

## **INDRA STRENGTHENS ITS COMPETITIVENESS WITH CERTIFICATION IN ISO 44001 COLLABORATIVE BUSINESS RELATIONSHIP MANAGEMENT SYSTEMS**

- **This standard helps Indra to reduce costs while gaining efficiency in complex projects by strengthening collaboration with customers**
- **The company has obtained the certification after applying it in one of its most important projects being implemented in the United Kingdom**
- **This certification has acquired international relevance to successfully compete in large tenders and ensure customers the highest levels of quality**
- **Furthermore, Indra is again ahead of its main European competitors in renewing its CMMI level 5 certification, the highest possible for engineering and software development, and that ensures the greatest possible stability and efficiency of its solutions**

**Southampton, January 30, 2018.-** Indra has obtained the ISO44001 certification for Collaborative Business Relationship Management Systems, granted by the British Standards Institute.

To this end, the company has applied the certification requirements to the modernization project of air traffic management systems of NATS, the air navigation service provider in the United Kingdom, and to other commercial relations in the North of Europe.

Indra received this certification at the annual event of the Institute for Collaborative Working at the House of Lords. At this same event, NATS was granted the Pathfinder Award for the innovation in its ecosystem of providers, in which Indra stands out as the main supplier.

This certification facilitates standardizing procedures to manage complex, long-term relationships and defines mechanisms to achieve shared objectives, which benefits Indra and its partners, clients and suppliers alike. Its application enables finding innovative ways to reduce costs, improve efficiency in the project as a whole, and ensure the fast and effective resolution of any issues which could put the relationship between the project's participants at risk.

For Indra, collaboration in business is key for becoming the strategic partner of its customers' critical operations.

ISO44001 certification includes all the components of both business relationship and operational processes management systems. Composed of a cycle of eight phases, it aims to make company-supplier relationships sustainable, ensure visibility in their operations and optimize value creation, knowledge, internal assessment, the selection of partners, shared efforts and help to define strategies to maintain this relationship over time and to bring it to a close when suitable.

This standard is based on the BS11000 certification developed by the British Standards Institute and which Indra obtained the first time in 2016. This standard, originally applicable exclusively in the United Kingdom, has now been adopted by the International Organization for Standardization, expanding its scope of use to the rest of the world. This also reflects the growing importance the standard has acquired for competing in international tenders and gaining the trust of major customers.

The BS11000 has proven in recent years to act as a key driver of Indra's operations in the United Kingdom, where the company has addressed the modernization of port transport, road tunnels and air traffic infrastructures.

### **CMMI 5, guarantee for maximum-quality solutions**

In addition, Indra has just renewed its CMMI level 5 certification, the maximum maturity level possible, for the software engineering of Air Traffic Systems and the solutions developed at its Center of Excellence in Security (CES) in León. The certification covers the work of more than 970 professionals of the company.

The assessment has been in accordance with the CMMI model of the Software Engineering Institute (SEI), a global benchmark as regards high quality and the application of best practices in engineering and software development.

In 2017, only 9% of companies worldwide accredited in CMMI achieved level 5, and the figure drops in Spain to 0.1%, where only 10 companies have reached this level. This way, the company has outpaced its main competitors in Europe once again.

Organizations with a high maturity level are characterized by the fact that they set quantitative targets in terms of performance and quality of processes and use these as project management criteria. To do so, they collect and perform in-depth statistical analyses of performance, their foundation for decision-making based on data. Furthermore, activities are measured to improve processes, removing and adding activities and rearranging their structure.

The renewal of level 5 ensures the greatest possible stability and productivity of the solutions, with an impact on the decrease in errors, constant improvement of products and greater customer satisfaction.

#### **About Indra**

Indra is one of the world's top consulting and technology companies and a technology partner for the key operations of its customers' businesses worldwide. It is a leading worldwide provider of proprietary solutions in niche areas in Transport and Defense Markets and the absolute leader in IT in Spain and Latin America. It offers a comprehensive range of proprietary solutions and cutting edge services with a high added value in technology based on a unique culture of reliability, flexibility and adaptability to the needs of its customers. Indra is a world leader in the development of end-to-end technology solutions in fields such as Defense and Security, Transport and Traffic, Energy and Industry, Telecommunications and Media, Financial Services, Electoral Processes, and Public Administrations and Healthcare. Through its Minsait unit, it addresses the challenges of digital transformation. In 2016 Indra posted a revenue of €2,709m, employed 34,000 professionals, and had a local presence in 46 countries plus sales operations in more than 140 countries. Following its acquisition of TecnoCom, Indra's combined revenue amounted to more than €3,200m in 2016 with a team of nearly 40,000 professionals.