



BUREAU
VERITAS

Bureau Veritas Certification

Certifikat

dodijeljen

MICRO-LINK d.o.o.

Jarušćica 9a, 10000 Zagreb, Hrvatska

BUREAU VERITAS CERTIFICATION CZ, s.r.o. potvrđuje da je proveden audit sustava upravljanja uslugama navedene organizacije te je utvrđena sukladnost sa zahtjevima slijedeće norme za sustave upravljanja:

Norma

ISO/IEC 20000-1:2018

Opseg certifikacije

SUSTAV UPRAVLJANJA USLUGAMA KOJI PODRŽAVA ISPORUKU, INSTALACIJU, PUŠTANJE U RAD TE ODRŽAVANJE INFORMACIJSKO KOMUNIKACIJSKE TEHNOLOGIJE, IZRADU PROJEKTNE DOKUMENTACIJE I EDUKACIJU KORISNIKA U SKLADU SA PORTFELJEM USLUGA

Datum prve certifikacije:	17-09-2025
Istek valjanosti zadnjeg certifikata:	NA
Datum početka certifikacijskog ciklusa:	17-09-2025
Datum završetka certifikacijskog ciklusa:	16-09-2028
Uz uvjet trajne zadovoljavajuće primjene sustava upravljanja organizacijom, ovaj certifikat vrijedi do:	16-09-2028

Za provjeru valjanosti certifikata molimo nazvati: +420 210 088 215

Sva ostala pojašnjenja u odnosu na opseg certifikacije i primjenu zahtjeva sustava upravljanja mogu se dobiti kod organizacije.

Verzija 1 Datum izdavanja: 17-09-2025

Broj certifikata: CZE – 2500260/B



MANAGING OFFICE: BUREAU VERITAS CERTIFICATION CZ, s.r.o., Olbrachtova 1, 140 02 Praha 4, Czech Republic

ISSUING OFFICE ADDRESS: BUREAU VERITAS CERTIFICATION CZ, s.r.o., Olbrachtova 1, 140 02 Praha 4, Czech Republic



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Certificate

Awarded to

MICRO-LINK d.o.o.

Jaruščica 9a, 10000 Zagreb, Croatia

BUREAU VERITAS CERTIFICATION CZ, s.r.o. certifies that the Service Management System of the above organization has been audited and found to be in accordance with the requirements of the management system standard detailed below:

Standard

ISO/IEC 20000-1:2018

Scope of supply

A SERVICE MANAGEMENT SYSTEM THAT SUPPORTS DELIVERY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF INFORMATION AND COMMUNICATION TECHNOLOGY, THE ELABORATION OF PROJECT DOCUMENTATION AND USER EDUCATION IN ACCORDANCE WITH THE SERVICE PORTFOLIO.

Original Approval Date:	17-09-2025
Expiry date of previous cycle:	NA
Certification / Recertification Cycle Start Date:	17-09-2025
Certification / Recertification Cycle End Date:	16-09-2028
Subject to the continued satisfactory operation of the organization's Management System, this certificate is valid until:	16-09-2028

To check this certificate validity please call: +420 210 088 215

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization.

Version 1 Issue Date: 17-09-2025

Certificate Number: **CZE – 2500260/B**



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