



Press Release

ServiceWare SE: Fortune 500 retailer relies on ServiceWare in IT cost management

- ESM platform module ServiceWare Financial replaces in-house legacy solution
- SaaS contract with a minimum term of 46 months
- Expansion of international business with corporate groups and large companies on schedule

Idstein, 28 November 2022 High-profile new customer acquisition for ServiceWare SE ("ServiceWare", ISIN DE000A2G8X31): A Fortune 500 retailer with sales revenues in the mid double-digit multi-billion euro range and several hundred thousand employees worldwide has decided to use the ServiceWare Financial platform module from the unique ESM platform from ServiceWare. The software solution for the Financial Management of IT and Shared Services will be seamlessly integrated into the existing systems and processes of the new customer and will completely replace the previous proprietary solution. The SaaS contract has a term of at least 46 months.

ServiceWare Financial offers the customer a future-proof solution which is continuously evolving and can be adapted to specific requirements. Numerous intelligent analysis tools and reporting options support the individual mapping of business and service models and the identification of cost drivers, enabling full cost transparency and reducing costs. Furthermore, ServiceWare Financial has a standard cost model for Technology Business Management with best practice tables for data mapping. This allows the allocation of people-based management and planning processes, as well as the standardised identification of costs across different departments, ensuring a smooth cooperation between different functions.

Joe Wilson, Director Global Accounts at ServiceWare: "One of the world's most well-known brands will rely on ServiceWare software for the cost management of its service processes. This underpins our excellent market position and the performance of ServiceWare Financial. This customer acquisition is further proof of the success of our internationalisation strategy. ServiceWare can support such established global corporations in the continuous improvement and efficiency enhancement of their digital service processes, just as we successfully accompany medium-sized companies on their way into the digital service world."

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 the company 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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