



Press release

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New: 2018 Gartner Critical Capabilities for Content Services Platforms

Doxis4 rated as "excellent" in 4 out of 5 use cases and "good to excellent" in the 5th use case

(11/19/2018 – Bonn) Gartner scores Doxis4 from SER with "excellent" in four out of five use cases and "good to excellent" in the fifth use case for content services platforms. The SER Group improved the scores of its flagship product Doxis4 since the last Gartner report. In the use cases *Document Management* and *Team Productivity*, Gartner scored SER's Doxis4 among the highest three products. These are the key takeaways of the recently published *2018 Gartner Critical Capabilities for Content Services Platforms report.**

As a companion report to the October 2018 Gartner Magic Quadrant for Content Services Platforms (CSP), the Critical Capabilities for Content Services Platforms is an independent technological analysis. In contrast to the Magic Quadrant, which analyzes a vendor's *ability to execute*, its *completeness of vision* and thereby its market positioning, the Critical Capabilities report takes a closer look at the technological attributes of vendor offerings. Gartner, a renowned market analyst firm, assessed 20 different content services platforms regarding both their suitability for various use cases and their critical capabilities. In comparison to 2017, the scores for Doxis4 improved in nearly every use case.

Doxis4 scored especially well in the use cases *Document Management* and *Team Productivity*. As Europe's leading ECM vendor**, SER is proud that the product platform Doxis4 ranks among the highest three products in these two categories. "We see our scores in the current Gartner Critical Capabilities report as proof that we are competing on the same technological level as the global leaders," reflects Dr. Gregor Joeris, CTO of the SER Group. He adds, "With Doxis4, we are convinced that our customers have a truly universal content services platform with which they are well prepared to handle all use cases."

Here is a brief summary of the key takeaways of the Critical Capabilities report:

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Document Management — "excellent"

With a score of 4.32 out of 5 in the use case *Document Management*, Doxis4's DMS functionalities fall into the category of "excellent". The SER Group believes that these DMS functionalities, combined with a modern user interface, effectively support companies and their employees in creating and collaborating on information in a traceable way. Users have many options for individually structuring their work, e.g. when organizing documents.

Team Productivity — "excellent"

SER scored 4.13 out of 5 in the use case *Team Productivity*, which also places it in the "excellent" range. The Doxis4 iRoom provides companies a tool to create individual collaboration applications, such as a virtual project- and workspace. Teams located across many locations, including customers and partners, can use the Doxis4 iRoom to structure, process and securely share information that is always up-to-date.

Business Process Applications — "excellent"

With a score of 4.13 out of 5, Doxis4 again reached the rating of "excellent" for its *Business Process Applications*. The SER Group gives much credit for this score to the product Doxis4 cubeDesigner: it allows companies to implement new ECM applications and workflows quickly and with little or no scripting. "True to a no-code approach, we enable our customers to create their own digital solutions and processes to reach their digitalization goals even faster," explains Joeris.

The October 2018 Gartner Magic Quadrant for Content Services Platform report*** positions the SER Group as a Challenger — for more information, please [read the report](#).

* *Critical Capabilities for Content Services Platforms 2018*: Michael Woodbridge, Karen Hobert, 25 October 2018, <https://www.gartner.com/doc/3892168> (Login or payment required)

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

*** Gartner, *Magic Quadrant for Content Services Platforms*: Karen Hobert, Michael Woodbridge, Monica Basso, 25 October 2018; **to access the report, please click here:** <https://www.ser-solutions.com/gartner-mq-csp-2018-download.html>

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About the SER Group

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 "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 obtain further information and images here:

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