Pink Elephant

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March 7, 2022

Re: helppeople Service Management v7.0 – PinkVERIFY™ 2011

To Whom It May Concern:

This letter is to confirm that helppeople Service Management v7.0 has passed the PinkVERIFY 2011 assessment and as such, this tool has been officially certified as ITIL® compatible by Pink Elephant, the world's leading IT Service Management education and consulting provider.

An accredited Pink Elephant IT Management Consultant assessed and confirmed compatibility of helppeople Service Management v7.0 in the following ITIL 2011 processes:

- Availability Management
- Capacity Management
- Change Management
- Event Management
- Financial Management
- Incident Management
- IT Service Continuity Management
- Knowledge Management
- Problem Management
- Release & Deployment Management
- Request Fulfillment
- Service Asset & Configuration Management
- Service Catalog Management
- Service Level Management
- Service Portfolio Management

The PinkVERIFY 2011 logo is the stamp of approval issued by Pink Elephant for Service Management tools that meet the minimum functional criteria for the each respective ITIL 2011 process. Branch Of Inversoft Group Columbia LLC SAS is authorized to use the PinkVERIFY 2011 logo to denote the number of ITIL 2011 processes until March 9, 2023. The product appears in the toolsets section of Pink Elephant's PinkVERIFY 2011 webpage at www.pinkelephant.com.

Sincerely,

David Ratcliffe
President
Pink Elephant

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PINK CERTIFICATION

This certifies that

Branch Of Inversoft Group Columbia LLC SAS

has achieved PinkVERIFY™ 2011 status on 15 processes for helppeople Service Management v7.0

PinkVERIFY™ 2011

Certified Until March 9, 2023

David Ratcliffe
President
Pink Elephant