

# The Serviceware SE Partner Program FAQ

How you can contribute to and benefit from Europe's fastest growing service ecosystem.

The Serviceware partner network is an essential part of the Serviceware execution and delivery strategy, which intends to ensure excellent local project delivery and support for highest customer satisfaction. With a selected set of high profile partners in the space of IT, services, and financial consulting, we can guarantee to provide the right resources at the right time in the right manner for every IT Financial Management project.

## Q: What is the Serviceware Partner Program?

A: The Serviceware Partner Program is part of our strategy to deliver our consulting services and our service management solutions internationally. As part of the Serviceware team, partners will help us to create an extensive network of experts in the areas of financial management for IT and shared services.

## Q: Why is Serviceware an attractive prospective partner?

A: Serviceware SE has been perpetually growing ever since their foundation in 1998. After their successful IPO in April 2018 they are in the best position to leverage their solutions for further growth. For example, the ITFM market is projected to grow by 20% by 2021 and Serviceware already offers the best ITFM solution in the European market, according to Research in Action.

## Q: How does the partnership work?

A: On the Serviceware side of things, we will provide partners with our software and the necessary training and know-how to work with our solutions. Our partners will in turn focus on the consulting part of the equation, including implementation, maintenance, and evaluation. In the end, customers will benefit from optimized service costs as well as transparent management of IT and shared services.

## Q: How do I benefit from the partner program?

A: Depending on the nature of the partnership and the project at hand, partners receive a kickback from each SaaS subscription of our solutions. Additionally, through our continued partnership, partners will benefit from more specialized trainings, lead discovery, as well as the joint growth and development of our services.

## Q: What kind of trainings will be offered to partners?

A: The partner trainings consists of various quarterly on-site boot camps as well as online courses. Participants can specialize in different roles (e.g. consultant, or system integrator) as well as focus on specific Serviceware solutions (e.g. Financial Management or Process Management).

## Q: What does a partner project with Serviceware look like?

A: After the initial boot camp, the first project will be handled in a joint effort between Serviceware and our partner. With each consecutive project, more and more responsibility will be given to the partner until they operate as a fully autonomous unit.

## Q: What is the long-term goal of the Serviceware Partner Program?

A: We want to establish a broad network of international partnerships, ideally being able to operate in all of Europe with the help of our partners. In the end, we want to build Europe's largest ecosystem of consultants and the first choice when it comes to service management projects.

## The Serviceware Partner Timeline



### 1. Contractual agreement between partner and Serviceware



### 2. Trainings and certificates in the areas of sales and technology



### 3. Joint projects with Serviceware consultants



### 4. Long-term benefits from kick-back, trainings, and joint developments

1232/05/18/05/DE