

SERVICE MANAGEMENT POLICY

METCO provides Integrated Information & Communication Technology (ICT) Solutions through a broad portfolio of Quality Products and Services to its customers. METCO designs, implements, operates, monitors, and have adopted a Service Management System (SMS) in accordance with ISO 20000-1:2018 requirements.

The Management of METCO is committed:

- to provide services under SLAs as per customer requirements while abiding to the relevant applicable legal requirements.
- to the continual improvement of the service management system and the services within the scope.

METCO aims to the:

- fulfilment of the service requirements of its customers
- continual customer satisfaction
- smooth operations in terms of implementations and support based on the agreed Scope of Work and on the specific Service Level Agreements
- proactive management and improvement of its processes
- continual training of its employees

To achieve the above-mentioned objectives, METCO has set policies and procedures to:

- continually monitor the effectiveness of the Service Management System
- set, review, and revise the quality and service management objectives
- record customer requirements and ensure maximum quality of services within the scope
- ensure the availability and continuity of the services in accordance with the requirements of the customers reflected in the respective SLA's.
- analyze the risks of loss of service and plan for their restoration
- ensure that the commitments to customers are met in relation to the availability of the service
- analyze the service to achieve optimum service operation and control
- promptly respond to service requests, incidents, and technical glitches
- manage the relationship with interested parties to achieve governance on the services

This policy is subject to periodic review and will be communicated within the organization and publicly available on the company website.