



ServiceWare SE: Covid-19 pandemic boosts demand for planning software for medical test centres

Bad Camberg, 27. August 2020. ServiceWare SE ("ServiceWare", ISIN DE000A2G8X31) records – also driven by the Covid-19 pandemic – an increasing demand for the new scheduling tool for medical centres, test centres and laboratories, only a few months after its market launch. The tool is part of the ServiceWare module "ServiceWare Resources". In the Netherlands already five medical establishments have meanwhile decided in favour of the use of the ServiceWare scheduling tool. Promising talks are currently taking place with further institutions. The customers gained so far will already manage a six-digit number of appointments per month.

With the planning tool visitor capacities in the medical institutions can be managed in such a way that social contacts can be minimised. Consequently, the ServiceWare planning tool can make a contribution to the containment of the Covid-19 pandemic. Moreover, the solution, which is based on a module of the ServiceWare Enterprise Service Management platform, provides an improved overview of the daily routine in the laboratories and medical centres and makes it easier for patients to get an appointment using a self-service portal. Fortunately, ServiceWare has succeeded with the new tool to achieve, in addition, cross-selling success with other service offers of the Group.

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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