



Certificate

This certificate formally acknowledges that

Telecom Italia S.p.A. - Shared Service Center (SSC) S.r.l.



GRUPPO TELECOM ITALIA

is officially recognized for meeting the
requirements of an

Advanced

Customer Center of Expertise

having established and applied the advanced functions

to interact with SAP Active Global Support

This certificate is awarded on 21/01/2011.

This certificate is valid until 21/01/2013.

Dr. Thorsten Hof
SAP Active Global Support
Engagement Architect

Matthias Buchmann
Active Global Support
Solution Support Italy Director

Michael Zöller
SAP Active Global Support
Customer COE Program Owner EMEA