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Press Release

SKOOR joins ServiCon network to support data-driven management in SMEs

Swiss software provider brings configurable KPI dashboards and management tools to the cooperative SME sector.

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SKOOR GmbH, a Swiss developer of business software solutions with more than 25 years of experience, has joined the partner network of ServiCon Service & Consult eG, the service organization of the Bundesverband Kooperierender Mittelstand (SME Groups Germany). ServiCon supports cooperative businesses and their affiliated associations by connecting them with specialized service providers, practical expertise and opportunities for collaboration across industries. The partnership, which began in August 2026, connects SKOOR with a network focused on cooperation and practical support for the cooperative SME sector.

SKOOR is part of the Infosim® Group, headquartered in Würzburg. The company develops configurable software that helps organizations integrate Key Performance Indicators (KPIs) and management information into in a decision context. Through the ServiCon network, SKOOR aims to contribute its expertise in data integration, reporting and management intelligence to cross-industry exchange and joint initiatives.

Bringing operational data into a shared decision context

Many organizations rely on a combination of spreadsheets, specialist applications, CRM systems and existing reporting tools to manage their operations. Bringing information from these sources together can be time-consuming and make it difficult to establish a consistent view of performance.

SKOOR complements existing operational, monitoring, reporting and business intelligence (BI) systems with a configurable management and steering layer. Built on an established software platform, the solution can be adapted to specific use cases, including customer-defined KPIs, service models, reporting requirements and management views.

Relevant data is connected and prepared through interfaces and integration services tailored to each environment. Organizations can therefore retain their existing systems while providing management, operational teams and service units with a shared, role-specific view of relevant information.

“The partnership with ServiCon fits our approach of building on existing systems rather than replacing them,” says Andy Pohl, Senior Business Development Manager at SKOOR GmbH. “Through the network, we can exchange ideas with partners who share this perspective and explore practical ways to help SMEs make better use of their data for management and decision-making.”

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SKOOR‘s services at a glance

Data integration and preparation: A configurable ETL layer connects business applications, CRM systems, IoT environments and specialist applications. Data is consolidated, normalized and automated to create a unified single source of truth for reporting and decision-making.

Dashboards and management views: Role-based KPI dashboards and command centers bring together relevant information for management, operational units and service teams, supporting oversight, analysis and follow-up action.

Cloud and professional services: SKOOR offers cloud operation in certified European data centers as well as self-hosted deployment. Professional services cover integration, configuration and technical support, including individual requirements.

Applications and service assurance: Automated reporting, forecasting, AI-supported analytics and root-cause analysis complement the management layer. End-user experience monitoring, service-level agreement (SLA) indicators, thresholds and alerts help identify deviations from defined service expectations.

Value through cooperation and cross-industry exchange

The partnership gives SKOOR access to the ServiCon network and creates opportunities to exchange experience with organizations and partners across the cooperative SME sector. For association groups and their members, the network provides a framework for discussing shared challenges, learning from approaches used in other industries and exploring solutions to practical business needs.

By combining cross-industry exchange with its expertise in data integration and decision intelligence, SKOOR aims to contribute to the further development of data-driven management practices in the SME sector.

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About SKOOR

For more than 25 years, SKOOR has developed business software in Switzerland. Based in Wallisellen, the company adds a configurable management and control layer across existing operational, monitoring, reporting, and BI systems. Built on an existing software platform, SKOOR can be configured for defined use cases around customer-specific KPI logic, service models, reporting requirements, and management views.

The required customer data is connected and prepared through suitable interfaces and individual integration work. This allows organizations to retain their existing systems while creating a shared, role-specific management view above them. SKOOR has been part of the Infosim® Group since 2023. Product support is provided directly by the SKOOR team in Switzerland.

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