



Press release

September 10, 2019

ECM as a core component of AI advancements

Intelligent Deutsche Bahn BCM platform now in the cloud

(September 10, 2019 – Berlin) With Doxis4 enterprise content management (ECM), Deutsche Bahn has long been practicing intelligent information management in digital processes and services. The migration of the Doxis4-based Bahn Content Management (BCM) platform to the cloud has now been completed. This has freed up resources for areas such as automation, collaboration and analytics.

Since 2011, the [BCM platform](#), which is based on SER's Doxis4 enterprise content management software, has been used as the central information platform at Deutsche Bahn (DB). Today, BCM is the standard platform for DB's business units when they require document management, archiving or workflows. Over 40,000 users have access to more than 500 million documents and files, which they manage intelligently using Doxis4. DB and SER have now successfully migrated the platform storage to the cloud. Operating the system in the cloud frees up capacities in Deutsche Bahn's IT team so they can focus more on value-added activities. Together with SER, they can develop new solutions for users and customers, while also leveraging the AI strength of Doxis4.

At the annual BCM User Day at Deutsche Bahn in Frankfurt, AI was therefore a major topic of discussion between the users and SER. "The use of artificial intelligence can help us run business processes faster and in a more automated manner, making us more cost-effective and efficient for our customers," says Christoph Schepers, who is responsible for the content management system at Deutsche Bahn. "One specific use case is the automatic allocation of inbound emails to the right business context and process. Doxis4 can support our employees in these activities."

"Moreover, the ability to perform a company-wide search is also very important to us," adds Schepers. "With so much information stored across various applications, coinciding with changes in staff, our users must still be able to quickly find all data and documents." Using Doxis4 enterprise search, users have the option to search through all information sources of Deutsche Bahn in real time using the central Doxis4 input mask. Because information is intelligently linked to the right business context, users can quickly find everything they need to complete their tasks.

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At the event, the BCM users also said that mobility and cooperation were further areas they would like to see optimized in the future. With Doxis4 mobileCube for smartphones and tablets, DB users can simplify the way they [work on the go](#): scanning, filing and accessing documents are possible from anywhere. Deutsche Bahn plans to use the virtual project room, the [Doxis4 iRoom](#), for collaboration: In this space, BCM users can exchange documents with business partners securely; all participants can access the latest information at any time and from any location.

About the SER Group

SER is a leading software vendor of the international enterprise content management (ECM) 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. More information: www.ser-solutions.com.

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