

ServiceWare SE with successful first half year 2019/2020

- **Sales revenues increase to EUR 35.4 million**
- **Adjusted EBIT at EUR 2.0 million**
- **SaaS/Service share in sales revenues rise to 43 percent**
- **Several large groups gained nationally and internationally as customers**

Bad Camberg, 24 July 2020. ServiceWare SE ("ServiceWare", ISIN DE000A2G8X31) has continued its growth course during the first half year of fiscal 2019/2020 (1 December to 31 May) despite the influences by Covid-19 and has made relevant strategic progress. During the reporting period, the company succeeded in gaining a large number of projects including a growing number of projects with large customers and groups. Major success was also achieved in terms of internationalisation. Between December and May, ServiceWare was able to recruit altogether 34 companies as new customers in the field of Enterprise Service Management (ESM). With a further group from the German Stock Index, DAX, who decided in favour of the software solution ServiceWare Financial (cost analysis of service processes and budgeting), just as a leading European food group, one of the largest individual licence deals of the ServiceWare history, was completed. Moreover, a large US investment bank has decided in favour of the software solution ServiceWare Performance (corporate planning and management). In particular demand for and sales revenues of the modules ServiceWare Financial and ServiceWare Performance have been strongly increasing. Behind these two modules the demand for modules for quality optimisation of service processes is currently slightly lower, as expected.

During the reporting period total sales revenues increased by 8.0% from EUR 32.8 million to EUR 35.4 million. A focus of the business activity was on the further extension of SaaS/Service, where sales revenues increased disproportionately after EUR 12.5 million during the prior year period by 22.2% to EUR 15.3 million. The SaaS/Service share in total sales revenues amounted during the first half year to 43.3%. Within the framework of the programme for accelerated growth EUR 2.7 million were invested on an EBIT level. The EBIT adjusted for the expenses involved in the programme for the acceleration of growth amounted to EUR 2.0 million. During the prior year period the adjusted EBIT reached EUR 3.9 million. The unadjusted EBIT amounted to EUR -0.7 million after EUR 0.9 million before.

The unique modular Enterprise Service Management (ESM) platform of ServiceWare was further extended. In April the technology and the team of the messaging and chat provider smoope were taken over. With smoope, companies can integrate a messaging platform seamlessly into existing websites or apps without customers having to download additional new chat programmes or apps. Moreover, ServiceWare succeeded in tapping further cross-selling potentials, both for existing and new customers.

The successful business development during the first half year was slowed down by the Covid-19 pandemic. It had different effects on the operating business of the company. Whereas for some products a significant increase in demand has been recorded, customers were more reluctant concerning orders for other products or postponed projects to the coming months. ServiceWare has applied comprehensive measures such as home office and remote work as well as short-time work for a smaller part of its employees to react to the pandemic. In the long term ServiceWare considers

itself as robustly positioned with its ESM platform. The digitalisation and cost transparency remain long-term drivers of corporate growth.

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.

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