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# DET NORSKE VERITAS

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## MANAGEMENT SYSTEM CERTIFICATE

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Certificate No. 57747-2009-AQ-ITA-itSMF / Rev. 1

*This is to certify that*

### **SSC - SHARED SERVICE CENTER S.r.l.**

Via di Tor Pagnotta, 90, 00143 Roma, Italy  
Via Agostino Depretis, 40, 192, 80133, Napoli, Italy  
Via Monte Rosa, 154, 10152 Torino, Italy

*has been found to conform to the IT ServiceManagement System Standard:*

**ISO/IEC 20000-1:2005**

*This Certificate is valid for the following:*

**The IT Service Management system for delivery and support of management and maintenance services for information systems and ERP applications.**

*Initial Certification date:*

July 22nd, 2009

*Place and date:*

Barendrecht, December 6<sup>th</sup>, 2010

*for the Accredited Unit:*

DET NORSKE VERITAS CERTIFICATION B.V.,  
THE NETHERLANDS

*This Certificate is valid until:*

July 22<sup>nd</sup>, 2012

*The audit has been performed under the supervision of:*

Fabrizio Monteleone  
*Lead Auditor*



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Ron J. Meijer  
*Management Representative*

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.