

ServiceWare with strong growth dynamics during the first nine months of 2020/2021

- Sales revenues increase by 15.7 percent to EUR 61.0 million
- SaaS/Service sales revenues with a clearly disproportionately high rise by 31.4 percent to EUR 29.5 million; SaaS/Service share in total sales revenues at 48.3 percent
- Licence business with a good development, too
- EBITDA plus 47.7 percent to EUR 1.6 million
- Further significant cross-selling potentials leveraged
- Demand for modules for the quality optimisation of processes increases notably
- Full-year forecast confirmed after good business development during the first three quarters

Bad Camberg, 22 October 2021 ServiceWare SE ("ServiceWare", ISIN DE000A2G8X31) has continued its dynamic growth course during the first nine months of fiscal 2020/2021 (fiscal year 1.12.-30.11.). Despite ongoing uncertainties and a temporary tightening of the applicable Covid-19 restrictions, sales revenues rose during the reporting period by 15.7 percent to EUR 61.0 million. The SaaS/Service business unit recorded once more a clearly disproportionately high growth. Sales revenues surged by 31.4 percent to EUR 29.5 million. The share of SaaS/Service revenues in the total sales revenues of ServiceWare amounted to 48.3% after 42.5% during the prior year period. A strong growth was also achieved by the licence business, in which the sales revenues went up by 16.9 percent to EUR 16.5 million.

On an EBITDA level EUR 2.2 million (PY: EUR 3.4 million) and on an EBIT level EUR 2.6 million (PY: 3.8 million) were invested during the first three quarters within the framework of the programme for accelerated growth. On the balance sheet day the EBITDA amounted to EUR 1.6 million after EUR 1.1 million during the previous year (+47.7 percent). The EBIT improved by 38.3 percent from EUR -1.2 million to EUR -0.8 million. Unlike many other technology companies, ServiceWare does not activate the research and development expenses in the balance sheet increasing the profit for the period.

During the reporting period, ServiceWare recorded an ongoing strong demand for modules of its unique ESM platform and was able to leverage further cross-selling potentials and synergy effects on the level of both existing and new customers. An increasing number of customers opts in favour of using several modules of the ESM platform in their company, whereby the modules for the management of IT and shared services, ServiceWare Financial and ServiceWare Performance, are combined and used together particularly frequently. ServiceWare has recorded a noticeable pick-up in the demand for modules for the quality optimisation of service processes. Compared to fiscal 2019/2020, the average deal size of ServiceWare Processes rose, for instance, by 67 percent and for ServiceWare Knowledge by 26 percent. Driven by the Covid-19 pandemic, the demand for modules for the cost analysis of service processes and corporate planning and steering had previously recorded a disproportionately high increase. Within the framework of its internationalisation strategy, ServiceWare succeeded, moreover, in achieving additional successes and in gaining an increasing number of large companies and groups as customers.

ServiceWare made further progress at the extension of the ESM platform. It was supplemented by ServiceWare Financial 6.0, the new version of the module for the financial management of IT and shared services and ServiceWare Processes 7.0, with which ServiceWare expedites the digital transformation of the company-wide service management driven by Artificial Intelligence.

After the good business development during the first nine months of 2020/2021, Serviceware confirms the forecast for the full year according to which the company anticipates a sales revenue growth by around 10% and a further improved EBITDA. With a view to the further growth beyond fiscal 2020/2021, Serviceware considers that it is excellently positioned with the ESM platform. Corporate growth is driven by the trend towards digitalisation and cost transparency of service processes.

Dirk K. Martin, CEO of Serviceware: "During the first nine months we have been able to achieve important successes with the extension of our unique ESM platform and in respect of our internationalisation strategy. Against the backdrop of an increasing normalisation of the economic situation, amongst others because of the changed vaccination situation in Germany and many European countries, we are experiencing a further growing demand for our modules for the quality optimisation of processes. At the same time, we record a high demand for our modules for the optimisation of service costs. After the successful development during the first nine months, we confirm our forecast for the full year and consider that we are very well positioned for future growth."

The 9-month report 2020/2021 is available for downloading on the website of Serviceware www.serviceware-se.com in the "Investor Relations" section.

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 17 DAX companies and 5 of the 7 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/Doron Kaufmann

Tel. +49(0) 69/905505-52

Email: investor-relations@serviceware-se.com