20000-1:2018

The service management helpdesk support for information technology managed service (ITMS) solutions, in accordance with the service desk catalogue.

#### ISO/IEC 20000-1:2018

The service management helpdesk support for information technology managed service (ITMS) solutions, in accordance with the service desk catalogue.

LRQ

LRQA

LRQA

LRQA

LRQ/

LRQ/

LRQ/

LRQA

LRQ/

.



LRQA Group Limited, its affiliates and subsidiaries and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'LRQA'. LRQA assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant LRQA entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract.

Issued by: LRQA Limited, 1 Trinity Park, Bickenhill Lane, Birmingham B37 7ES, United Kingdom