



Press Release

ServiceWare SE gains global leading mineral oil group as customer

- Use of the ESM platform module ServiceWare Financial
- SaaS agreement with minimum term of three years generates sales revenues in a high seven-digit US dollar range
- Successful internationalisation and addressing of groups

Idstein, 31 March 2022 ServiceWare SE (“ServiceWare”, ISIN DE000A2G8X31) has gained another high-profile customer. An international leading mineral oil group from America with tens of thousands of employees and sales revenues in the multi-billion-dollar range will rely in the field of IT cost management on the module ServiceWare Financial from the unique ESM platform of ServiceWare. The company is active in the exploration and production of crude oil and natural gas and operates petrochemical plants. In addition, it has an extensive network of petrol stations. ServiceWare was able to assert itself in the tender against many international competitors. The SaaS agreement was entered into with a minimum term of three years and involves sales revenues in the high seven-digit US dollar range for ServiceWare.

With ServiceWare Financial, the new customer has a single point of truth. So far, the company used solutions for the financial management of IT and Shared Services which were strongly marked by manual processes. Data integration across different areas in the company was hence time-consuming, prone to errors and complex. ServiceWare Financial includes numerous functions and tools for the end-to-end IT finance management with which companies are supported at the efficient design of the IT planning process. The software solution identifies cost drivers within the group in a transparent manner and shows where costs can be reduced. As a result, the number of processes is considerably reduced, and time is saved.

Joe Wilson, Director Global Accounts at ServiceWare: “We are very pleased to have won a new customer and are making good progress within the framework of our internationalization strategy focusing on large companies and groups. The fact that another renowned company has opted in favour of a software solution from our ESM platform, underpins once more our good positioning on the market. We continue to record a high demand for our ESM platform modules and see ourselves excellently positioned to support customers in the digitalisation of service processes and to further consolidate our leading position on the market.”

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 Idstein, Germany. Serviceware employs more than 500 employees at 14 international sites.

For more information visit www.serviceware-se.com.

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