



Press release

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Agile and innovative:

New major release of SER Group's ECM platform Doxis4 Content Service Bus 4.0

(August 6, 2019 - Bonn) – The SER Group announces yet another milestone: The new major release 4.0 of its ECM platform Doxis4 Content Service Bus is out. The platform's latest innovations cover content, process, reporting and cognitive services, in addition to fundamental changes in the architecture and even easier fulfillment of EU GDPR.

Innovative and future-ready — this was the focus of the new major release 4.0 of the Doxis4 Content Service Bus (CSB 4.0). The release is the next step in the agile and constant development of Doxis4 as the innovative brain of the SER Group's enterprise content management (ECM) platform. Doxis4's incremental development model has the advantage that new and future-ready platform functions are quickly available and can promptly be added to productive applications. Because the major release of CSB 4.0, as with all Doxis4 releases, is downwardly compatible, it can be implemented without a hard migration and without causing downtime for business operations.

With CSB 4.0 and its 200+ extensions and improvements, the ECM platform has reached its next development milestone. Furthermore, the content services of CSB 4.0 make it even more convenient and easier for businesses to meet the requirements of the EU GDPR.

Doxis4 CSB 4.0 also puts the spotlight on improving business process management (BPM) and workflow functions. For example, the new release includes another process engine — BPMN2 — specifically for complex process models, as well as a DMN engine that can be used to model decision tables and process rules easily without modifying the process models. These additions give companies even more ways to digitally model their business processes.

The cognitive services are some of the newest elements of the platform. Not only do they facilitate the automation of routine tasks; they also proactively assist users in their work activities and glean new insights for the company from existing data and documents.

Doxis4 was the first ECM platform to integrate content analytics methods into the core of its platform. They are instrumental in turning ECM systems from simple document management platforms into holistic knowledge management solutions. The same goes for the integrated reporting service — the main advantage here, compared with

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external business information (BI) systems, is that, in Doxis4, everything is connected to everything else. “Drill-downs” from diagrams into the underlying eFiles, tasks or documents are a good example of this and a major new feature of Doxis4 CSB 4.0.

The major release has also enhanced usability. Dr. Gregor Joeris, Chief Technology Officer of the SER Group, comments, *“Doxis4 is the first ECM platform to support the new Adaptive Cards standard from Microsoft, an exciting usability concept previously seen almost exclusively in project and task management solutions. Adaptive Cards offer an agile, task-oriented way of working that harmonizes well with the hybrid workflows in Doxis4, for instance in project work, in customer service, or for issue tracking. A completely redeveloped REST API makes Doxis4 functions available, e.g. for in-house portal solutions or integration with other systems. Ultimately, companies benefit the most from the new possibilities that the Doxis4 platform offers them.”*

In the digital transformation age, continuity, innovation and future-readiness are the guiding principles of Doxis4’s development. The ECM platform is constantly adapting to the changing requirements of businesses. It offers them new functional areas, digital business models, process enhancements and digital applications that go well beyond the building blocks of document management, enterprise content management and electronic archiving.

About the SER Group

The SER Group is a leading software vendor of the international enterprise content management (ECM) and content services market. Over five million users work every day with SER’s Doxis4 ECM platform. 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, SER’s team of 550 employees works from 22 locations around the globe.

You can obtain further information and images here:

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