Certificate

SQS herewith certifies that the company named below has a management system which meets the requirements of the standard specified below.

Comdata S.p.A.
Via Caboto, 1
20094 Corsico (MI)
Italy

Scope of certification

According to appendix

Field of activity

According to appendix

Normative base

EN 15838:2009

Quality Management System for customer contact centers

Scope(s) 29, 33, 35, 37   Validity 12.10.2016–04.05.2019   Reg. no. 51785
                             Issue 06.09.2017

X. Edelmann, President SQS   R. Glauser, CEO SQS

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Comdata S.p.A.
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Central Function	Field of activity	Scope(s)	Norm / Revision	Reg. no.	Validity
Comdata S.p.A. Via Caboto, 1 20094 Corsico (MI) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019

Locations	Field of activity	Scope(s)	Norm / Revision	Reg. no.	Validity
Comdata S.p.A. Via Jervis, 77 10015 Ivrea (TO) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019
Comdata S.p.A. Via Francesco De Mura snc Complesso Agave 73100 Lecce (LE) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019
Comdata S.p.A. Corso Alessandria angolo Via L. Guerra 14100 Asti (AT) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019
Comdata S.p.A. Via Carlo Alberto, 22/A 10123 Torino (TO) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019

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Comdata S.p.A.
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Locations	Field of activity	Scope(s)	Norm/Revision	Reg. no.	Validity
Comdata S.p.A. Strada Statale, 125 Località Poltu Quadu 07026 Olbia (OT) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's valuation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019
Comdata S.p.A. Privata Maralunga 19125 La Spezia (SP) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019
Comdata S.p.A. Via Tor Pagnotta, 86 00143 Roma (RM) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019
Comdata S.p.A. Viale della Grande Muraglia, 284 00144 Roma (RM) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019
Comdata S.p.A. Località Magangiosa - More Corraxe Via del Cortile snc 09028 Sestu (CA) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019

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Comdata S.p.A.
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Locations	Field of activity	Scope(s)	Norm/Revision	Reg. no.	Validity
Comdata S.p.A. Via Ella dalla Costa, 2 35129 Padova (PD) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019
Comdata S.p.A. Via Campi Flegrei, 34 80078 Pozzuoli (NA) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	12.10.2016 04.05.2019
Comdata S.p.A. Contrada Volpe, 5 87036 Rende (CS) Italy	Planning and management of Inbound and Outbound Contact Center, Inbound Help Desk (Front End services) and Back Office through outsourcing. Digital Preservation Services and the management of the related paper and computer archives. Design, development and maintenance of IT solutions. Provision of Application Management, System Facility and Network Management services and ServiceDesk Services - Incident and Problem Management. Business Operational Process Reengineering. Mean time measurement method: Drowing, step's evaluation, scientific measurement processing times, analysis and estimation. Maintenance of systems and products for corporate, small and medium businesses and PA, supply of HW and SW. Training Planning and Management.	29, 33, 35, 37	EN 15838:2009	51785	06.09.2017 04.05.2019

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