Integrated Policy for Quality, Security, Innovation, Service Management, and Artificial Intelligence



Integrated Policy for Quality, Security, Innovation, Service Management, and Artificial Intelligence

As an organization, we provide our clients with business and technology services through a broad portfolio of strategic consulting, applications, infrastructure, and BPS services.

We bring extensive experience across all economic sectors and deep knowledge of the geographies where we operate. We position ourselves as a company strongly committed to innovation, fostering an innovative culture aimed at delivering impactful results.

Through senior management, we commit to establishing, implementing, and maintaining an updated policy for Quality, Security, Innovation, Service Management, and Artificial Intelligence, aligned with our strategic direction. This policy is supported by management systems based on the following international standards ISO 9001, ISO 270001, ISO 56001, ISO 20000-1 e ISO 42001. These systems enable us to:



Meet the requirements and expectations of clients and stakeholder.



Comply with applicable ethical, legal, regulatory, and normative obligations.



Protect the availability, integrity, confidentiality, authenticity, and traceability of the information used in service delivery, as well as its transmission and/or communication channels, by implementing the necessary organizational and technical measures and establishing clear responsibilities for data processing.



Manage innovation in a structured way, setting strategies and objectives to enhance our capacity to create value.



Promote continuous improvement, upholding it as a fundamental pillar for the development of our activities and the achievement of our objectives..

We are committed to building a culture where people grow, fostering continuous learning, transparent conversations, and valuing diversity and collaboration.

This commitment is aligned with our purpose as a company: to respond swiftly to the changing needs of our clients and to anticipate the future with ethics and intelligence.

November 2025

Rachid Harrús García-Pascual
Head of GDN Foundations

Service Management System: Scope

The IT Service Management System supports the provision of IT Infrastructure Outsourcing services (including hosting, housing, cloud, systems engineering, operations, and monitoring/observability) across the offices of NTT DATA Spain Group and Syntphony Everilion.

It encompasses the control of all IT Service Management processes and the interfaces established between them:

- **Madrid:** Camino Fuente de la Mora, nº 1 -28050 Madrid (España).
- **Barcelona:** Avda Icària, 211 08005 Barcelona (España).
- **Ciudad Real:** Ronda de Toledo, 19. 13005 Ciudad Real (España).
- **Alicante:** C/Britania 36-38 esquina C/ Escultor José Gutierrez 2-4, 03540 Playa San Juan, Alicante (España).
- **México:** Torre Reforma Latino Av. Paseo de la Reforma 296, piso 28, Juárez, 06600 Ciudad de México, CDMX (México).
- **Brasil:** JEQUITIBÁ, Av das Nações Unidas, 14401 - CJ 161 Torre A2. CD Parque da Cidade CEP 04794-000 – São Paulo / SP (Brazil).
- **Chile:** Rosario Norte # 532, piso 19, Las Condes - Santiago de Chile (Chile).
- **Perú:** C/ Dean Valdivia, 148, Piso 4, Edificio Platinum -15046 San Isidro, Lima (Perú).

Help us build a better world through diverse talent and responsible technology.

