

# Certificate



This is to certify that the Service Management System of

**ESSCOM D.O.O.**

Kralja Alfonsa XIII br. 47, 78000 Banja Luka, Bosnia and Herzegovina

has been found to conform to  
**ISO/IEC 20000-1:2018**

**Certification scope**

Software development and production. Installation and integration of infrastructure and multimedia systems. Provision of digital marketing services.

**Certificate no:**  
1710BH1021SM

**Date of current certification:**  
07.11.2025

**Date of expiry:**  
06.11.2028

**Current issue of the certificate:**  
07.11.2025

  
RIGCERT



Scan the QR code  
to verify this certification

This certification is valid only if surveillance audits are succesfully carried out according to the specified frequency and the certification requirements are fulfilled during the whole certification cycle.