

CERTIFICATE OF REGISTRATION

Information Security Management System - ISO/IEC 27001:2013

The Certification Body of Schellman Compliance, LLC hereby certifies that the following organization operates an Information Security Management System that conforms to the requirements of ISO/IEC 27001:2013

ServiceMax, Inc.

for the following scope of registration

The scope of the ISO/IEC 27001:2013 certification is limited to the information security management system (ISMS) supporting the ServiceMax platform solution, related infrastructure, and technology operations. The scope includes the definition, design, development, production, and maintenance of the FSA Apps, SFDC Apps (Billing, Customer Management, Scheduling and Routing, Work Order Management, Project Management, Resource Management, Administration), ServiceMax Go, Sync Gateway, Service Board, OptiMax, Zinc, Asset 360, FieldFX, DataGuide, and Go Console (GCON), applications produced at the Pleasanton, California, USA, and Bengaluru, India locations, in accordance with the statement of applicability, version 1.7, dated November 20, 2023.

which includes the following in-scope location(s) on page 2 of 2

Certificate Number: **1684939-7**

Authorized by:



Ryan Mackie
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Issue Date	Original Registration Date	Original Expiration Date	Recertification Audit Completed	New Expiration Date	Certificate Version
April 5, 2024	December 12, 2019	December 11, 2022	January 24, 2023	December 10, 2025	Version 7

CONDITIONS & LIMITATIONS:

- The aforementioned organization has a perpetual responsibility to maintain compliance with ISO/IEC 27001:2013 during the period of certification.
- This certificate is subject to the satisfactory completion of annual surveillance audits by Schellman Compliance, LLC
- ISO/IEC 27001:2013 compliance audits are not designed to detect or prevent criminal activity or other acts that may result in an information security breach. As such, this certification should not be construed as a guarantee or assurance that an organization is unsusceptible to information security breaches.
- The information in this document is provided "AS IS", without warranties of any kind. Schellman Compliance, LLC expressly disclaims any representations and warranties, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose.
- This certificate is the property of Schellman Compliance, LLC and is bound by the conditions of contract. The authenticity of this certificate can be validated by contacting Schellman Compliance, LLC
- Certificates against the ISO/IEC 27001:2013 version of the standards will expire on October 31, 2025 if not transitioned to the ISO/IEC 27001:2022 version per the IAF MD 26 requirements.

In-Scope Location(s)

Location	Function / Role
4450 Rosewood Drive Suite 400 Pleasanton, California 94588 United States	Main Location of the ISMS: ISMS Leadership, Corporate IT, Data and Engineering Teams, People Team, Product Management, Program Management
1st and 2nd Floor RMZ Millenia Tower A 1 and 2 Murphy Road Ulsoor, Bangalore 560008 India	Supporting Location of the ISMS: Information Security, Data and Engineering Teams, Product Management, Program Management

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3. ISO/IEC 27001:2013 compliance audits are not designed to detect or prevent criminal activity or other acts that may result in an information security breach. As such, this certification should not be construed as a guarantee or assurance that an organization is unsusceptible to information security breaches.
4. The information in this document is provided "AS IS", without warranties of any kind. Schellman Compliance, LLC expressly disclaims any representations and warranties, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose.
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