



Press Release

## **ServiceWare continues to expand internationally and wins insurance group as customer**

- **SaaS contract with annual sales revenues in the six-digit euro range**
- **Use of ServiceWare Financial**
- **Increasing acquisition of international customers reflects success of the expansion strategy**

**Bad Camberg, 3 May 2021** ServiceWare SE (“ServiceWare“, ISIN DE000A2G8X31) continues to be successful in winning new international customers. A large European insurance company has selected to use the ServiceWare Financial module from the unique ESM platform of ServiceWare in its group. The group with several millions of customers and sales revenues in the multi-billion euro range replaces its existing proprietary solution. With ServiceWare Financial the international customer can adopt a standard cost model and approach to managing and charging its service costs using a market leading solution, whilst retaining the flexibility it needs to adapt to its specific requirements. ServiceWare Financial provides the customer with a platform for the future, to expand as their needs evolve. The SaaS contract reflects annual sales revenues for ServiceWare in the six-digit euro range. It is a continuation of a series of new international group customers which ServiceWare has been able to recruit during the past months from a variety of industries including transport and logistics, food, healthcare and financial services, amongst others.

Joe Wilson, Director Global Accounts at ServiceWare, based in London: “We are increasingly acquiring new international customers, and delivering on an important goal of our expansion strategy. The development work of our international team during the past years is now beginning to bear fruit. Building on a strong basis in the German-speaking countries, we are becoming an international player with a growing number of customers all over and beyond Europe and even the USA. We will continue our efforts and focus on growing the international market of ServiceWare in line with our expansion strategy.”

### **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, ServiceWare Financial, ServiceWare Resources, ServiceWare Knowledge and ServiceWare Performance. 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 twelve 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](http://www.serviceware-se.com).

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