



**Press release**

**November 28, 2019**

## **SER's content services platform recognized by Gartner for its critical capabilities**

**(Nov. 28, 2019 – Bonn) SER has been recognized by Gartner for the critical capabilities of its content services platform Doxis4 in supporting five business use cases. The Gartner Critical Capabilities for Content Services Platform report for 2019\* is a companion report to the Magic Quadrant, analyzing the capabilities of vendors in the market and scoring a core set of 15 critical capabilities. The asset is designed to assist buyers in finding the best content services platform for their needs.**

Based on the Critical Capabilities, Gartner highlights five different content use cases: Document Management, Integrated Business Applications, Team Workspace, Records Management and Content Application Composition. SER's platform, Doxis4, scored "excellent" in Document Management (4.45 out of 5), Content Application Composition (4.29 out of 5) and Team Workspace (4.28 out of 5).

A content services platform provides content-centric capabilities that can transform digital operations which rely heavily on business content and thus insights. "Recognition in the Critical Capabilities report, we are convinced, highlights the robust quality of our solution – as it takes a deeper dive into key features and content use cases which are critical to business in increasing productivity and profitability," explains Morad Rhlid, Managing Director of SER Solutions International.

"We believe that our vision of content services is created around a highly scalable, flexible and intelligent platform that can be deployed in the cloud, on premises or as a hybrid approach to effectively unify the user experience with business processes and state-of-the-art cognitive services," adds Rhlid.

The SER Group is convinced that Doxis4 consistently supports enterprises in their digital transformation strategy with innovative content, processes and cognitive services for quicker data access and workflow automation, providing a route to smart decision-making. With the Doxis4 iRoom, SER provides an integrated solution for collaboration, file sync & sharing and team workspaces. The platform also enables enterprises to adhere to information compliance and regulatory requirements.

\*Gartner Critical Capabilities for Content Services Platforms, Michael Woodbridge | Marko Sillanpaa | Lane Severson, 30 October 2019.

\*\*Gartner Magic Quadrant for Content Services Platforms, Michael Woodbridge | Marko Sillanpaa | Lane Severson, 30 October 2019.

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#### About the SER Group

*SER 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. [www.sergroup.com/en](http://www.sergroup.com/en)*

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