



Press Release

## **ServiceWare SE with an ongoing high innovation speed: release of the next generation of digital cost management**

**Bad Camberg, 6 July 2021** ServiceWare SE ("ServiceWare", ISIN DE000A2G8X31) launches with ServiceWare Financial 6.0 the new version of its module for the financial management of IT and Shared Services from its unique ESM platform. With the release of ServiceWare Financial 6.0, ServiceWare continues to step up the automation of financial processes. By means of workstreams employees can automate repetitive and labour-intensive workflows. Own workstreams can be easily created and implemented, so that daily workflows can be significantly speeded up. The automated workstreams ensure a constantly correct implementation and execution of the processes. In this way ServiceWare is consolidating its outstanding market position in the field of cost management.

The software solution can be integrated seamlessly into existing processes and systems and provides customers with a future-proof platform which evolves with growing requirements and a high innovation speed. In addition to the automated workstreams, the release of version 6.0 of ServiceWare Financial offers many new features, which take the module for the optimisation of service costs to a new level and offer the user new possibilities for cost management. The new version has individually adaptable home pages and a personal user interface. By making available user-specific information, employees are perfectly supported at the development of proper action measures. The allocation of person-based management and planning processes secures a clear role sort and permits a smooth cooperation across different departments. All employees involved in a process can, moreover, understand individual process steps and financial tasks rapidly and easily through state-of-the-art visualisations, so that better results can be achieved in the field of cost management. ServiceWare Financial 6.0 is available as of now to customers of ServiceWare which have a licence for the module ServiceWare Financial.

Cordula Bauer, Group Director Product & Development at ServiceWare: "With ServiceWare Financial 6.0 ServiceWare sets a benchmark for the optimisation of financial processes. The software solution offers an even better user experience and with its new features it has developed from a financial management tool into a complete "financial management world", in which users can reproduce different scenarios and respond flexibly to external influences with the right answers. With the release of ServiceWare Financial 6.0 we continue to expand our excellent market position in the field of financial 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 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 fourteen international sites.

For more information visit [www.serviceware-se.com](http://www.serviceware-se.com).

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