Press Release   November 24, 2020

SER Group a Visionary in the Gartner Magic Quadrant for Content Services Platforms 2020

(November 24, 2020 - Bonn) The SER Group, a leading ECM and content services platform provider, is proud to announce that it has been positioned by Gartner as a Visionary in the 2020 Magic Quadrant for Content Services Platforms*. The report evaluates 18 CSP vendors based on their ability to execute and completeness of vision.

The ongoing pandemic and the emergence of what Gartner calls the "new work nucleus" are, in our opinion, accelerating the importance of the digital workplace and the need for innovative content, process and collaboration services. "The key goals of boosting productivity, flexibly scaling business, responding with agility to customer needs and creating a top customer experience have become must-haves for organizations to adapt and thrive in the new work nucleus," comments Morad Rhlid, Managing Director of SER Solutions International.

Further enhanced user experience

Dr. Gregor Joeris, Chief Technology Officer of the SER Group, remarks, "In line with our strong user focus, we have completely redesigned our web-based interfaces to further improve the user experience. We've also expanded on Doxis4's rich machine-learning capabilities. The Doxis4 Cognitive Services are designed to help our customers gain insights from their data to achieve, for instance, more efficient processes and better customer experiences."

Flexible deployment & extended managed services

The SER Group has continuously extended its SaaS and managed services offerings over the past few years, including opening a new cloud subsidiary. The company has also successfully expanded its team and partner network in key markets. In particular, the SER Group is supporting several new large multinational customer projects.

93% of customers recommend the SER Group

This year, Gartner already recognized the SER Group with its Doxis4 iRoom as a Representative Vendor in the 2020 Market Guide for Content Collaboration Tools**. The market analysts also included SER in the Gartner Hype Cycle for the Digital Workplace 2020*** as a vendor for Content Integration Services. "Most valuable to us, however, are the positive reviews we get from our customers," adds Rhlid. In the Gartner Peer Insights 'Voice of Customer': Content Service Platforms 2020****, the SER Group received an overall rating of 4.6 out of 5 (based on 30 reviews as of 31 January 2020); 93% of the reviewers would recommend the SER Group.

Overall, Rhlid summarizes, "We are very pleased with the SER Group's shift to the Visionary quadrant this year. For us, this positioning affirms our vision of constantly innovating, pioneering new standards and developing solutions to meet our customers' ever-evolving needs. This is a part of our DNA as an innovation leader. Helping our customers to ensure business continuity and growth, particularly in such a challenging time, remains our steadfast commitment."

Complimentary access to the complete 2020 Gartner Magic Quadrant for Content Services Platforms report can be found here.

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

**Gartner, Market Guide for Content Collaboration Tools, Michael Woodbridge | Marko Sillanpaa | Lane Severson, 11 May 2020.

***Gartner Hype Cycle for the Digital Workplace, Matt Cain, Michael Woodbridge, 17 July 2020

****"Gartner Peer Insights 'Voice of the Customer': Content Services Platforms," Peer Contributors, 5 March 2020. Overall vendor rating based on a 12-month period.

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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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