

ServiceWare SE: International airline relies on ServiceWare for knowledge management

- **Implementation of ServiceWare Knowledge in all contact centres around the world**
- **Further potentials for the full automation of service processes through Artificial Intelligence**
- **ServiceWare gains an increasing number of large international groups as customers**

Bad Camberg, 25 February 2021 ServiceWare SE ("ServiceWare", ISIN DE000A2G8X31) has gained a leading international airline as a new customer. The airline with several ten thousands of employees has decided in favour of the software solution "ServiceWare Knowledge" (SABIO), which is to be used in all the contact centres of the airline around the world. With ServiceWare Knowledge the more than 8,000 employees in customer service can access the entire knowledge base in a central database. ServiceWare Knowledge shares knowledge across all contact channels and ensures a consistently high quality in the service. The employees have always consistent and uniform information at their disposal to answer all customer enquiries.

Furthermore, ServiceWare Knowledge convinced the airline with an intuitive self-service portal for its customers which provides answers and solutions for frequently asked questions around the clock. The expenditure in customer service as well as service costs are hence clearly reduced. There is potential for the full automation of service processes in the fields of knowledge management and content generation already today through a linking with artificial intelligence. The current success in gaining new customers testifies to the efficient internationalisation strategy of ServiceWare and the increasing approaching of large groups as customers.

Jan Mette, Strategic Sales Manager at ServiceWare: "ServiceWare Knowledge has already established itself as a knowledge management solution in many European contact centres. Companies cannot only increase their service quality in this way but can also reduce their service costs. In the current market environment these are decisive components for the long-term success of companies. Especially the linking with artificial intelligence creates considerable potentials in the field of knowledge management."

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 1,000 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 490 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