

**CROATIAN FINANCIAL SERVICES SUPERVISORY
AGENCY**

**- Officially appointed mechanism for the central
storage of regulated information -**

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Security:

SPAN/ ISIN: HRSPANRA0007
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Home Member State: Croatia

Market segment: Official market of Zagreb Stock Exchange

Zagreb, 6 October 2026

Subject: Span earns Microsoft Support Services Designation

- other non - regulated information -

Span has earned the **Microsoft Support Services designation**, a recognition within the Microsoft AI Cloud Partner Program that confirms a partner's ability to provide customer support for Microsoft cloud solutions in line with Microsoft's high standards. This recognition is awarded to partners that successfully complete an assessment of their organisational, technical and operational capabilities and demonstrate a high level of customer satisfaction.

"This recognition confirms the quality of our processes, the expertise of our teams and our commitment to customers. I am particularly pleased that, through an independent evaluation, Microsoft has recognised the areas in which we continuously invest—from developing our own ITSM platform, Span Resolution, to building teams that provide customers with 24 hours a day support. It confirms that we can meet the complex needs of organisations that rely on Microsoft technologies for their operations," said **Mihaela Trbojević**, Member of Span's Management Board responsible for Product and Service Management.

Span continuously improves its systems and processes to ensure that customers benefit from prompt responses, consistent quality and support that keeps pace with technological advances. **Trpimir Kutle**, Span's Senior Director of Solution and Service Management, notes that considerable effort is devoted to monitoring service quality and customer satisfaction: "Last year, customer satisfaction was rated at an impressive 4.96 out of 5, which I consider the strongest confirmation that we are doing a good job. That is why I am particularly pleased that, through this process, Microsoft has recognised the quality and dedication of our people. Above all, I see this as recognition of the entire team, which works every day to provide customers with outstanding support."

Earlier this year Span earned the Microsoft Frontier Partner badge, one of the highest distinctions within the Microsoft AI Cloud Partner Program. This places Span among a select group of global partners demonstrating the ability to deliver advanced AI solutions that generate tangible business outcomes.

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