

ServiceWare SE acquires several new customers for its ServiceWare Knowledge platform module

- ServiceWare Knowledge is the main knowledge database for Germany's corona vaccination hotline
- World's largest marketplace for luxury watches also relies on ServiceWare Knowledge
- High demand by various industries generates order volume well into six figures for ServiceWare Knowledge in August and September 2021 alone
- Linking artificial intelligence with structured data as a success factor

Bad Camberg, October 4, 2021 – ServiceWare SE ("ServiceWare", ISIN DE000A2G8X31) is registering a further significant increase in demand for modules to improve the quality of service processes. After the beginning of the COVID-19 pandemic, there was growing demand for modules to increase the efficiency and optimize the costs of service processes. The focus is now increasingly shifting back to the performance and quality of service processes. ServiceWare Knowledge, a module of ServiceWare's unique ESM platform, has gained a number of prominent new customers in recent weeks.

When the staff of the German alliance of the Corona Immunization Service answers citizens' inquiries about COVID-19 vaccination and testing, they do so using the central database solution ServiceWare Knowledge. Up to 2,500 calls at a time and more than 10,000,000 calls have been answered in this decentralized, uniform and high-quality manner thus far since the service number 116117 was first introduced in December 2020. The telephone information service was holistically organized, set up and operated by the gkk DialogGroup on behalf of the Federal Ministry of Health. ServiceWare is proud to be able to contribute to the containment of the COVID-19 pandemic with ServiceWare Knowledge.

The world's largest online marketplace for luxury watches, Chrono24, is also convinced of the strength of ServiceWare Knowledge and now uses the module throughout the company. More than 500,000 high-quality brand-name watches are offered on Chrono24, and the company employs more than 360 people. Many other companies have also been acquired for the module in recent weeks, including renowned names from the digital commerce, automotive, finance, media and services sectors. The order volume generated with ServiceWare Knowledge in August and September 2021 alone adds up to a significant six-digit euro amount.

The new customers, some of whom hold market-leading positions in their industries, are using ServiceWare Knowledge, a solution that manages all of an organization's knowledge in a single, central knowledge base. An easy-to-use interface ensures that all users obtain exactly the knowledge they need – as soon as they need it. Customer inquiries can thus be answered quickly, comprehensively and at a consistently high level. In addition to the new customers, a number of current ServiceWare Knowledge customers have expanded their use to other international subsidiaries.

The market success of ServiceWare Knowledge is also based on the possibility of using structured knowledge in ServiceWare Knowledge as a basis for automated service processes based on artificial intelligence (AI). The challenge for successful AI projects in service is not so much the artificial intelligence, but much more the structured and comprehensive database that every AI needs as a

basis. Serviceware is the only provider to deliver all relevant components on an integrated platform: knowledge database, process automation and AI.

Dirk Martin, Co-Founder and CEO of Serviceware SE: "Service quality is key. Especially after the economy has left the first COVID-19 shock behind. While the modules of our ESM platform for the analysis and optimization of service costs continue to grow at a high level, the modules for quality improvement are now increasingly following suit again. Our unique market positioning, with which we combine the areas of quality and cost of services in a single platform, is driving growth for Serviceware, regardless of the market phase. We thus offer our customers outstanding added value. Accordingly, in recent weeks and months, medium-sized companies and global market leaders alike have increasingly relied on Serviceware – both nationally and internationally. The success of Serviceware Knowledge clearly illustrates this."

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.

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