

# CERTIFICATE

The Certification Body  
of TÜV SÜD Management Service GmbH

certifies that



**TNS Infratest Shared Services**  
**Zweigniederlassung der**  
**WPP Deutschland Holding GmbH & Co. KG**  
**Landsbergerstr. 338, D-80687 München**

including the sites see enclosure

has established and applies  
a Management System for IT-Services.

The Service Management processes used to support the provision of all services contained within the service catalogue to all customers of the IT Division of TNS Infratest Shared Services, Zweigniederlassung der WPP Deutschland Holding GmbH & Co. KG.

An audit was performed with Report No. **70763550**.

Proof has been furnished that the requirements  
according to

**ISO/IEC 20000-1:2005**

are fulfilled. The certificate is valid until **2013-08-02**

Certificate Registration No. **12 410 38850 TMS**



Munich, 2010-09-08

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**Enclosure of Certificate No.:**  
**12 410 38850 TMS**

**Sites**

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**TNS Infratest Shared Services**

Landsbergerstr. 338, D-80687 München

Stieghorster Str. 66, D-33605 Bielefeld

Borselstrasse 20, D-22765 Hamburg

An der Kommandantur 3, D-35578 Wetzlar

**TNS Infratest Slovakia s.r.o.**

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Munich, 2010-09-08

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