SER recognized in the 2020 Gartner Peer Insights 'Voice of the Customer': Content Services Platforms report

93% indicate a willingness to recommend

(Bonn, July 30, 2020) **The SER Group has been named in the Gartner Peer Insights 'Voice of the Customer': Content Services Platforms* report, in which customers give the SER Group a 93% willingness to recommend rating (based on 30 reviews as of January 31, 2020).**

The report is based on reviews and ratings on the Peer Insights platform given by customers about vendors from the global content services platforms (CSP) market. The SER Group sees the platform as an important source of information to help prospects make more insightful decisions regarding a CSP software investment.

Customer reviews describe and rate their own experience in addition to rating a vendor's product capabilities, evaluation and contracting, implementation and deployment, and service and support. Gartner puts each review through a strict vetting and validation process to ensure authenticity.

Voice of the Customer – firsthand reviews

According to Gartner, "The 'Voice of the Customer' is a document that synthesizes Gartner Peer Insights reviews for the previous year into insights for IT decision makers. This peer perspective, along with the individual detailed reviews, is complementary to expert research and can play a key role in your buying process, as it focuses on direct peer experiences of implementing and operating a solution." The SER Group is one of 14 vendors to be named in the report.

93% of customers recommend SER Group

In the report, SER received a 4.7 out of 5 overall rating for Product Capabilities, based on 30 reviews as of January 31, 2020. The SER Group also received a strong customer rating in Integration and Deployment with an overall rating of 4.6 out of 5, based on 30 reviews as of January 31, 2020.

Customer reviews given on the Peer Insights platform echo the positive ratings, for example:

> "Great Implementation And Multiple Options And Products To Go Ahead"
> Rating: 5 of 5 stars
> Industry: Finance
> Company size: 10B-30B USD
> Scope: 17 countries

> "Really Good System With Really Professional Staff"
> Rating: 5 of 5 stars
> Industry: Manufacturing
> Company size: 1B-3B USD
> Scope: Germany, China, United States

"The Vendor Always Understood Our Requirements And Completely Satisfied Them"
Rating: 5 of 5 stars
Industry: Services
Company size: 1B-3B USD
Scope: Belgium, Germany

"We are extremely proud of our 93% willingness to recommend rating. We believe it proves that our customers are able to successfully reach their information and process management objectives with Doxis4 and that it also testifies to the fact that they benefit from the constant further development and innovations of our platform," remarks Stefan Zeitzen, Chief Sales Officer of the SER Group.

The SER Group received an overall rating of 4.6 out of 5 stars in the report, based on 30 reviews as of January 31, 2020.

Morad Rhlid, Managing Director of SER Solutions International, comments: "We deeply appreciate this positive feedback from our customers. In our opinion, this tells us we are on exactly the right path of continuously offering the best possible solutions and service and further enhancing our offerings. In addition to expanding customer and managed services, our solution templates for a diverse range of use cases and industries help organizations to reach their digitalization goals even faster and more easily. Uniting content, process and collaboration services, the advantages of Doxis4's single-platform strategy are numerous."

What customers value most

We believe that in addition to the technology, the overall buying experience with the vendor, the functionalities and the project implementation approach are all important factors in their vendor assessments. The close working relationship, team expertise and support throughout every project step are also highly valued by customers. These values comprise what the SER Group calls "ECM Excellence".

You can read all reviews of the SER Group and its Doxis4 platform, also compare to other vendors within the Content Services Platforms market and their products, directly on the Peer Insights platform.

*Gartner Peer Insights 'Voice of the Customer': Content Services Platforms, Peer Contributors, 5 March 2020 (ratings as of 31 January 2020)

Disclaimer: Gartner Peer Insights reviews constitute the subjective opinions of individual end-users based on their own experiences, and do not represent the views of Gartner or its affiliates.

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 the SER Group'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, the SER Group's team of 550 employees works from 22 locations around the globe.

You can obtain further information and images here:

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