# MSECB

# ISO/IEC 20000-1

IT Service Management Systems Certification

# ISO/IEC 20000-1 Certification – Ensuring IT Service Excellence

ISO/IEC 20000-1 is recognized as the foremost standard for IT Service Management (ITSM). It sets forth the requirements for establishing, implementing, maintaining, and continually improving an IT Service Management System (ITSMS).

At MSECB, we acknowledge the pivotal role of staying at the forefront of IT service excellence in today's tech-centric business environment. Modern organizations rely profoundly on IT to bolster their operations, and any disruption can entail significant consequences.

As a leading certification body in Information Security and Privacy, MSECB is accredited against ISO/IEC 17021 to provide ISO/IEC 20000-1 certification to help your organization ensure that IT services are aligned with business needs. ISO/IEC 20000-1 certification sets a high standard for IT service providers, showcasing their capability to deliver reliable and value-driven solutions to their customers.

Our ISO/IEC 20000-1 certification demonstrates your organization's commitment to providing reliable, consistent, and secure IT services that meet international standards.

**ISO/IEC 20000-1 can be integrated with:**

| ISO 9001 | ISO/IEC 27001 | ISO 22301 | ISO 14001 |
|----------|---------------|-----------|-----------|

# Benefits Our Clients Gained from Getting Certified with ISO/IEC 20000-1

✓ By implementing best practices and adhering to the standard's requirements, we consistently deliver reliable and efficient IT services to our clients and stakeholders.

✓ Our commitment to IT service excellence and a customer-centric approach foster trust and loyalty among our clients, resulting in positive feedback and lasting business relationships.

✓ ISO 20000-1 has led to improved resource management and optimized ITSM processes, resulting in better allocation of resources and cost savings for us.

✓ By identifying and addressing potential issues in IT service delivery, we ensure smooth operations and minimize disruptions for our clients.

✓ Regular reviews and assessments of ITSM practices drive ongoing enhancements, allowing us to adapt to changing needs and stay ahead of industry developments.

✓ It helped us differentiate ourselves from competitors and serves as a key factor in winning new business opportunities.

# Why You Should Trust Us with ISO/IEC 20000-1 Certification

We understand the importance of making a well-informed decision. Therefore, we are committed to providing our clients with the best service possible. When selecting a certification body, here is why we have partnered with MSECB:

### Dedication to Continuous Excellence:

We place an unwavering emphasis on quality and continuous improvement. Our commitment to maintaining the highest standards and enhancing our services to remain at the forefront of the industry ensures that our clients receive top-notch audit and certification services.

### Prompt and Reliable Services:

We understand the importance of a timely certification, and with our efficient and streamlined certification services, we minimize the certification turnaround time without compromising quality.

### Outstanding Customer Support:

We take a customer-centric approach and are committed to our customer's success and satisfaction. We deliver first-rate certification services with accountability, reliability, and exceptional support, guiding you throughout the process from start to finish and promptly addressing any queries or concerns.

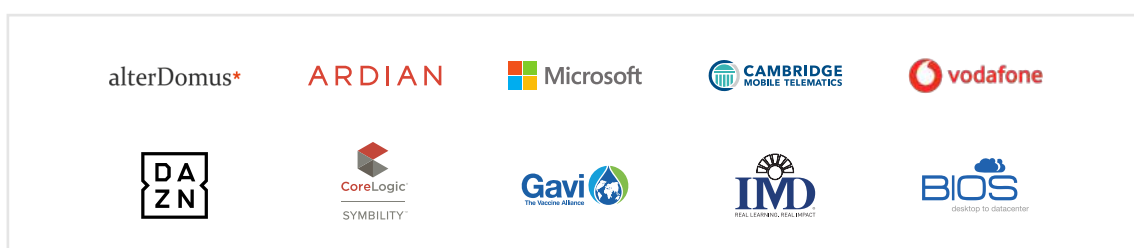### High Expertise with Competitive Pricing:

We deliver services with competent, knowledgeable, and experienced auditors while offering competitive pricing and ensuring value for your investment in ISO/IEC 20000-1 certification.

# What Clients Say About MSECB

"MSECB audits were not only conducted to verify our compliance with normative requirements but were also carried out in a way that makes us evolve towards higher and higher levels." – **AlterDomus**

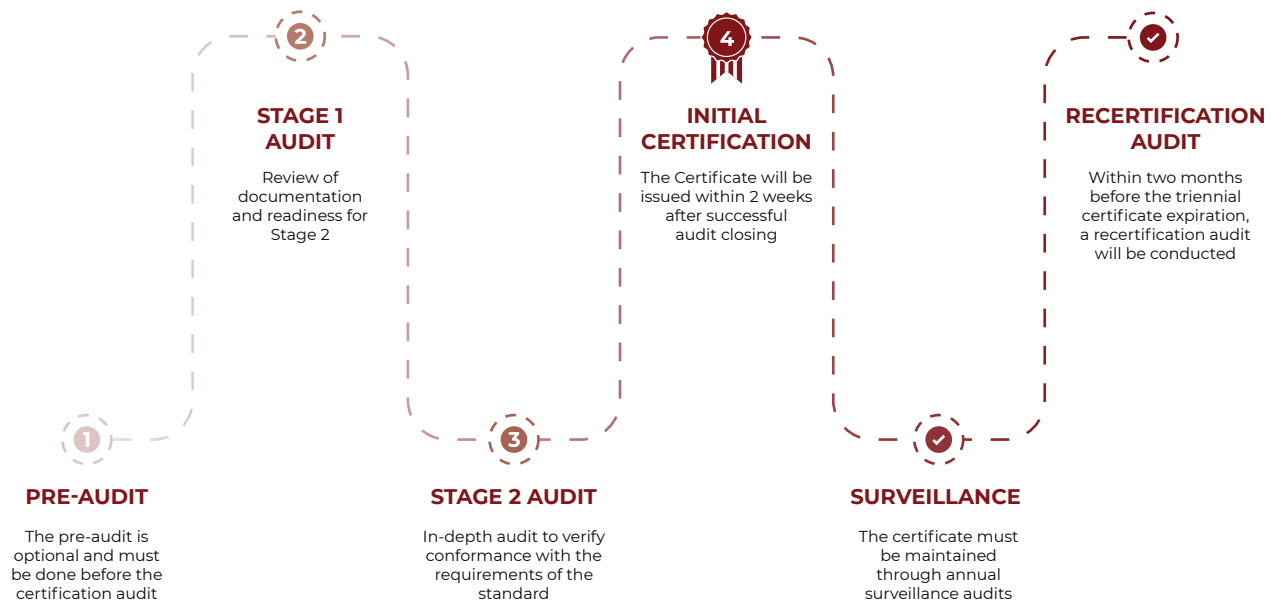"We highly encourage other organizations to taste the feeling of premium services that MSECB offers." – **UTI Grup**

"We chose MSECB as they are a leading brand, and they provide excellent customer service which always meets the customers' timelines and needs." – **BIOS Middle East**

# MSECB Certification Process

As a trusted certification body, we can help your organization obtain ISO/IEC 20000-1 certification!

Upon verification that your organization is in conformity with the requirements of the ISO/IEC 20000-1 standard, we will issue an accredited certificate. This certification is then maintained through regularly scheduled annual surveillance audits, with the recertification audit being conducted on a triennial basis.

**STAGE 1 AUDIT**

Review of documentation and readiness for Stage 2

**INITIAL CERTIFICATION**

The Certificate will be issued within 2 weeks after successful audit closing

**RECERTIFICATION AUDIT**

Within two months before the triennial certificate expiration, a recertification audit will be conducted

**PRE-AUDIT**

The pre-audit is optional and must be done before the certification audit

**STAGE 2 AUDIT**

In-depth audit to verify conformance with the requirements of the standard

**SURVEILLANCE**

The certificate must be maintained through annual surveillance audits

Choose MSECB as your trusted certification body for your ISO/IEC 20000-1 certification and unlock the benefits of a robust ITSM. We are committed to helping you provide reliable and secure IT services and gain a competitive advantage in your industry.

**Contact us today to start your certification journey toward excellence in IT Service Management**

**Get a free quote**

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