

ServiceWare SE continues its growth course during the first nine months of 2019/2020

- **Sales revenues rise by 10.4% to EUR 52.7 million**
- **SaaS/Service revenues increase by 40.1% to EUR 22.4 million**
- **Adjusted EBIT of EUR 2.5 million after EUR 4.1 million during the prior year period**
- **Successful in internationalisation and approaching of groups**
- **New product “Solution Assistant” in the field of Artificial Intelligence**
- **Optimistic for the overall year and beyond – growth path is to be continued**

Bad Camberg, 23 October 2020. ServiceWare SE (“ServiceWare”, ISIN DE000A2G8X31) is able to report about successful nine months of fiscal 2019/2020 (1 December to 31 August) despite the economic downturn due to the uncertainties caused by the Covid-19 pandemic. During the period under review, ServiceWare has been able to reach important strategic goals in all areas of its expansion strategy and set the course for long-term corporate growth. The operating success is reflected by the positive business numbers. Total sales revenues rose during the first nine months by 10.4% from EUR 47.7 million to EUR 52.7 million. A focus of the business activity was on the further extension of SaaS/Service. In this segment sales revenues significantly increased by 40.1% to EUR 22.4 million after previously EUR 16.0 million. The share of SaaS/Service proceeds in the total sales revenues amounted to 42.5% during the reporting period. On an EBIT level, EUR 3.8 million were invested within the framework of the programme for accelerated growth. The EBIT adjusted for the expenditure concerning the programme for the acceleration of growth amounted to EUR 2.5 million. During the prior year period the adjusted EBIT totalled EUR 4.1 million. The unadjusted EBIT amounted to EUR -1.2 million after previously EUR -0.5 million.

ServiceWare was also able to achieve success in the internationalisation and approaching of large customers and groups. During the reporting period the company succeeded in gaining a large number of customer projects. A DAX group decided, amongst others, just as an international food group in favour of the software solution ServiceWare Financial. For a Swiss insurance group, ServiceWare Knowledge was implemented whilst an internationally operating US investment bank introduced ServiceWare Performance. Altogether ServiceWare was able to gain 49 new customers for its unique modular Enterprise Service Management (ESM) platform during the first nine months.

During the first three quarters, ServiceWare recorded a strong demand, more particularly, for the modules ServiceWare Financial and ServiceWare Performance. The demand for modules concerning quality optimisation remained slightly behind, as expected. Furthermore, ServiceWare succeeded in leveraging further cross-selling potentials both for portfolio customers and also in the approach of new customers. In most cases the software solutions ServiceWare Financial and ServiceWare Performance were combined with one another.

ServiceWare achieved further progress in the extension of the ESM platform, which was supplemented by the chat and messaging solutions of smoope. The integration of technology and knowhow of the company into the ServiceWare Group is developing on schedule. In perspective, it is planned to integrate smoope into the service process management of ServiceWare Processes.

The ServiceWare Centre of Excellence for AI (Artificial Intelligence), which has emerged from the cooperation with the Technical University Darmstadt, has in the meantime launched with “Solution

Assistant” another Serviceware product. The “Solution Assistant” supports companies in the service process management and will be available as an additional component of Serviceware Processes. A first product from the Centre of Excellence for AI was presented in March 2020 with the “Content Creation Assistant”.

Against the backdrop of the positive business development during the first nine months, Serviceware is confident for the fourth quarter as well as the overall fiscal year 2019/2020 despite the restricted visibility because of the coronavirus pandemic. The growth course charted is to be continued and the very good market positioning is to be extended. In the long term Serviceware considers that it is well positioned for the future with its ESM platform. The driver of corporate growth is the trend towards digitalisation and cost transparency in service processes.

The nine-month report 2019/2020 is available for downloading under www.serviceware-se.com in the section “Investor Relations”.

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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