<u>Press release</u>   **Thursday, April 6, 2017**

SER a "Strong Performer" among ECM vendors

SER is recognized in independent *ECM – Transactional Content Services* and *ECM – Business Content Services* reports

Bonn, April 6, 2017. The SER Group announces today that Forrester Research has named it a "Strong Performer" in its Waves for *ECM Transactional Content Services** and *ECM Business Content Services**.* SER is the only vendor of German origin listed in Forrester's two internationally renowned ECM Waves. In both reports, Forrester writes that "SER Group has a strong footprint in Europe with a growing presence globally."

Forrester published two ECM Waves that cover the full scope of enterprise content management solutions. Besides a comprehensive vendor survey and product demonstration, customers also reported on their satisfaction levels for various criteria. The Doxis4 iECM suite received the highest possible score in the criteria of scalability, integration and interoperability in both Forrester Waves. In the category "Current Offering", Doxis4 received the fifth-highest scores in both Waves.

"I believe that the listing in these two Forrester Waves™, in combination with our positioning in the Gartner Magic Quadrant for ECM, demonstrate that our Doxis4 iECM suite is one of the top ECM solutions in terms of technology and application," says Morad Rhlid, Managing Director of SER Solutions International.

Forrester Wave™: ECM – Transactional Content Services

Transactional Content Services focus on high-volume customer-centric processes. Comprehensive processes such as accounts payable and customer claims are key. Core capabilities consist of multichannel capture, e-forms, and business process management (BPM). In this Wave, Forrester states that the "Doxis4 platform provides a solid set of foundational library and process services and can scale to meet the needs of clients with several billion managed documents." SER offers high-performing services for handling

content, processes and cases with uniform metadata management on one unified technological platform. Moreover, the report notes that "application data archiving is a core capability, with integrations to enterprise applications such as SAP." Also, the report notes that "customers report high satisfaction levels with search and BPM."

Forrester Wave™: ECM – Business Content Services

Doxis4 is also a strong performer in the Forrester Wave™ for *ECM – Business Content Services*, noted for delivering "content, process, and case management services in a unified approach, with solid collaboration, file sharing, and project-based team sites." This Forrester Wave™ includes criteria such as document management, workflow and/or document routing, eDiscovery and investigations, file sync and share, collaboration, and support for team or project sites. "All of these specifications are incorporated into the Doxis4 iRoom, a state-of-the-art collaboration solution with virtual project rooms," summarizes Rhlid. According to the report, "customers report relatively high satisfaction with metadata, search, and document management capabilities."

"I think that Forrester recognizes our future-oriented developments," Rhlid comments, "and this is a decisive asset for both SER and our customers."

Additional information about the Forrester Waves™

The Forrester Waves™ for enterprise content management provide an overview of the most significant vendors and systems in the market. Both Waves analyze fundamental ECM functionalities and services, user acceptance, strategy, and market presence. Both Waves are based on the same foundational repository services such as version and access controls, life-cycle management, metadata, and search.

*The Forrester Wave™: Enterprise Content Management — Transactional Content Services, Q2 2017 Our Evaluation Of 13 Vendors In A Market In Transition by Cheryl McKinnon with Alex Cullen, Alex Kramer, and Sam Bartlett, April 5, 2017
https://www.forrester.com/report/The+Forrester+Wave+Enterprise+Content+Management+Transactional+Content+Services+Q2+2017/-/E-RES136353
Login or payment required

**The Forrester Wave™: Enterprise Content Management — Business Content Services, Q2 2017 Our Evaluation Of 15 Vendors In A Market In Transition by Cheryl McKinnon with Alex Cullen, Madeline King, Sam Bartlett, April 5, 2017
https://www.forrester.com/report/The+Forrester+Wave+Enterprise+Content+Management+Business+Content+Services+Q2+2017/-/E-RES132386
Login or payment required

About the SER Group:

SER connects people, products and processes in the most efficient way possible to create the digital workspace of the future. With our leading Doxis4 iECM suite we have been setting new standards in the development of enterprise content management software (ECM) for over 30 years now. More than one million satisfied users worldwide rely on our user-friendly solution to increase their return on information. The unified platform for ECM and BPM (business process management) seamlessly integrates content and processes to the benefit of its users. ECM Excellence by SER unites vision, inspiration, experience, awareness and the expertise of our team of over 550 employees.

With sales representations in Germany, Austria, Switzerland, BeNeLux, France, Iberia, Poland, Russia, United Kingdom, India and China, we offer our customers localized products and services according to their needs. An international network of professional business partners supports us in further locations.

You can find further information and images here:

SER Solutions International GmbH
Alexandra Lilienthal   Tel +49 (0) 30-498582-214
Manager Communications International   Fax +49 (0) 30-498582-299
Kurfürstendamm 21   E-mail: press@ser-solutions.com
D-10719 Berlin   Web: www.ser-solutions.com