

Press Release

Pylones Hellas achieves ISO/IEC 20000-1:2018 Certification

Athens, 15 November 2022 – [Pylones Hellas](#), a provider of advanced IT solutions to medium and large enterprises, with presence for more than 25 years in Greece, Cyprus and the wider region of South-eastern Europe as IT systems & Cybersecurity Integrator, is proud to announce that has been certified with the [International Organization for Standardization/International Electrotechnical Commission \(ISO/IEC\) 20000-1:2018 certification](#), the internationally recognized standard for Information Technology Service Management System (IT SMS), following the inspection process of [TÜV AUSTRIA HELLAS](#), the country's leading independent audit firm.

Pylones Hellas, giving particular importance to the field of quality assurance of its services for 25 years now, confirms with this certification that it is able to continuously improve, based on targeted indicators, the quality of the services provided and the level of satisfaction of its customers following the international quality assurance best practices.

This certification ensures that the company's staff follows and applies methods and procedures that allow Pylones Hellas to provide a thorough, recognized and tested management system, which enable to plan, manage, monitor and also improve the IT services offers to its partners.

The company is also certified according to the **ISO 9001:2015** standard, which concerns the implementation of a Quality Management System for all its services, as well as according to **ISO 27001:2013** which defines the requirements regarding its Information Security Management System.

"This certification comes to highlight the existence of the appropriate procedures and policies that we apply as well as our continuous commitment to providing high level services to our partners without "discounts" in the field of quality. At the same time, it is confirmed that the IT Service Management procedures are aligned both with the needs of our company and with international best practices aimed at simplifying the digital challenges of our partners!" said **Mr. Emmanuel Netos, CEO of Pylones Hellas**.

About ISO/IEC 20000-1:2018

The ISO/IEC 20000-1:2018 standard is the first international standard aimed at IT Service Management (ITSM) and provides the guidelines for an organization to establish, implement, maintain, and continually improve the IT service management system. It describes an integrated system of management processes for the effective

delivery of services to the business and its customers. The implementation of ISO/IEC 20000-1 and its certification allows Pylones Hellas to demonstrate in practice that the IT Services that company provides are in line with the best practices of the industry.

About Pylones Hellas

Pylones Hellas, member of the Cypriot group P.M.Tseriotis Ltd, is active for more than 25 years in the field of digital technologies and internet security. The company combines the services of both IT systems integrator and IT security integrator, consisting a pioneer IT provider for the Greek market. Based on three significant pillars Security, Optimization and High Availability, Pylones Hellas provides cutting-edge technology solutions, on any scale, in multiple demanding sectors such as Telecommunications, Hotels, Financial institutions and companies that base their business on the Internet, while continuing updating its customers' Information Technology Infrastructure, to provide, in turn, a high level of digital services to their customers.

Pylones Hellas are cooperating as partners with F5, AWS, HPE, IBM and Microsoft offering numerous solutions in areas such as security, wired and wireless networks, storage, business critical systems, datacenters and cloud.

For more information please visit: www.pylones.gr | [LinkedIn](#) | [Facebook Page](#) | [YouTube](#)

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