

Burgan Bank ISO/IEC 20000-1:2018 Certification Renewed

Confirming the Bank's unwavering commitment to maintaining the highest standards for ITSM in line with its robust digital transformation strategy



*Mr. Barrak AlMattar, General
Manager- Information Technology at
Burgan Bank*



Kuwait, 14 August 2025

In a testament to the success of the Bank's ongoing digital transformation, Burgan Bank announced the successful renewal of its International Organization for Standardization and International Electrotechnical Commission ISO/IEC 20000-1:2018 certification, reaffirming the strength of its digital infrastructure and its alignment with global best practices for information technology system management. The recertification followed a rigorous external audit, which validated the efficiency, scalability, and continuous improvement of Burgan Bank's IT operations, underscoring its commitment to delivering a consistently high-quality digital banking experience.

Commenting on the achievement, Mr. Barrak AlMattar, General Manager- Information Technology at Burgan Bank said: "One of our main strategic goals is to lead with innovation and deliver an outstanding banking experience that is seamless, secure, and responsive to our customers' evolving needs. This requires that we remain agile and dynamic, constantly upgrading our IT capabilities to deliver a world-class experience. The renewal of our ISO/IEC 20000-1:2018 certification is a clear indicator of the operational excellence we've built into our digital infrastructure — one that supports both customer satisfaction and long-term business growth.

He added: “Inline with the bank slogan ‘Driven by You’, every system upgrade and service enhancement is designed with our customers at the center – to safeguard their data, earn their trust, and empower their ambitions.”

The ISO/IEC 20000-1:2018 certification adds to Burgan Bank’s growing list of global certifications, including ISO/IEC 27001: 2022 Information Security Management Systems certificate (ISMS), ISO /IEC 27701:2019 Privacy Information Management Systems (PIMS), ISO 22301:2019 Business Continuity Management (BCMS) and ISO 9001:2015 Quality Management System (QMS). Burgan Bank remains one of the few financial institutions in Kuwait and the GCC to maintain these certifications for five consecutive cycles — a testament to its disciplined governance and operational rigor. Moreover, the Bank achieved the LEED v4.1 O+M: EB Gold Certification in recognition for the green building design and architecture standards applied at its Head Office in Kuwait City, further attesting to its compliance with the highest environmental, social, and governance (ESG) standards.

About Burgan Bank

Established in 1977, Burgan Bank is a Kuwait-based conventional bank with a significant focus on the corporate and financial institution sectors. From its earliest days, the Bank has significantly sought to diversify its offering to cater to its growing retail and private banking customer base.

Burgan Bank has majority-owned subsidiaries, collectively known as the “Burgan Bank Group”, in the MENAT region. This Group is supported by one of the largest branch networks across the region and includes: Gulf Bank Algeria – AGB (Algeria), Tunis International Bank – TIB (Tunisia), Burgan Bank Turkey (Turkey) and United Gulf Bank (Bahrain). Furthermore, Burgan Bank has a presence in the UAE through its corporate office, Burgan Financial Services Limited.

The Bank has continuously improved its performance over the years, through an expanded revenue structure, diversified funding sources, and a strong capital base. The adoption of state-of-the-art services and technology has positioned it as a trendsetter in the domestic market and within the MENA region. Moreover, Burgan Bank’s brand has been built on a foundation of real values – trust, commitment, excellence, and progression – which serve as a reminder of the high standards to which the Bank always aspires. In fact, the Bank’s core philosophy of ‘Driven by You’ is the foundation on which its products and services are continuously developed.

Burgan Bank has achieved the LEED v4.1 O+M: EB Gold Certification for its Head Office in Kuwait City. The Bank has also obtained the ISO/IEC 27001: 2022 Information Security Management Systems certificate (ISMS), ISO /IEC 27701:2019 Privacy Information Management Systems (PIMS), ISO/IEC 20000-1: 2018 Information Technology Service Management System (ITSMS), ISO 22301:2019 Business Continuity Management (BCMS) and was re-certified with the prestigious ISO 9001:2015 Quality Management System (QMS), making it one of the few banks in the GCC and Kuwait to receive such certification for five consecutive times. At the same time, the Bank has the distinction of being the only Bank in Kuwait to have won the JP Morgan Chase Quality Recognition Award for twenty consecutive years. Moreover, in a testament to its dedication to the development of its human capital, Burgan Bank is the first bank in Kuwait to be certified as a Great Place to Work®, earning the distinct honor in 2023.

Burgan Bank is a majority-owned subsidiary of KIPCO (Kuwait Projects Company), one of the largest holding companies in the MENA region.