

November 8, 2024

Alexandre de França Pereira
Diretor de Operações
DIGISYSTEM SERVICOS ESPECIALIZADOS LTDA
Avenida Paulista, 1439 – 4 Andar
São Paulo, SP
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Brasil

Dear Alexandre,

On behalf of HDI, I am writing to extend congratulations to DIGISYSTEM SERVICOS ESPECIALIZADOS LTDA on achieving the status of HDI Certified Support Center. The certification is based on the HDI Support Center Standard which was developed by the HDI International Certification Standards Committee, comprised of industry practitioners and experts from around the world. The HDI Support Center Standard is an aggregate of best and good practices from various global IT service management frameworks with a focus on practices that are specific to the support center. DIGISYSTEM SERVICOS ESPECIALIZADOS LTDA has demonstrated its dedication to its employees and customers, as well as its commitment to providing the highest levels of support, by participating in the audit process and achieving this prestigious certification.

The minimum rating scores required for certification are 2.3 in each category and 2.5 overall. Below is a summary of your audit rating scores:

ID Categoria	Categoria Nome	% Peso	Avaliação atual	Nota de aprovação	Desvio
1,0	Liderança	10%	2,87	2,3	0,6
2,0	Estratégia e Política	10%	2,84	2,3	0,5
3,0	Gestão de Pessoas	10%	3,00	2,3	0,7
4,0	Recursos	10%	2,59	2,3	0,3
5,0	Processos e Procedimentos	20%	3,24	2,3	0,9
6,0	Resultados da Satisfação das Pessoas	10%	2,86	2,3	0,6
7,0	Resultados da Satisfação do Cliente	15%	4,00	2,3	1,7
8,0	Resultados de Desempenho	15%	3,30	2,3	1,0
	Resultado geral	100%	3,16	2,5	0,7

HDI is very pleased to confirm DIGISYSTEM SERVICOS ESPECIALIZADOS LTDA as an HDI Certified Support Center. This certification is valid for a period of two years, from October 2024 to October 2026. We encourage you to renew the certification during the coming years. This important achievement reflects careful preparation and a commitment to professionalism and excellence. Again, congratulations!

Sincerely,



Tara Gibb
Senior Director