

## Robert O'Mahony

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**From:** Rahul Neelam <rneelam@eand.com>  
**Sent:** Wednesday, February 7, 2024 9:33 PM  
**To:** Robert O'Mahony  
**Cc:** Sergio Rivero Partida  
**Subject:** Re: [CloudSecurityAlliance] Re: Request for Company Name Update in CSA Star Register for existing Listing

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Hi Robert,

I have updated the same form shared by you yesterday

Internal

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**From:** Robert O'Mahony <Robert.Mahony@bsigroup.com>  
**Sent:** Wednesday, February 7, 2024 9:09:03 PM  
**To:** Rahul Neelam <rneelam@eand.com>  
**Cc:** Sergio Rivero Partida <spartida@eand.com>  
**Subject:** [EXTERNAL EMAIL]:RE: [CloudSecurityAlliance] Re: Request for Company Name Update in CSA Star Register for existing Listing

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Hi Rahul,

If you send me the completed new form I will email support directly with the request and CC both of you.

Thanks  
Rob

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**From:** Rodoula Vasilas (Support) <support-in@cloudsecurityalliance.zendesk.com>  
**Sent:** Wednesday, February 7, 2024 6:14 PM  
**To:** Rahul Neelam <rneelam@eand.com>  
**Cc:** Neha Chouhan <Neha.Chouhan@bsigroup.com>; Sergio Rivero Partida <spartida@eand.com>; Robert O'Mahony <Robert.Mahony@bsigroup.com>  
**Subject:** [CloudSecurityAlliance] Re: Request for Company Name Update in CSA Star Register for existing Listing

**\* This message originated from outside of BSI. Please treat hyperlinks, attachments and instructions in this email with caution. \***

##- Please type your reply above this line -##

Your request (86479) has been updated. To add additional comments, reply to this email.



**Rodoula Vasilas (CloudSecurityAlliance)**

Feb 7, 2024, 07:14 PST

Hi Rahul,

We have received the Level 2 Certification submission. However, we noticed that you are the submitter of this submission.

Please keep in mind that this submission needs to be created by your auditor on your behalf.

It is required that Robert or Neha create the submission using the [new submission form](#).

For this reason, we will need to reject the current submission.

We apologize for any inconvenience regarding this process.

If you have any other questions or need further assistance, do not hesitate to reach out.

All the best,

Rodoula Vasilas  
Technology & Support  
Cloud Security Alliance



**Rahul Neelam**

Feb 6, 2024, 20:27 PST

Hi Rodoula,

Request is been done on the CSA Star website, Could you please check and confirm if everything looks ok

Best Regards,



Confidential



**Rodoula Vasilas (CloudSecurityAlliance)**

Feb 6, 2024, 01:49 PST

Hi Rahul,

Thank you for confirming this!

Your Level 1 submission has been processed and approved.

You can view the entry here:

<https://cloudsecurityalliance.org/star/registry/etisalat-technology-services-llc/services/etisalat-one-cloud>

Once we receive the Level 2 submission from your auditor, we will be able to process and replace the existing one with the new submission.

If you have any other questions or need further assistance, do not hesitate to reach out.

All the best,

Rodoula Vasilas  
Technology & Support  
Cloud Security Alliance



**Rahul Neelam**

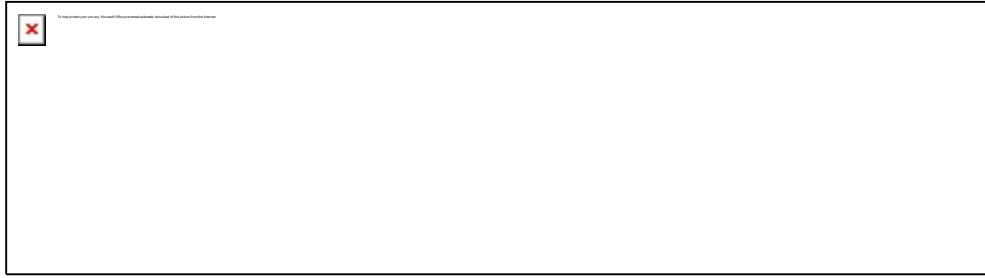
Feb 6, 2024, 01:30 PST

Hi Rodoula,

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STAR Continuous has been selected by mistake, please change and thanks for doing the needful

Best Regards,



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**Rodoula Vasilas (CloudSecurityAlliance)**

Feb 6, 2024, 01:16 PST

Hi Rahul,

We have received your STAR Level 1 submission.

I noticed that you have selected the STAR Continuous as the type of entry. Please keep in mind that STAR Continuous listings have to be renewed monthly. If this was selected by mistake, please let me know so we can change the type of entry for you.

I will follow up to let you know once the submission has been processed.

All the best,

Rodoula Vasilas  
Technology & Support  
Cloud Security Alliance



**Rahul Neelam**

Feb 5, 2024, 20:35 PST

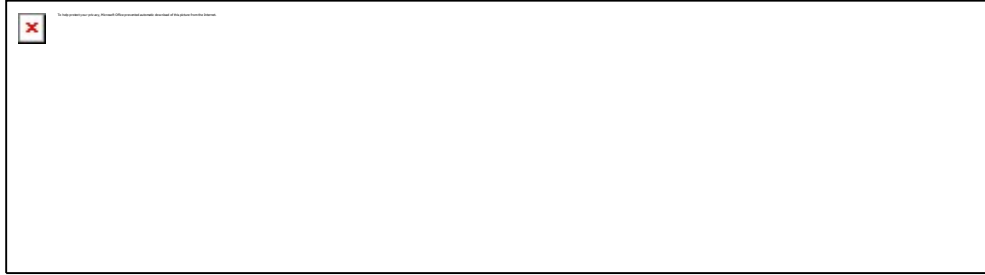
Hi Rodoula,

Thanks for the email

We have submitted the STAR submission, please check and confirm

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Best Regards,



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**Rodoula Vasilas (CloudSecurityAlliance)**

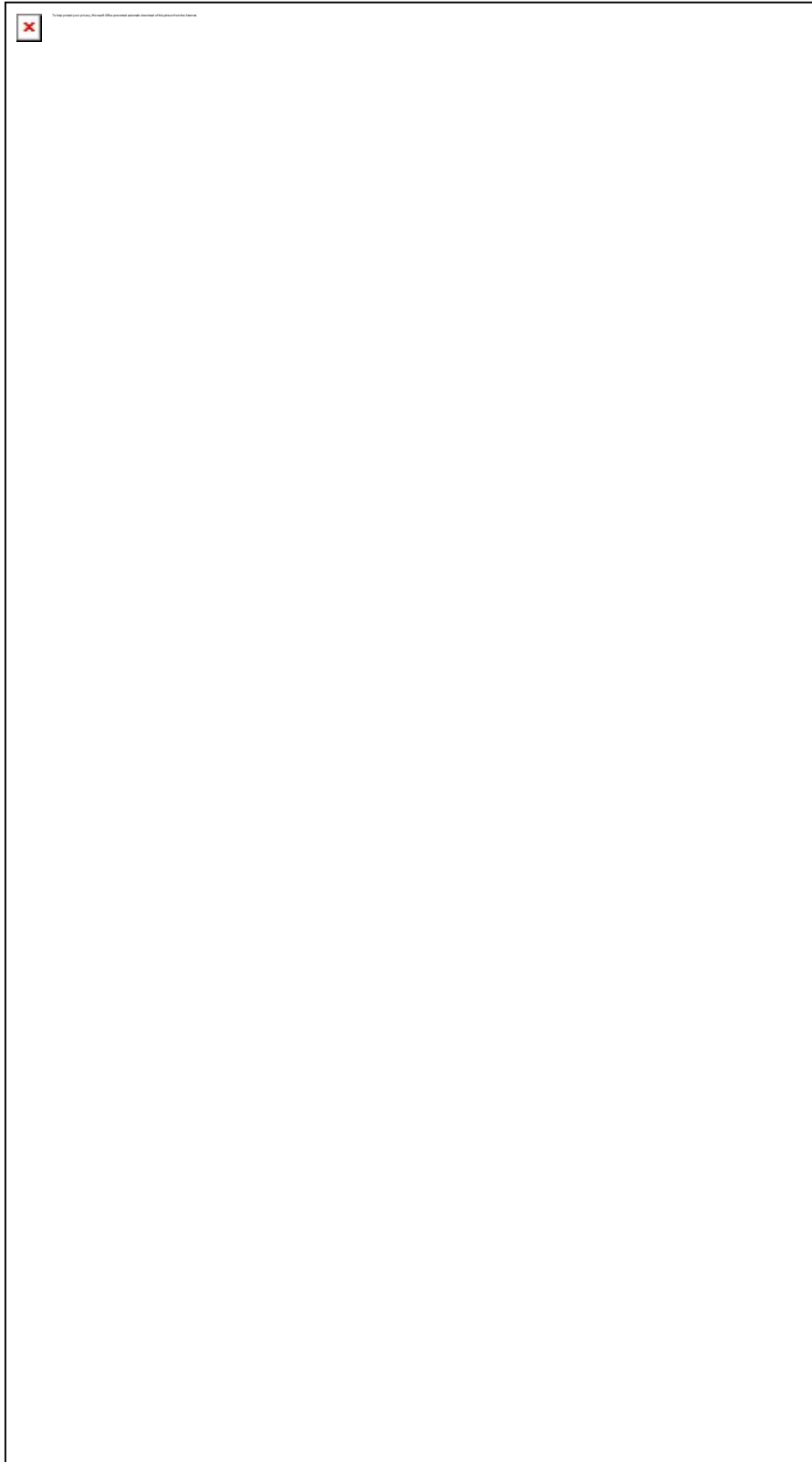
Feb 5, 2024, 09:15 PST

Hi Rahul,

Thank you for your message.

To be able to submit the CAIQ by signing into a STAR account, it is required to create a new STAR account on the [STAR Platform](#). The reason is that your previous submission was done using our old submission form, so this will not allow you to sign into the system, as this form allowed any user to submit to the STAR Registry without being signed in. It would have then generated a user account but not created an authentication.

This means that you would need to create the account again from scratch using the sign-up functions.



Please note that you can also upload the CAIQ document by using the [STAR Submission form](#). This option does not require signing into an account. After the document is approved, the submitter will be listed as an authorized user for this account.

If you have any other questions or need further assistance with this process, do not hesitate to reach out.

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All the best,

Rodoula Vasilas  
Technology & Support  
Cloud Security Alliance

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**Rahul Neelam**

Feb 4, 2024, 22:24 PST

Hi Rodoula,

Thanks for the email

We are trying to work on the new [submission form](#), to renew the entry and submit an updated CAIQ document.

We need your help with login to the portal, we have rased another request (Request [#86477](#))for the same

Best Regards,



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**Rodoula Vasilas (CloudSecurityAlliance)**

Feb 2, 2024, 09:54 PST

Hi Robert and Rahul,

I have updated the organization's name from Etisalat Technology Services LLC to e& enterprise cloud - Sole Proprietorship L.L.C.

Please confirm that these changes are correct:

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<https://cloudsecurityalliance.org/star/registry/etisalat-technology-services-llc/>

Additionally, to update the STAR Intake form for the Level 2 listing, we are unable to upload the document provided. The reason is that the whole name organization does not appear on the document.

For this reason, we would like to encourage you to use the new [submission form](#). This will generate the primary document automatically.

We also noticed that the Level 1 entry has expired. In order to maintain the Level 2 listing for Etisalat One Cloud, it is required to renew this entry or submit an updated CAIQ document.

I'm happy to assist with any other questions.

All the best,

Rodoula Vasilas  
Technology & Support  
Cloud Security Alliance



**Robert O'Mahony**

Jan 31, 2024, 21:01 PST

Dear CSA Support team,

Correct on the below, just to note there is no space between the e& (I updated the name below without the space and lowercased as per the name change letter)

Also attached is the STAR Cert Registry Entry Form. The Client Name on the form does not have enough room for the full name so I added this into the Client Org Description box for your reference.

Thank you for supporting our valued client in updating the registry. If you need anything else please let me know.

Kind Regards,

**Robert O'Mahony**

Client Manager | BSI Middle East, Turkey and Africa (META)

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**From:** Neha Chouhan <[Neha.Chouhan@bsigroup.com](mailto:Neha.Chouhan@bsigroup.com)>

**Sent:** Wednesday, January 31, 2024 6:47 PM

**To:** Support <[support-in+id86479@cloudsecurityalliance.zendesk.com](mailto:support-in+id86479@cloudsecurityalliance.zendesk.com)>; Rahul Neelam <[rneelam@eand.com](mailto:rneelam@eand.com)>; Robert O'Mahony <[Robert.Mahony@bsigroup.com](mailto:Robert.Mahony@bsigroup.com)>

**Cc:** Sergio Rivero Partida <[spartida@eand.com](mailto:spartida@eand.com)>

**Subject:** RE: [CloudSecurityAlliance] Re: Request for Company Name Update in CSA Star Register for existing Listing

Dear Robert,

Can you please assist with the below, thank you.

Kind Regards,

**Neha Chouhan Gaherwar**

Technical and Compliance Manager – MEA and South Africa

T: +971 4 336 4917 | M: +971 56 992 7445 | F: +971 4 336 0309

[neha.chouhan@bsigroup.com](mailto:neha.chouhan@bsigroup.com)



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**From:** Rodoula Vasilas (Support) <[support-in@cloudsecurityalliance.zendesk.com](mailto:support-in@cloudsecurityalliance.zendesk.com)>

**Sent:** Wednesday, 31 January 2024 6:29 PM

**To:** Rahul Neelam <[rneelam@eand.com](mailto:rneelam@eand.com)>

**Cc:** Neha Chouhan <[Neha.Chouhan@bsigroup.com](mailto:Neha.Chouhan@bsigroup.com)>; Sergio Rivero Partida <[spartida@eand.com](mailto:spartida@eand.com)>

**Subject:** [CloudSecurityAlliance] Re: Request for Company Name Update in CSA Star Register for existing Listing

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Attachment(s)

[image004.png](#)

[STAR-CAIQ 4 Certification-Intake-Form-111221 - New Name.pdf](#)



**Neha Chouhan**

Jan 31, 2024, 06:46 PST

Dear Robert,

Can you please assist with the below, thank you.

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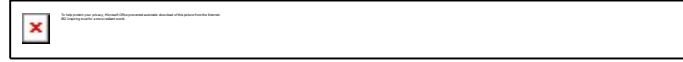
Kind Regards,

**Neha Chouhan Gaherwar**

Technical and Compliance Manager – MEA and South Africa

T: +971 4 336 4917 | M: +971 56 992 7445 | F: +971 4 336 0309

[neha.chouhan@bsigroup.com](mailto:neha.chouhan@bsigroup.com)



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**Rodoula Vasilas (CloudSecurityAlliance)**

Jan 31, 2024, 06:29 PST

Hi Rahul,

Thank you for your patience while waiting for an update.

To make sure I have understood your request correctly, could you confirm that you would like to change the organization's name from **Etisalat Technology Services LLC** to **E & ENTERPRISE CLOUD - SOLE PROPRIETORSHIP L.L.C.?**

Please keep in mind that this will require updating the information on the STAR Intake form for your Level 2 Certification entry. I have added your auditor who posted the Level 2 Certification to this message, as this document must be updated and provided by Neha.

I'm happy to assist with any other questions.

All the best,

Rodoula Vasilas

Technology & Support

Cloud Security Alliance



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**Rahul Neelam**

Jan 30, 2024, 20:27 PST

Hi Roboula,

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Thanks a for the email and the acknowledgement

Appreciate your support and co-ordination

Regards,  
Rahul

Confidential

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**Rodoula Vasilas (CloudSecurityAlliance)**

Jan 30, 2024, 06:57 PST

Hi Rahul,

Thank you for reaching out to update your organization's name.

I am working on your request and I hope to have an update for you soon.

All the best,

Rodoula Vasilas  
Technology & Support  
Cloud Security Alliance



**Rahul Neelam**

Jan 30, 2024, 02:06 PST

Dear Team,

I trust this email finds you well. I am writing to request an update to the registered name for our Cloud Trusted Service Provider profile in the CSA Star Register. Our company has undergone a name change, and we have provided the necessary documentation as evidence for this update.

Attached to this email, you will find the following documents as evidence of the name change:

- Certificate Issued by BSI with the updated company name
- Commercial Agreement for Name Change
- Name Change Notification letter with CEO acknowledgement

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We kindly request your prompt attention to this matter to ensure that our profile accurately reflects the updated information. This adjustment is crucial for maintaining the integrity and accuracy of our presence in the CSA Star Register.

If there are any additional forms or processes required from our end to facilitate this update, please do not hesitate to inform us, and we will promptly provide the necessary information.

We appreciate your assistance in processing this request and look forward to seeing the updated information in the CSA Star Register.

Thank you for your attention to this matter.

Best Regards,



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Internal

Attachment(s)

[e& enterprise cloud Abu Dhabi Trade license 2023 – 2024.pdf](#)

[STAR 783431 – 001.pdf](#)

[E& Enterprise Cloud notification of name change – Abu Dhabi Office.pdf](#)

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