Serviceware SE: Leading Austrian healthcare company relies on the Serviceware Platform for the introduction of its ESM system

- Use of the Serviceware Platform with the modules Serviceware Knowledge, Serviceware Processes and Serviceware Resources
- Contractual term of at least ten years with sales revenues in the seven-digit euro range

Bad Camberg, 10 June 2021 Serviceware SE ("Serviceware", ISIN DE000A2G8X31) has gained yet another top-level customer. A leading company from the healthcare and social field in Austria has decided in favour of the use of the Serviceware Platform with the modules Serviceware Knowledge, Serviceware Processes and Serviceware Resources within the framework of the introduction of a company-wide Enterprise Service Management (ESM) system. With its subsidiaries, the Austrian company supports more than 100,000 customers from areas such as home nursing, care for the elderly, debtor advisor services or training and further education for social and healthcare professions. Serviceware hence records an ongoing growing demand for solutions in view of professional service provision, after the demand for solutions to optimise service costs has considerably increased following the Covid 19 pandemic. The contract was entered into with a minimum term of ten years. The sales revenues generated for Serviceware under this contract are in the seven-digit euro range.

The modules of Serviceware have convinced the new customer through the manifold functions with which all company-wide processes can be reflected transparently and efficiently throughout the company as well as many possibilities of additions and combinations with the ESM platform of Serviceware. With an intuitive self-service portal for customers, customer service efforts as well as service costs are significantly reduced. Moreover, knowledge management and content creation provide potentials for the full automation of service processes through their link to Artificial Intelligence. The modules of Serviceware are continuously improved and can be adapted to individual customer needs. The integration of the modules into existing systems and processes is seamless, whilst the employees of the new customer can continue to use the existing functions without interruption.

Tim Ebner, Area Sales Manager at Serviceware: "We offer our customers tailor-made solutions from a wide range of solutions. The recruitment of this new customer proves our successful platform strategy. We have an excellent positioning on the market and experience a high demand for our products across the entire Serviceware Platform."

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 fifteen DAX companies and five 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