



Press release

February 1, 2021

Doxis4 Cloud Services from SER Group receive SOC 2 Type 1 certification

Bonn, February 1, 2021. The SER Group has successfully passed its SOC 2 Type 1 audit. Issued by the independent auditing firm CyberGuard Compliance LLP and certified by the American Institute of Certified Public Accountants (AICPA), the audit report validates in detail SER Group's internal controls and processes for ensuring the availability and security of its Doxis4 Cloud Services.

With successful audit and SOC 2 certification, the SER Group has documented the effective end-to-end controls that ensure the security and availability of its Doxis4 Cloud Services. CyberGuard Compliance LLP, an independent third-party auditor, evaluated and certified the services. The new certificate further expands the SER Group's series of certifications.

Security & compliance in line with global standards: Doxis4 meets SOC 2 trust service principles

As part of the audit, the five trust principles of AICPA were evaluated: data privacy, confidentiality, integrity, availability and security. Dr. Gregor Joeris, CTO of the SER Group, explains: "Security and compliance have the highest priority for us. We ensure that the Doxis4 platform operates uninterrupted, is fully maintained and always up to date. Our customers can manage and retain full control over their data and sensitive information there. Of course, our highest priority is to handle this data confidentially and ensure availability, data privacy and security in our solutions. With the successful SOC 2 certification, we are pleased to have received further validation that our Doxis4 Cloud Services meet the highest quality and security standards."

Highest standards for cloud services

Doxis4 Cloud Services provide a state-of-the-art cloud infrastructure for high availability and security to manage databases, servers, storage and networks. The SOC 2 Type 1 report certifies that the controls for Doxis4 Cloud Services are properly designed and implemented. Doxis4 Cloud Services from the SER Group support the end-to-end functionality of the Doxis4 platform which unites content, process, collaboration and cognitive services. This enables flexible solutions to be custom-tailored in the cloud – hosted by SER and providing customers the freedom to choose the license model that fits their needs.

SERgroup Holding International GmbH

Joseph-Schumpeter-Allee 19 • D-53227 Bonn

Managing Partners: Sven Oliver Behrendt • Johannes Breuers

Dr. Gregor Joeris • Kurt-Werner Sikora • Stefan Zeitzen

Register court: AG Bonn • HRB No. 25126

Press contact

Tel. +49 (0) 40 27891-443

Email: Silvia.Kunze-Kirschner@ser.de



ECM security in the cloud

The SER Group operates from locations in Germany, France, Ireland, England and Sweden – around the clock and with 99.9% availability guarantee. Further data centers are located around the globe for customers operating outside of the EU. The SER Group's extensive partner network offers local support, also in our customers' native languages.

Doxis4 provides customers with a modular and user-friendly software for intelligent information management. More than 40 Doxis4 solution templates for industry and department-specific use cases are available for direct use to help businesses quickly reach digitalization objectives.

To read more about "ECM security in the cloud," click [here](#).

About SOC 2

System Organization Controls (SOC) reports provide recognized standards for voluntary, independent audit of services such as cloud services. SOC 2 reports assess the internal controls of service providers with a focus on compliance and operations to ensure the trust service principles: security, availability, processing integrity, confidentiality and privacy. Independent auditors such as CyberGuard Compliance prepare transparent, impactful audit reports as compliance certification to meet the highest security standards, defined by the American Institute of Certified Public Accountants (AICPA).

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 – whether on-premises, hybrid or in the cloud. 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. SER Software Technology GmbH develops the software for the products on the Doxis4 ECM platform.

You can obtain further information and images here:

SERgroup Holding International GmbH
Silvia Kunze-Kirschner
Press and Public Relations
Josef-Schumpeter-Allee 19
53227 Bonn

Tel.: +49 40 27891-443
Fax: +49 40 27891-299
Email: Silvia.Kunze-Kirschner@ser.de
www.sergroup.com/en/

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