



**Press release**

**Thursday, June 14, 2018**

**SER Group listed in independent report**

## **"Large established player" in European ECM market**

**(14.06.18 – Bonn) SER is among the large established players of the EU and UK ECM market, as the latest Now Tech report from Forrester states. The renowned market analysts created an overview of the European ECM market, detailing 20 vendors based on size, geographic presence, software functionality and annual product revenue.**

With its inclusion in the *"Now Tech: EU- And UK-Based Enterprise Content Management, Q2 2018"* report from Forrester, the SER Group is convinced this underlines its position as an established vendor in the European ECM market\*\*. "We believe that the flexibility, variability and extendibility of our universal and uniform Doxis4 technological platform, enhanced by consistent metadata management, are the reasons for our positioning in the report as a large established player," as Manfred Zerwas, Managing Partner of SER, says.

In the category "Large established players", the SER Group covers all four of the primary functionality segments. One of the segments is *"modern content platforms"*. Forrester already analyzed vendors according to the other segments, *transactional content services (TCS)*\*\*\* and *business content services (BCS)*\*\*\*\*, in its ECM Waves of 2017; in both of them, SER was positioned as a "Strong Performer". As described by Forrester in the Transactional Content Services Wave, the Doxis4 ECM 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's Doxis4 software platform also fulfills the requirements of the other primary functionality segment, *horizontal and vertical content applications*.

The company-wide Doxis4 content services platform brings together ECM, BPM, collaboration and EFSS onto one uniform technological platform. The flexibly deployable Doxis4 business templates handle areas such as contract management, QM management and invoice management, plus industry-specific solutions such as machinery and product life-cycle records.

"SER's growth is more than double that of the rest of the ECM market. You can only be successful if you are open to future developments and are prepared to actively shape them. As a privately owned software vendor, we continuously

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invest a large part of our software and maintenance revenue into research and development. With 180 product, solution and project developers, SER has the largest ECM development team in Europe. These resources and this high level of expertise ensure our technological edge in the European ECM market," explains Zerwas.

*\* Now Tech: EU- And UK-Based Enterprise Content Management, Q2 2018 – Forrester's Overview Of 20 EU- And UK-Based Enterprise Content Management Providers by Cheryl McKinnon, June 1, 2018.*  
[Now Tech: EU- And UK-Based Enterprise Content Management, Q2 2018](#) (login or payment required)

*\*\* SER is the number one European ECM vendor according to its most recently published figures on revenue, gross profits, operating results and number of employees.*

*\*\*\* 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.*  
[Forrester Wave™: ECM – Transactional Content Services](#) (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.*  
[Forrester Wave™: ECM – Business Content Services](#) (login or payment required)

## About the SER Group

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#### ***The company SER***

- Largest European software vendor for enterprise content management\*
- One of the top five software-only ECM vendors worldwide
- Owner-run company
- Software "Made in Germany"
- A "Visionary" in Gartner's Magic Quadrant for Content Services Platforms (CSP)
- A "Strong Performer" in both of Forrester's ECM Waves
- Over 550 employees
- More than 2,000 customers worldwide; half of which are DAX 30 companies
- Largest ECM development team in Europe

#### ***The software Doxis4***

- Standardized ECM software for large corporations, mid-sized firms and public administrations
- A uniform ECM, BPM and collaboration platform with
  - comprehensive metadata management
  - numerous horizontal and vertical solutions
  - hybrid BPM for all business processes – from ad hoc to highly structured
  - collaboration components for secure information sharing, both internally and with external partners

*\*According to the most recently published figures on revenue, gross profits, operating results and number of employees.*

#### **You can find further information and images here:**

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