



Press Release

ServiceWare SE: German big bank relies on ServiceWare platform for digital transformation

- Use of the platform modules ServiceWare Knowledge and ServiceWare Processes at internal HR Services
- Contractual term of at least 3 years with sales revenues in the seven-digit euro range

Idstein, 23 June 2022 ServiceWare SE ("ServiceWare", ISIN DE000A2G8X31) can report another high-profile customer win. A leading German big bank has decided to use the ServiceWare Knowledge and ServiceWare Processes platform modules from the unique ESM platform of ServiceWare. The ServiceWare solutions will be used in the internal HR service of the bank. The new SaaS contract was entered into with a minimum term of 3 years and involves sales revenues in the seven-digit euro range for ServiceWare.

With its modules, ServiceWare supports the customer in implementing an integrated and automated end-to-end platform for internal HR services. ServiceWare Knowledge and ServiceWare Processes have comprehensive functions with which all HR processes can be standardized in a fully digitized manner and mapped transparently throughout the company. In this way, the automation and digitization of HR processes can be used to cope with increasing demands on existing staffing levels. An integrated back-end connection also offers high savings potentials. In addition, extensive self-service functions avoid inquiries and queries, which saves time and reduces costs.

Sabine Bayer, Key Account Manager at ServiceWare: "We are very pleased to have won this customer and that a leading German big bank relies on our products for the digitalisation of its business processes. This cooperation is further proof of our expertise and a confirmation of our platform strategy, through which we can provide customers with customized solutions from a unique solution portfolio. Once again, we are demonstrating the strength of ServiceWare for corporate customers with an international focus."

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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