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New: Gartner Magic Quadrant for CSP 2018

SER Group a Challenger in 2018 Gartner Magic Quadrant for Content Services Platforms

(11/06/2018 – Bonn) Gartner has positioned the SER Group as a _Challenger_ in the newly published 2018 Magic Quadrant for Content Services Platforms (CSP)*. The SER Group, the only European ECM vendor among the Challengers, credits the positioning to its strong international market presence, clear vision and diverse product attributes.

Once again, the SER Group has been recognized in the Magic Quadrant — as a Visionary last year and now as a Challenger. "The SER Group, placed as a Challenger, is expanding its position among the international vendors that lead the content services market," explains Morad Rhlid, Managing Director of SER Solutions International GmbH, "The Challenger position in the upper left of the Magic Quadrant, as we see it, substantiates the growth targets we have reached and the perception of Doxis4 as an established global brand."

"With an 'excellent' product score rating in 4 of 5 use cases and a 'good to excellent' score in the fifth use case of the Gartner Critical Capabilities report, we believe that the move to the Challenger quadrant signifies a clear improvement in the SER Group's ability to execute," comments Dr. Gregor Joeris, CTO of the SER Group, adding, "For us, it's all about making our customers more successful. The fact that we are positioned the second furthest in the Challengers quadrant for completeness of vision is no surprise to us, as our vision for content services and processing is built around extensibility, federation and intelligence. Doxis4 unifies experiences and processes."

Doxis4 is "**excellent**"

Doxis4's top product quality is a significant reason why SER believes it was positioned as a Challenger in the 2018 Magic Quadrant for Content Services Platforms. The *2018 Gartner Critical Capabilities for Content Services Platforms***, a companion report to the Magic Quadrant, provides a detailed analysis of 20 different content services platforms with regard to technical attributes. Compared to last year, Doxis4 improved its scores. Furthermore, Gartner rates software platforms for various use cases. In four out of five use cases, the SER Group received and *"excellent"* rating. In the fifth use case,

Doxis4's capabilities were rated *"good to excellent"*. "From our vantage point, the successful inclusion in the Challengers quadrant of the Gartner Magic Quadrant and our scores in the Critical Capabilities are substantiation that we were right years ago to focus the development of Doxis4 on becoming a true content services platform," remarks Joeris.

Customers recommend Doxis4

The numerous highly positive customer reviews given in the *Gartner Peer Insights****, as we view them, are also a reflection of the SER Group's excellent product solutions. A wide range of companies, from regional to international and mid-sized to large, feel well equipped with Doxis4 to effectively implement their digital transformations.

With an overall average score of 4.3 out of 5.0 based on 38 ratings (as of October 30, 2018) in the independent peer reviews, we believe that the SER Group clearly stands out from the market.

** 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*

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

*** Peer reviews as of October 30, 2018;
https://www.gartner.com/reviews/market/content-services-platforms/vendor/ser-group
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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

  o comprehensive metadata management

  o numerous horizontal and vertical solutions

  o hybrid BPM for all business processes – from ad hoc to highly structured

  o 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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