

Quarterly Report 2025/2026

(December 1, 2025 to February 28, 2026)

Serviceware SE, Idstein

1 Quarterly Report as of February 28, 2026

1.1 Ratios of the Financial Statements as of February 28, 2026

Sales revenues and earnings ratios

In kEUR	December 1 to February 28		Variation	%
	2025/2026	2024/2025		
Sales revenues	29,327	27,761	1,566	5.6
thereof SaaS/Service	24,548	20,801	3,747	18.0
EBITDA	253	654	-401	-61.3
EBIT	-694	-295	-398	>-100
Financial result	31	25	6	25.2
Earnings before taxes for the period	-662	-270	-392	>-100
Income tax	369	-146	515	>100
Earnings after taxes for the period	-294	-416	123	-29.5

Condensed Balance Sheet

In kEUR	28.02.2026	30.11.2025	Variation	%
Cash and cash equivalents	36,704	34,212	2,492	7.3
Equity	46,534	47,865	-1,332	-2.8
Contract liabilities	114,553	97,436	17,117	17.6
Total liabilities	150,117	123,539	26,578	21.5
Balance sheet total	196,651	171,404	25,246	14.7

Please note: All figures in this report have been rounded to the nearest thousand in accordance with standard commercial practice. This may result in rounding differences when totals are calculated.

Serviceware SE has made a solid start to the 2025/2026 fiscal year. In an economically challenging environment, most notably in Germany, characterized by only a modest economic recovery and continued investment restraint among companies, Serviceware was able to win additional new customers for its AI-native platform in the first quarter. On an international level, Serviceware has also achieved significant success. Furthermore, the transformation of the business model from a license-based to a SaaS model is proceeding according to schedule.

Serviceware increased its sales revenues in the reporting period by 5.6 percent, from EUR 27.8 million to EUR 29.3 million. A particular highlight was the growth in foreign revenue, which increased by 39 percent compared to the prior-year period. Once again, SaaS/Service revenues grew at a disproportionately high rate of 18.0 percent. SaaS/Service revenues amounted to EUR 24.5 million, up from EUR 20.8 million in the previous year. The share of SaaS/Service revenues in total revenues thus increased from 74.9 percent to 83.7 percent. In Q1, EBITDA amounted to EUR 0.3 million (PY: EUR 0.7 million). Contract liabilities rose by 17.6 percent, from EUR 97.4 million at the end of the 2024/2025 fiscal year in November 2025 to EUR 114.6 million at the end of the first quarter. During this quarter, SaaS-related contracts in the seven-digit euro range were closed, but their impact on the balance sheet within contract liabilities is not expected until subsequent periods due to deferrals and billing effects.

Based on this, Serviceware anticipates a gain in momentum for its business development, including contract liabilities, over the course of the fiscal year. Serviceware confirms its guidance

for revenue growth between 5 and 15 percent for the full year, accompanied by a significant increase in EBIT and EBITDA compared to the previous year.

1.2 Significant events in the Serveware Group

Highlights from customer projects: With its high AI expertise, Serveware was once again able to win over numerous additional companies in the first quarter. New customers include companies from the chemical, automotive, finance and insurance, as well as education and social services sectors. Demand for the AI-native Serveware Platform remains high. With this platform, Serveware holds a world-leading position in the field of Artificial Intelligence and offers companies a comprehensive portfolio for the digitalization and automation of service processes. Serveware secured a major insurance company from the DACH region as a customer. The go-live of the Serveware Platform for Technology Business Management (TBM) has already been successfully completed for the customer. In addition to the numerous tools and analytical functions for identifying and realizing cost-saving potential, Serveware also convinced the insurer with its value-based pricing model, where pricing is based on the direct benefit and value provided to the customer.

At the EDAG Group, a leading engineering service provider for the automotive industry and other sectors, the go-live of the AI-native Serveware Platform was successfully implemented in the field of IT Service Management (ITSM). At an Asian Fortune Global 500 company, the go-live of the Serveware Platform in IT Financial Management was completed. The existing customer will utilize the platform for additional use cases in IT Financial Management to drive collaboration and the further digitalization of standard processes, such as internal approval workflows in the areas of planning, forecasting, and billing.

Internationalization: Serveware is making good progress with the expansion of its international activities. A contract with a major US food group, which utilizes the Serveware Platform for its IT cost management, was extended ahead of schedule by three years. In France, where Serveware has established its own sales presence in recent months, the company continues to expand its activities and partner network and expects to secure its first project wins in the near future. Serveware also sees strong growth potential in the Asian software market and already has several customers in the region. In the Japanese market, Serveware is currently in the project initiation phase.

Thought Leadership: Serveware conducted a joint IT cost benchmarking project with the international management consultancy McKinsey & Company. The project analyzes how companies are adjusting their technology expenditures in the era of Artificial Intelligence. To effectively leverage the potential of AI and foster sustainable growth, companies should deliberately recalibrate the ratio of "run" costs to "change" costs. The research findings are available on McKinsey's corporate website: [Recalibrating CIO technology budgets for the AI era | McKinsey](#).

In February, Serveware participated in the "TBM Knowledge Exchange" in Frankfurt am Main. At the event, industry experts reported on the latest developments in Technology Business Management and explained to corporate representatives how TBM helps transform strategies into measurable business value.

Share: Serveware shares are covered by the research firms Montega and Quirin Bank. Analysts at both firms recommend the share as a "Buy." The price targets are EUR 25.00 and EUR 30.00. This represents an upside potential of approximately 105 percent and 146 percent (as of mid-April 2026).

1.3 How AI is transforming dynamics in the software market

The currently much-debated thesis that Artificial Intelligence is disrupting the business models of software providers is reflected in the recent share price trends of many software companies.

In fact, AI is leading to the development of individual software functions becoming increasingly standardized and thus more interchangeable. At the same time, however, the complexity of the resulting, often AI-driven processes is growing significantly.

As automation increases, the bottleneck is therefore shifting: the development of individual functions is no longer the decisive factor, but rather the ability to reliably orchestrate, monitor, and economically manage their interaction. In particular, the management of uncoordinated, unorchestrated, AI-generated standalone solutions ("Shadow AI") will present companies with significant operational and financial challenges.

The critical value driver is thus shifting from pure software development toward overarching process control and transparency.

Serviceware addresses exactly this structural bottleneck by combining AI-native service processes and IT financial management on an integrated platform, thereby enabling end-to-end transparency and economic manageability.

In an environment of increasing complexity, the ability to make the actual value contribution of IT and service processes measurable is becoming increasingly central. At the same time, this creates the foundation for differentiated pricing models, such as value-based pricing in IT Financial Management, where remuneration is oriented toward the realized value creation.

Against this background, we view current market developments less as a structural weakening of the software sector and more as an expression of a transition phase in which the focal points of value creation are being redefined, a phase for which we believe Serviceware is excellently positioned.

1.4 Business development

1.4.1 Development of sales revenues

In the first three months of the current fiscal year, Serviceware continued to grow its sales revenues, achieving a 5.6 percent increase to EUR 29.3 million compared to the prior-year period. This represents a continuous progression of the positive revenue trend from the 2024/2025 fiscal year. Once again, the primary growth driver was the SaaS/Service segment, which grew by 18.0 percent year-over-year, with this growth resulting entirely from the SaaS sub-segment. As a result, the share of SaaS/Service revenues in total revenues increased to 83.7 percent (prior year: 74.9 percent). On the other hand, license revenues amounted during the reporting period to kEUR 1,928, 34.4 percent below the prior-year figure. Maintenance revenues also recorded a significant decline of 29.1 percent. Thus, the strategic transformation toward SaaS/Service transactions is progressing steadily. While this development leads to a greater shift of revenues into the future, it simultaneously provides improved planning certainty and stable, recurring revenues. Revenues break down as follows:

Group Interim Financial Report

In kEUR	December 1 to February 28		Variation in %
	2025/2026	2024/2025	
Revenues SaaS/Service	24,548	20,801	18.0
Revenues Licenses	1,928	2,940	-34.4
Revenues Maintenance	2,851	4,020	-29.1
Total	29,327	27,761	5.6

kEUR 2,500 of the SaaS/Service revenues were attributable to consulting services (PY: kEUR 2,776).

1.4.2 Operating income (EBITDA/EBIT)

Consolidated earnings before interest, taxes, depreciation, and amortization (EBITDA) amounted to kEUR 253 in the first three months of the 2025/2026 fiscal year, representing a decrease of kEUR 401 compared to the prior-year period. Consolidated earnings before interest and taxes (EBIT) declined by kEUR 398 to kEUR -694 over the same period.

The ongoing transformation of the business model from one-off license sales to a SaaS model with monthly recurring revenues continues to impact results. While license revenues in the first quarter decreased by kEUR 1,012 year-over-year, SaaS/service revenues increased by kEUR 3,747. Due to the increasing focus on SaaS/Service business, revenues are deferred and recognized over several years, whereas sales expenses for lead generation and processing are incurred in full during the respective reporting period. This effect is particularly pronounced with enterprise customers and international projects.

In addition, earnings were adversely affected by higher costs for third-party products (cost of materials) compared with the prior-year period. Personnel expenses in the quarter under review were in line with the prior-year level, while other operating expenses increased in line with revenue growth.

1.4.3 Financial result and earnings before taxes

The financial result primarily comprises interest income on deposits, expenses from the unwinding of discounts on lease liabilities in accordance with IFRS 16, and interest expenses from the discounting of trade accounts receivable. In total, the financial result increased in the reporting period by kEUR 6 compared to the prior year and stood at kEUR 31.

Earnings before taxes (EBT) for the period amounted to kEUR -662 (PY: kEUR -270), representing a decrease of kEUR 392 compared to the previous year.

1.4.4 Tax expenses and earnings after taxes

For the first three months of the 2025/2026 fiscal year, tax income totaling kEUR 369 was recorded (PY: tax expense of kEUR 146).

The consolidated earnings after taxes for the first three months of the 2025/2026 fiscal year amounted to kEUR -294. Compared to the prior-year period (kEUR -416), this represents an improvement of kEUR 123.

1.5 Balance sheet as of February 28, 2026

ServiceWare's cash and cash equivalents, consisting of liquid funds and long-term financial assets, increased by kEUR 2,492 to a total of kEUR 36,704 as of February 28, 2026, compared to November 30, 2025. Compared to the prior-year reporting date (February 28, 2025: kEUR 31,605), this represents an increase of kEUR 5,099.

Group Interim Financial Report

Equity amounted to kEUR 46,534, which was kEUR 1,332 or 2.8 percent below the figure on the balance sheet date of the 2024/2025 fiscal year (kEUR 47,865). As of February 28, 2026, liabilities totaled kEUR 150,117, an increase of kEUR 26,578 versus November 30, 2025. A key driver of this development was the rise in contract liabilities, which increased by kEUR 17,117 to kEUR 114,553 during the same period. The balance sheet item Contract Liabilities primarily reflects advance payments received for SaaS and maintenance contracts. These represent contract liabilities for periods of up to 12 and 60 months, respectively. Due to binding contracts, contract liabilities represent future revenues that have already been secured by Serveware. Through the accelerated expansion of the SaaS business, contract liabilities rose by 17.6 percent. Furthermore, SaaS-related contracts in the seven-digit range were closed during this quarter, but their impact on the balance sheet within contract liabilities is not expected until subsequent periods due to deferrals and billing effects.

The balance sheet total as of February 28, 2026, amounted to kEUR 196,651 (November 30, 2025: kEUR 171,404). The equity ratio was 23.7 percent. Compared to November 30, 2025 (27.9 percent), the equity ratio decreased by 4.3 percentage points. This decrease is primarily due to the balance sheet expansion effect of the increased contract liabilities described above and the negative net income for the reporting period.

1.6 Supplementary report

At the time of preparation of this quarterly report, there were no material events that would require disclosure in the report on events after the reporting period.

1.7 Outlook

Our business model continues to be in an advanced transformation phase in which we are developing from comparatively high non-recurring revenues toward lower but recurring and in the long term more profitable revenue structures. A characteristic of this transition is, above all, that a significant portion of contractually agreed revenue is not recognized in the current fiscal year but will only take effect in the income statement or the consolidated statement of comprehensive income in subsequent years. Furthermore, at the beginning of multi-year SaaS contracts, high one-off expenses usually occur, which initially place an additional burden on earnings. This model is intended to contribute to higher profitability and more sustainable business development in the long term – supported by a high share of recurring revenues and a low churn rate. Serveware's business model will thus become altogether more resilient to short-term economic fluctuations.

Considerable uncertainty for the business development guidance also arises from the numerous armed conflicts and economic turbulence resulting from trade disputes. We view the current armed conflicts in Iran and the neighboring regions with concern, as they have the potential to cause major disruptions. Both the assessments for the current fiscal year and the mid-term business prospects are therefore subject to a wider range of fluctuation. This widening is further accentuated by the risks outlined above.

Despite the challenging framework conditions, we are confident that we will be able to increase sales revenues in the current fiscal year once again by between 5 and 15 percent compared to the previous year. If we continue to succeed in accelerating the acquisition of new customers internationally, there is a higher probability that we will see a revenue growth rate at the end of the fiscal year that is in the upper half of this range. This revenue forecast is based on the assumption that there will be no exogenous shocks in 2026 that will have a negative impact on

Group Interim Financial Report

Serviceware's business activities. For the following years, too, we are confident that we will continue to accelerate revenue and profit growth. On the earnings side, we expect that this revenue development will lead to a significant improvement in the earnings situation at the EBITDA and EBIT levels compared to the previous year.

Idstein, April 24, 2026

.....

Dirk K. Martin

.....

Harald Popp

.....

Dr. Alexander Becker

2 Company description

Serviceware empowers organizations worldwide to reinvent their service processes – digital and highly automated. At the core of our portfolio is the AI-native Serviceware Platform. It transforms services across industries, aligns technology and service costs directly with business value, and intelligently connects people, processes, and data to form the foundation for service excellence in modern enterprises.

Since 2018, Serviceware has been harnessing the potential of artificial intelligence in service management. The continuous advancement of the platform is driven by Serviceware's AI competence center in close collaboration with TU Darmstadt, one of Germany's leading technical universities.

The Serviceware Platform includes solutions for Enterprise Service Management, IT Financial Management, Knowledge Management, Corporate Performance Management, and Field Service Management – deployable individually or seamlessly integrated. Our portfolio is complemented by strategic consulting, managed services, and a strong network of partners in IT security, data management, and endpoint management.

Serviceware serves over 1,100 customers worldwide across diverse industries, including 18 DAX-listed companies and 5 of the 7 largest German enterprises. Headquartered in Idstein, Germany, the company employs over 450 people across 14 international locations.

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

3 Contact

Serviceware SE
Serviceware-Kreisel 1
65510 Idstein
Germany

serviceware@edicto.de
www.serviceware-se.com

Managing Directors

Dirk K. Martin (CEO)
Harald Popp (CFO)
Dr. Alexander Becker (COO)

Administrative Board

Christoph Debus (Chairman)
Harald Popp
Prof. Dr. Peter Buxmann

Registered Office of the Company

Idstein, Local Court Wiesbaden,
Register number: HRB 33658