



Press Release

ServiceWare once again distinguished as market leader in the field of IT and Enterprise Service Management Software

- ServiceWare for the fourth time in a row winner of the top 20 vendors for the upper midmarket in Research in Action (RIA) study
- Once again highest recommendation rate of all vendors
- Implementation of the ServiceWare vision in the platform strategy is convincing

Bad Camberg/Hartenfels, 2 March 2021 ServiceWare SE (“ServiceWare”, ISIN DE000A2G8X31) has been selected in the current study “Vendor Selection Matrix – IT and Enterprise Service Management: The top 20 vendors for the upper midmarket in Germany 2021” of the renowned German analyst firm Research in Action (RIA) for the fourth time in a row as best rated vendor. In the overall ratings, ServiceWare has been able to leave many international competitors behind. The company convinced, amongst other things, with the breadth and depth of its portfolio of solutions. ServiceWare has ranked repeatedly first in the recommendation index and the customer satisfaction category.

Already in December 2020, ServiceWare was honoured by RIA in the study “Vendor Selection Matrix Technology Cost & Resource Optimization - Top Global-Vendors 2020”, conducted for the first time, as market leader in the field of Technology Cost and Resource Management.

For the “Vendor Selection Matrix – IT und Enterprise Service Management: The Top 20 Vendors for the upper midmarket in Germany 2021” the German analyst firm Research in Action (RIA) surveyed 750 IT budget managers from all over Germany.

The Vendor Selection Matrix™ is primarily a survey-based methodology for comparative vendor evaluation, where 60 percent of the evaluation are based on a survey of business or IT decision-makers. The evaluation is supplemented by detailed interviews with software and service vendors, users and the evaluation by the analysts.

Dr. Thomas Mendel, Managing Director, Research In Action GmbH, comments: “The product and service offers of ServiceWare for the service economy are already now keeping pace with the times. The company is very well on track to turn this vision of today with its broad and deep solution offering in the ServiceWare Platform into the reality of tomorrow. The fact that this appeals to the customers is reflected by the top value of 99% in the Research in Action recommendation index.”

Frank Zwick, Group Director Sales at ServiceWare, adds: “We are pleased to rank first in this important market survey for the fourth year in row and to see our platform strategy clearly confirmed in this way. The top values for ServiceWare show that our consistent service orientation is well received by the market. The Research in Action study covers a broad range of input based on the evaluation by IT decision-makers from companies of different industries and sizes and the expert evaluations by RIA, and is a major decision aid for customers and interested persons.”

The Vendor Selection Matrix is available for downloading under the following link:
<https://content.serviceware-se.com/ria-vendor-selection-matrix-itesm>

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 Serviceware Platform includes 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 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 nine DAX companies and four of the seven largest German companies. The headquarters of Serviceware are in Bad Camberg, Germany. Serviceware employs more than 500 employees at 14 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