



Press release

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Independent market analysts evaluate SER Group

SER named a “Strong Performer” in ECM content platform market

(July 24, 2019 – Bonn) The SER Group, a leading ECM and content services platform provider, announces today that analyst firm Forrester Research has named it a “Strong Performer” in The Forrester Wave™: ECM Content Platforms, Q3 2019.*

The report evaluates the top 14 vendors in the ECM content platform market, a market projected to grow to \$11 billion in 2020 according to Forrester. ECM content platforms, as defined by Forrester, enable information worker productivity with collaborative content services, deliver high-volume automations with transactional content services, provide repository, integration, and federation services and extract insights and automate categorization with intelligent content services.

Forrester Research points out that “global full-time information workers spend over 27% of their day creating, finding or reading documents.” Morad Rhlid, Managing Director of SER Solutions International, explains how SER believes that it can help customers meet these challenges: “Users today are dealing with an avalanche of information. We turn information chaos into real assets by proactively providing the user with the information they need, directly in the right business context. Doxis4 increases efficiency, improves customer experiences, and boosts profitability in every company.”

The top area of vendor innovation lies in intelligent content services, such as artificial intelligence (AI), machine learning (ML), and advanced analytics according to Forrester. CTO Dr. Gregor Joeris states about SER Group’s commitment to investing in intelligent content services based on AI and machine learning “We develop software for people, therefore the main objectives of our ML-based cognitive services are to automate routine tasks, to assist users in their daily work and to deliver valuable insights through content analytics”.

Forrester sees a rising demand in enterprises for “flexible platforms with a range of app and user interface design and development tools to tailor their employees’ experiences.” “We can absolutely confirm this,” adds CTO Dr. Gregor Joeris, commenting on the Forrester Wave report. “Doxis4 is a low-/no-coding platform that enables our customers to create their own specialized applications to achieve their digitization goals even faster.”

With customers mostly in the large enterprise segment, SER always performs well with its rock-solid technology when it comes to scalability and performance, which SER believes is proven by its achievement of the highest possible score in the “scalability” criterion in the

SER Solutions International GmbH

Joseph-Schumpeter-Allee 19 • 53227 Bonn, Germany

Managing Directors: Johannes Breuers • Morad Rhlid • Kurt-Werner Sikora

Registry court: AG Bonn • HRB No. 21083 • VAT No. DE218608758

Press office

Tel +49 (0) 30-498582-214

Fax +49 (0) 30-498582-299

Email: [press@ser-](mailto:press@ser-solutions.com)

[solutions.com](mailto:press@ser-solutions.com)



Forrester Wave report, which also notes: “The platform can scale to meet the needs of enterprises with over 10 billion documents and tens of thousands of users.”

As the demand for cloud and hybrid deployments gains momentum in the ECM market, the SER Group sees its versatile software platform deployment options, e.g. in the cloud, on premises or as a hybrid approach, as another advantage for companies seeking flexibility. “Our unwavering focus on helping our customers to quickly create true value in their business through our more than 40 out-of-the-box solutions and flexible services is, in my opinion, one reason why so many customers choose SER,” says Morad Rhlid, Managing Director of SER Solutions International.

SER offers a unified and modular platform that enables digital transformation with innovative content, process and cognitive services for deeper insights, faster access to information, workflow automation, and compliance with regulatory requirements.

For more information and a detailed vendor evaluation, read the full report “The Forrester Wave™: ECM Content Platforms, Q3 2019” here: www.ser-solutions.com/forrester-wave

**The Forrester Wave™: ECM Content Platforms, Q3 2019. The 14 Providers That Matter Most And How They Stack Up by Cheryl McKinnon with Daniel Hong and Caleb Ewald, July 24, 2019*

About the SER Group

SER is a leading vendor of the enterprise content management market. With over 2,000 projects, more than one million users work daily with enterprise content management solutions from SER. For almost 35 years, SER has been supporting mid-sized companies, corporations, the public sector and organizations from a wide range of industries with its high-performing ECM software and in-house professional services. With a team of around 550 employees, the SER Group operates out of 22 locations across the globe. More information: www.ser-solutions.com

For further information and images, please contact us:

SER Solutions International GmbH Alexandra Lilienthal Kurfürstendamm 21 10719 Berlin, Germany	Tel.: +49 30 498582-214 Email: alexandra.lilienthal@ser.de Internet: www.ser-solutions.com
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