



**USU**

**SMART  
MINDS  
FOR  
SMARTER  
SOLUTIONS**

# WE EMPOWER OUR CUSTOMERS WITH SMARTER SOLUTIONS

**Who we are:** We're a global software provider that delivers IT and customer experience products and services. Our solutions enable companies to respond to the shifting needs of customers and employees in today's digitized work world: By implementing smarter services, streamlining workflows, and improving collaboration.

**We empower companies around the world to create a completely new service experience.** We use our intelligent, intuitive software solutions to optimize our customers' IT and customer service management.

## Our teams deliver top performance in these areas



USU IT Service Management



USU Software Asset Management



USU Enterprise Service Management



USU Hybrid Cloud Management



USU Knowledge Management



USU IT & Service Monitoring



USU Consulting & Professional Services



USU AI Services



USU Self Service Management



USU Digital Customer Experience



USU Process Digitization & Management

Smart minds in every area

# WELCOME!

# BIG ENOUGH TO DELIVER, SMALL ENOUGH TO CARE

We combine the strengths of a global company with the advantages of a medium-sized enterprise. Solidly financed and run by a family for more than 40 years, our company prides itself in cultivating positive working relationships that promote personable interactions with one another. At USU, each and every individual\* and their contribution count. At the same time, we're an internationally focused company that operates 17 business locations around the world and boasts over 1,200 customers in 31 countries and more than 750 employees. We've continuously produced annual growth exceeding 10%.

\* To improve readability, we do not use male and female pronouns simultaneously. All personal pronouns apply equally to all genders and sexual identities.

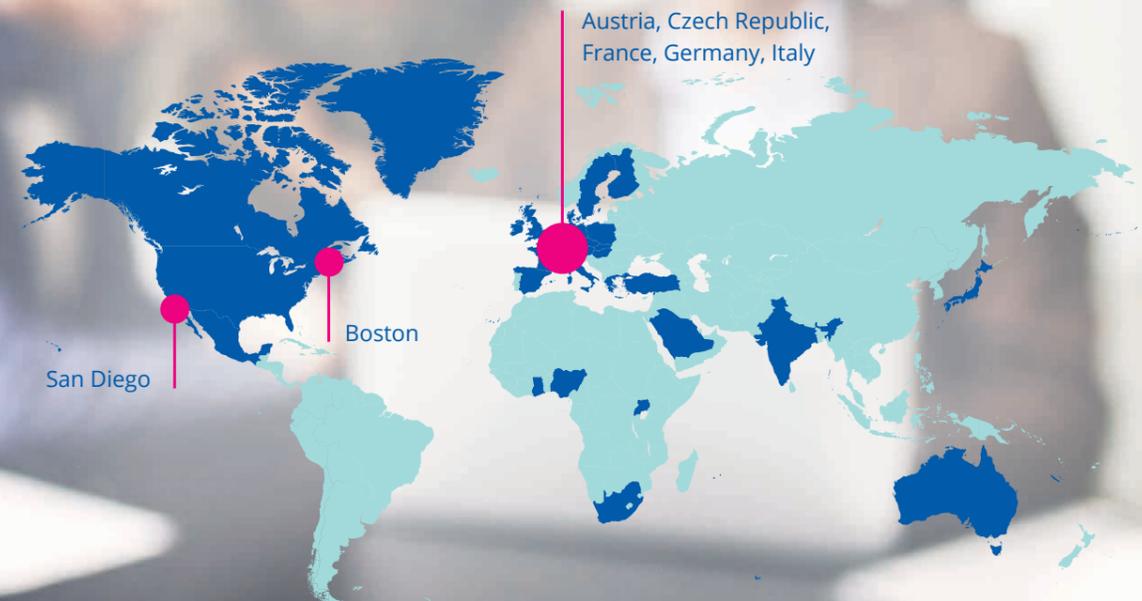
MORE THAN  
**1,200** IN **31**  
CUSTOMERS COUNTRIES

MORE THAN  
**40**  
YEARS OF EXPERIENCE

ANNUAL  
**10%**  
GROWTH

KNOW-HOW OF  
**750**  
COLLEAGUES

WORLDWIDE  
**17**  
LOCATIONS



# MUTUAL RESPECT AND OPEN DOORS

At USU, the words **teamwork, recognition, and respect** are much more than stale expressions used indiscriminately. Rather, they personify the essence of our daily working relationships with one another. We know that a group of smart individuals doesn't automatically create a successful team. What matters most of all is the composition of the team. We extend respect and recognition to our employees, foster their personal growth, and give them responsibility from the very beginning.

We love **diversity** and believe our employees' individuality and their different backgrounds, career paths, and strengths help our company move forward. For this reason, we've dedicated ourselves to creating and maintaining a diverse work environment and promote equal opportunity.



**Gartner**

2018 and 2019 Gartner Magic Quadrant  
for Software Asset Management Tools  
"Niche player" for software asset management

**FORRESTER**

Forrester Wave™:  
Enterprise Service Management, Q4 2019  
Leader in the area of enterprise service management solutions



2019 Gartner Peer Insights Customers' Choice  
for Software Asset Management Tools  
Best-in-class provider for software asset management

**Best  
Workplaces™  
ITK**

**Great  
Place  
To  
Work®**

Germany  
**2021**

# IS THAT YOU? THEN WELCOME TO OUR TEAM!

## People

who are determined to grow while having fun — people who want to improve day in and day out

## Employees

who are looking not only for a job, but also for a mission in life — employees who want to help shape the future

## Talented individuals

who love freedom and taking personal responsibility — individuals who want to jointly develop opportunities with our customers

## Intelligent people

who view each day as an exciting, alluring challenge — people who have inquiring minds and a thirst for knowledge and want to work with us to fuel our customers' success

## Listeners and doers

who have a thorough knowledge of business processes and can translate them into technology solutions

## Team players

who breath passion to their work and dedicate themselves to making our customers more successful

A woman with curly hair, wearing a red t-shirt, is smiling broadly and pointing her right hand towards a whiteboard. A man with short brown hair, wearing a blue shirt, is seen from the back, also pointing his right hand towards the whiteboard. The whiteboard has several colorful charts and sticky notes on it. The background is a bright, modern office space with large windows.

JOIN  
US  
NOW!

# VALUES THAT SHAPE OUR CULTURE

## PASSION

Passion is the fire that fuels our work and our commitment to always go the extra mile. Anybody who knows USU knows this: We put our heart and soul into everything we take on! We love what we do. Not least because in our work we tackle the challenging issues that will shape the future: Artificial intelligence is conquering the world and has become a permanent fixture. We're very proud of our ability to help our customers not only with AI issues, but also in all other IT-relevant areas.

## CURIOSITY

Inquisitive individuals hate to just run in place. The only way to achieve technological progress, innovation, and personal growth is to embark on a continuous journey of discovery. Our employees share three traits in pursuing successful careers: Fascination, a thirst for knowledge, and inquisitiveness. How can I achieve success? How can I tap my greatest potential? These are the questions everyone has to constantly ask. We offer a comprehensive advanced-training program and are always eager to hear from employees about the training and seminar ideas they have. We encourage and promote our coworkers' sense of purpose and creativity.

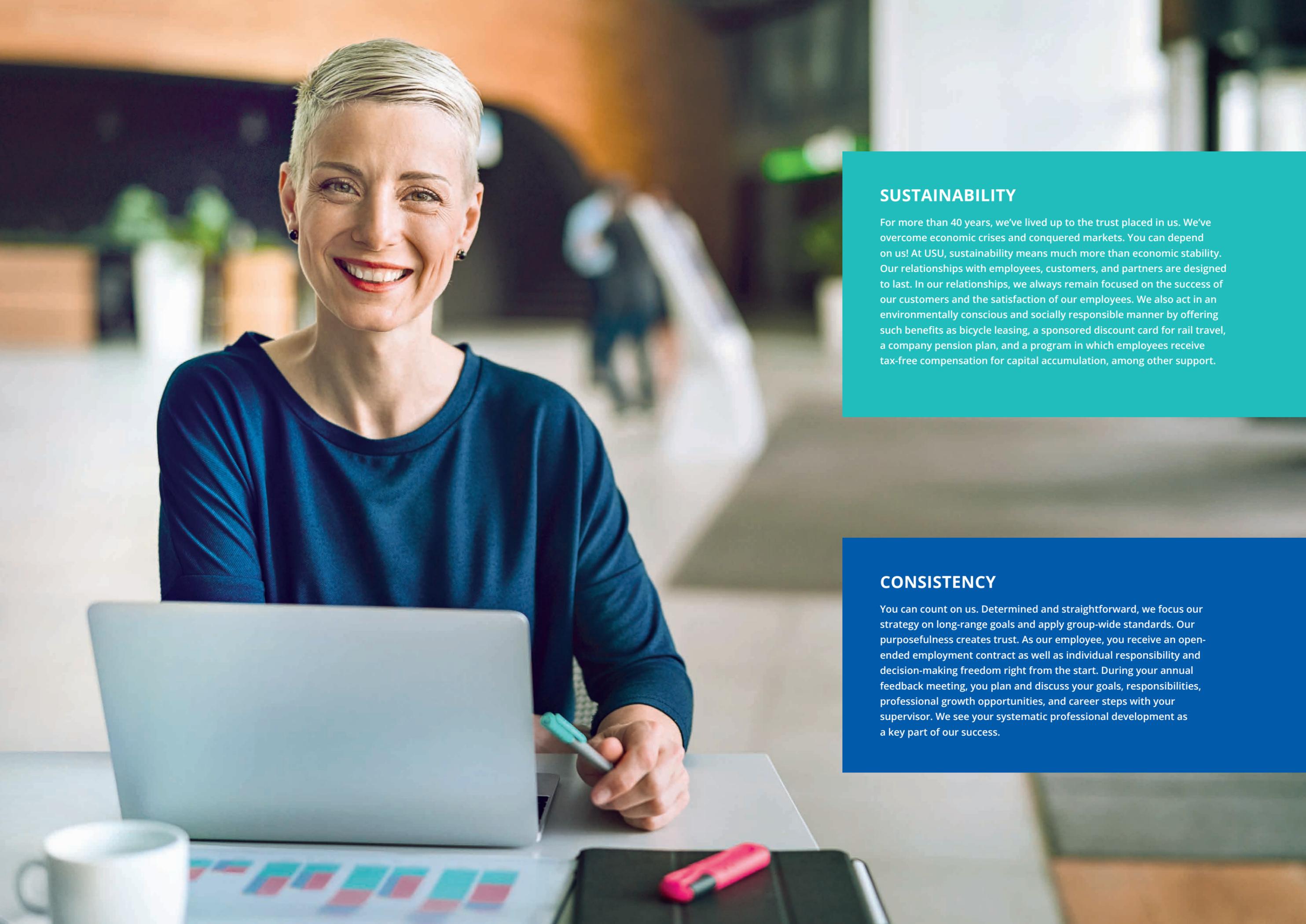


## COMMUNITY

Consolidating strengths and boosting efficiency: These are the abilities that make the USU community so unique, attractive, and successful. Collaborative working relationships are essential to us. Through teamwork, we combine closeness, friendly relationships, and camaraderie. We help bring the special "We are USU" feeling to life with our numerous events, group-wide activities, and athletic teams as well as just getting together or going to lunch with our coworkers. We have good reason for taking this approach: We believe we can reach our shared goals best by pulling together as one team where each individual can apply his or her very own strengths.

## OWNERSHIP

Individual responsibility empowers and motivates. We encourage and promote our employees. No matter if you have a junior or senior position at USU, you'll be assuming responsibility when performing tasks. While closely collaborating with our customers, we listen carefully and find solutions. During workshops devoted to advisory services, we provide our employees with the tools they need to do this job. Those interested in being put to the test will find some exciting challenges in our special professional development program called U Step Up! Talented individuals.



## SUSTAINABILITY

For more than 40 years, we've lived up to the trust placed in us. We've overcome economic crises and conquered markets. You can depend on us! At USU, sustainability means much more than economic stability. Our relationships with employees, customers, and partners are designed to last. In our relationships, we always remain focused on the success of our customers and the satisfaction of our employees. We also act in an environmentally conscious and socially responsible manner by offering such benefits as bicycle leasing, a sponsored discount card for rail travel, a company pension plan, and a program in which employees receive tax-free compensation for capital accumulation, among other support.

## CONSISTENCY

You can count on us. Determined and straightforward, we focus our strategy on long-range goals and apply group-wide standards. Our purposefulness creates trust. As our employee, you receive an open-ended employment contract as well as individual responsibility and decision-making freedom right from the start. During your annual feedback meeting, you plan and discuss your goals, responsibilities, professional growth opportunities, and career steps with your supervisor. We see your systematic professional development as a key part of our success.

# WHY WE FIND WORKING AT USU EXCITING



## ” Advanced training

After completing the IT specialist training program at USU and spending a year on the IT service desk, I transferred to IT change and project management. I help corporate IT move internal issues forward. I've attended advanced training courses and will continue doing this in the future.

**Matthias, Systems Engineer**



## ” Application process

I thought the entire application process was professional, transparent, and straightforward. My contact in HR was available during the whole process, helpful, and really friendly.

**Kathrin, Marketing Specialist**



## ” Technologies

In our department, we have to constantly test the latest technologies to ensure we don't fall behind — while also determining if the technology actually lives up to its reputation.

**Andreas, Team Leader**



## ” Working atmosphere

I really love the very friendly work environment at USU, the support of my supervisor, and the mutual trust we share. Advanced training courses and internal events facilitate employee growth as well as strengthen team spirit. The company also provides many benefits and great food.

**Smitha, Consultant**



# SMARTER WORKING, SMARTER BENEFITS



Accident insurance



Telecommuting



Flexible schedules



Lunch



Health checkups



Parking



Company events



Pension plan



Remuneration



Advanced training



Company cars



Sabbaticals



Good transportation connections



Athletic events



Mentor program



BahnCard for train travel

JOIN  
US  
NOW!

[www.usu.com/career](http://www.usu.com/career)

**USU**

**USU Software AG** · [jobs@usu.com](mailto:jobs@usu.com) · [www.usu.com/career](http://www.usu.com/career)

Austria | Czech Republic | France | Germany | Italy | Japan | USA