



Press Release

January 18, 2020

## SER Group receives highest product scores in ‘Digital Business Transformation’ & ‘Information Governance’ use cases

(January 18, 2021 – Bonn, Germany) The SER Group today announced that GARTNER INC. has given it the highest product scores in Digital Business Transformation (3.75 out of 5) and in Information Governance (3.98 out of 5) in the 2020 Critical Capabilities for Content Services Platforms\* report.

The Gartner 2020 Critical Capabilities for Content Services Platforms is a companion report to the Magic Quadrant for Content Services Platforms, in which the SER Group was named a Visionary in 2020\*\*. It analyzes the products and services of 18 vendors in the market based on 5 use cases and a core set of 9 critical capabilities. The asset, we believe, is designed to assist buyers in finding the best content services platform for their needs. "The content services platform market is highly mature," the report says, "but differentiation exists between the vendors in the way they apply intelligence capabilities, their approach to federation and their prebuilt content services applications."

The use case **Digital Business Transformation**, for which SER Group received the highest score, per our view covers a CSP's ability to provide tools that enable processes with external third parties and have the capabilities to support extensibility and automation of content-based processes securely across a variety of applications and endpoints.

**Information Governance**, for which SER Group also received the highest score, we believe covers the ability of a CSP to act as a secure corporate repository to support policy creation, execution, management and audit capabilities in records management with a strong focus on privacy and security.

"We are very proud that Gartner has given us the highest score for Digital Business Transformation and Information Governance," comments Morad Rhlid, Managing Director of SER Solutions International. He continues: "The SER Group's outstanding results, in our opinion, reflect our innovative approach of uniting content, process and collaboration services with intelligence and the highest security standards on a single platform. With our strong technological foundation, we can deliver business applications for individual needs and use cases with minimal effort to support our customers in achieving their goals."

Dr. Gregor Joeris, CTO of the SER Group, adds: "We are delighted that Gartner has recognized our leading role in information governance, content and process services, and digital business transformation. With our low code capabilities, we believe we have a very comprehensive integration and intelligent automation portfolio – which we know is extremely important for our customers to meet needs of the new work nucleus."

Read the entire Critical Capabilities report [here](#).

\*Critical Capabilities for Content Services Platforms, Lane Severson | Michael Woodbridge | Marko Sillanpaa, 17 November 2020

\*\*Magic Quadrant for Content Services Platforms, Lane Severson | Michael Woodbridge | Marko Sillanpaa, 16 November 2020

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*About the SER Group*

*The SER Group is a leading software vendor for intelligent information management solutions based on its content services platform, Doxis4. Over five million users work every day with Doxis4. Based on unified ECM, BPM, collaboration and cognitive services, large companies, corporations, public authorities and organizations design digital solutions for intelligent information and process management. With 35 years of experience, the SER Group's team of 550 employees works from 22 locations around the globe.*

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