



Press Release

## **Serviceware SE: Use of AI in Serviceware Processes 7.0 as part of the ESM platform takes service management to a new level**

- AI-driven automation of service processes will improve competitiveness
- Machine learning based on unstructured data accelerates service response speed
- New user interfaces, knowledge management and AI-based process optimization relieve the burden on customers and service employees
- In conjunction with the release of Serviceware Financial 6.0 in early July 2021, Serviceware again strengthens its position as the leading platform for networked enterprise service management

**Bad Camberg, July 28, 2021** – Serviceware SE (“Serviceware”, ISIN DE000A2G8X31) is accelerating the digital transformation of enterprise-wide service management driven by artificial intelligence (AI) with the release of Serviceware Processes 7.0. The new version of the module of Serviceware’s integrated ESM (Enterprise Service Management) platform provides companies with numerous new features that increase productivity in service management and significantly accelerate all service processes. Serviceware Processes 7.0 features new AI-based solutions for service centers. Furthermore, the messaging and chat solution from smoope has been integrated into Serviceware Processes 7.0. The innovative solution from smoope integrates seamlessly with apps and existing websites and enables users to contact service organizations in context.

Serviceware Processes 7.0 makes it possible to automatically classify service requests and quickly provide answers through the use of unstructured data. This increases the quality of handling service requests and reduces the response time in answering requests. Service organizations achieve greater efficiency through the new portal for service consumers and fast, web-based workspaces for agents. All services are bundled in the portal. The structure and presentation can be conveniently controlled by the customer. A clear focus on independent solution finding for service consumers increases customer satisfaction and at the same time creates relief for service agents. Serviceware Processes 7.0 is available immediately to the company’s customers who have licensed the Serviceware Processes module.

“We are working at a fast pace of innovation to further develop our software solutions and support companies in managing their service processes company-wide, thus enabling them to work more effectively in all areas. Thanks to the integration of artificial intelligence, the Serviceware platform enables an unprecedented level of automation in the digitalization of service processes. This means that high service quality and low service costs are no longer incompatible goals,” comments Cordula Bauer, Group Director of Product & Development at Serviceware.

### **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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