

Efrat Feinschneider  
CFO  
IUCC

**August 1, 2024**

**Dear Efrat,**

We are excited that IUCC finds the NOW platform and ServiceNow suitable for universities and research institutes in Israel.

I reviewed the criteria you shared and investigated them internally. According to the requirements you mentioned: (1) partner with experience as Managed Service-Provider<sup>(a)</sup> partner, (2) territory – Israel, as of today, only one partner from the Israeli partner's list qualifies for your demand: *Bynet Data Communication*.

If you need any further support, please don't hesitate to reach out.

Regards,

**Eyal Ephrat**

(a) A Managed Service Provider (MSP) partner manages and operates ServiceNow instances for end customers. The MSP partner may offer a range of services, including implementation, customization, maintenance, and support.