



Serviceware SE continues to extend ESM platform by adding Messaging and Chat module

- **ESM platform is extended by adding smoope**
- **Strengthening of the market position in the rapidly growing worldwide Messaging area**
- **High potentials for the full automation of service processes by chatbots in conjunction with Artificial Intelligence**

Bad Camberg, 23 July 2020. Serviceware SE ("Serviceware", ISIN DE000A2G8X31) continues to consistently implement its growth strategy and has extended its ESM platform by adding Messaging and Chat functions. Serviceware had secured the technology of smoope for this purpose. The technology for the Messaging and Chat functions of smoope as well as the know-how of the company will in future be integrated into the Serviceware Group.

With smoope, Serviceware extends its unique modular ESM platform by adding a safe and smart communication solution and strengthens its market position in the rapidly growing worldwide Messaging area. smoope offers companies safe and intuitive Messaging and Chat solutions. The smoope Messaging and Chat functions can be seamlessly integrated into apps and existing websites. They allow companies to enter directly into contact with their users. Additional downloads or log-ins are not necessary. Moreover, smoope offers companies a solution for internal communication with the smoope collaboration platform. Employees can have a straightforward exchange in individual and group chats and solve tasks rapidly and effectively. In addition, the smoope communication solutions can be upgraded by adding features such as chatbots. In connection with the cooperation between Serviceware and the Technical University of Darmstadt in the field of Artificial Intelligence further potentials are available for the full automation of service processes.

Dirk K. Martin, CEO of Serviceware: "The integration of the smoope technology is another important step in view of the further development of our portfolio. Good service results from the direct interaction and communication with customers. Simple, personal and above all quick communication is a central aspect of service provision which has developed into a major success driver for companies. Messaging services enjoy a high acceptance across all age groups. With the solutions by smoope, companies retain control over customer interfaces and data and can develop a new form of customer loyalty. With smoope we greatly strengthen our market position in the field of Messaging."

About Serviceware

Serviceware is a leading provider of software solutions for the digitalisation and automation of service processes (Enterprise Service Management) with which companies can increase their service quality and manage their service costs efficiently.

The core of the portfolio is the Serviceware platform with the software solutions Serviceware Processes (helpLine), Serviceware Financial (anafee), Serviceware Resources (Careware), Serviceware Knowledge (SABIO) and Serviceware Performance (cubus outperform). All solutions can be used in an integrated manner, but also independently from one another.

Serviceware partners with customers from strategic consulting through the definition of the service strategy to the implementation of the Enterprise Service Management platform. Further components of the portfolio are safe and reliable infrastructure solutions as well as Managed Services.

Serviceware has more than 900 customers worldwide from various business sectors, including four of the seven largest German companies and 12 DAX 30 companies. The headquarters of Serviceware are in Bad Camberg, Germany. Serviceware employs more than 480 employees at 14 national and international sites. For more information visit www.serviceware-se.com.

Media Relations

edicto GmbH
Axel Mühlhaus
Tel. +49(0) 69/905505-52
Email: Serviceware@edicto.de