

1 Purpose

Providing top-level quality and service direction to management and employees.

Our company aims to provide continuous improvement of the working processes, related to the clients, business partners and employees, following the standards for quality and delivery of products and services.

2 Scope

All processes, functional areas and employees of Nimbus Software.

3 Quality and IT Service Policy

Nimbus Software is committed to providing to its customers the highest level of quality in the delivery of the services.

We practice professionalism and quality, throughout the systematic improvement and development of the processes, and the measurement of the satisfaction of our clients, partners and employees.

Our company is guided by the following principles:

- We have full confidence during the collaboration with our clients and partners
- We understand the work of our clients in order to fulfill their needs
- We guide the clients all along the process of production and never abandon our clients until the process is finished

The quality is a vital part of our commitment to achieve high technology professional services and products.

Our mission is to help the customers create values and security by providing them with incessant delivery of quality services.

Nimbus Software provides the following services to its clients:

- IT System Integration
- IT Solution Design
- IT Services – Defined in Nimbus Service Catalog
- IT Consultancy

The system for management of services is based on:

- maintaining and continual improvement of the level of services;
- optimization of the infrastructure possibilities, services and support in order to decrease the stoppage of the services and to provide maintainable level of services that meet the demands for the business;
- managing the resources and planning the future needs of resources;
- review of the IT infrastructure and the IT services that are being delivered;
- monitoring and informing about the performance and the exploitation of the resources;
- managing our capability for providing the necessary level of service after a stoppage in service;
- managing the costs arising from the provision of resources necessary for meeting the demands;
- managing incidents as everyday process through which one can renew the normal acceptable level of services with minimal influence on the business;
- managing the problems by diagnosing the essential reasons for appearance of incidents;
- effective management of all changes by applying standard methods and procedures;

- managing the new releases of services by testing, verification and introduction of the changes in the IT environment;
- insuring that Company is constantly available to customers.

The system for managing the services that is established in Nimbus Software is based on the belief that each employee in the organization is responsible for the constant improvement and management of the quality of our processes, products and services.

The quality of our services and the satisfaction of our customers are the main components of our business and for that reason Nimbus Software is obliged, in future, to continuously maintain and improve the system for management of quality and management of services in order to meet the requirements of the standards ISO 20000 and ISO 9001, and constantly to improve the level of services defined by the customers.

Management uses the Quality and IT Service Policy as a **guide** to the development of objectives and metrics, and for management decisions.

Management **communicates** and explains the Quality and IT Service Policy to their employees to ensure that everybody is familiar with the policy and its intent. The policy will be revised for continued suitability on yearly bases during the board meetings.