

# Certificate



This is to certify that the Service Management System of

**LUMINAXS D.O.O.**

Jovana Dučića 23A, 78000 Banja Luka, Bosnia and Herzegovina

has been found to conform to  
**ISO/IEC 20000-1:2018**

**Certification scope**  
Customer and technical support, IT solutions.

**Certificate no:**  
1710BH952SM

**Date of current certification:**  
18.06.2025

**Date of expiry:**  
17.06.2028

**Current issue of the certificate:**  
18.06.2025

RIGCERT



Scan the QR code  
to verify this certification



This certification is valid only if surveillance audits are successfully carried out according to the specified frequency and the certification requirements are fulfilled during the whole certification cycle.

**RIGCERT Certification Body**  
13 Scarlatescu, Bucharest, Romania  
[www.rigcert.org](http://www.rigcert.org)