PRESS RELEASE

New Gartner Magic Quadrant for Content Services Platforms

Gartner positioned SER as a "Visionary"

Berlin/Bonn, October 10, 2017 – The SER Group is now a "Visionary" according to Gartner's 2017 Magic Quadrant for Content Services Platforms* (CSP). As Europe's largest vendor for enterprise content management** and a global leader, the SER Group has a strong vision, advanced software solutions and a rock-solid, unified technological platform on which all content services have uniform metadata management. The SER Group sees its positioning as a Visionary in the Magic Quadrant for CSP, previously titled by Gartner as the Magic Quadrant for Enterprise Content Management, as a considerable improvement.

A Visionary in Content Services Platforms

SER's Doxis4 Content Service Bus (CSB) meets Gartner's requirements for a state-of-the-art content services platform for use cases in the areas of personal and team productivity, records management and compliance, content-centric business applications and more. Market developments show that enterprise content management, collaboration and enterprise file sync and share are converging due to customer demands for solutions that cover all areas of content services. Compared to the split ECM and EFSS platforms prevalent in the market, this kind of unified platform approach is a key differentiator for the SER Group. "We believe that Gartner's definition of content services platforms aligns closely with our vision and mission," says Gregor Joeris, CTO of the SER Group.

The Gartner report points out that the "SER Group's unified CSP platform is built as an integrated, cross-functional Content Service Bus that can federate content sources, deployment models and processes." SER CTO Gregor Joeris concurs, "We see that our flexible approach allows customers to start small but scale quickly by building further applications on the same platform. Doxis4 is horizontally and vertically scalable. What's more, it's modular, multitenant-capable and multilingual."

SER's mission is to connect people, products and processes with information. It strives to transform companies into business ecosystems which facilitate information sharing with customers and business partners alike, improving their collaborative processes in a user-friendly, secure and compliant way. The Doxis4 iRoom, for example, combines content management, collaboration and file sharing with the native ECM and BPM functions of the Doxis4 iECM suite.

Why SER and Doxis4 stand out

From the perspective of the SER Group, the ability to develop innovative, future-driven and advanced technology has always been an ambitious goal and its great strength. From Gartner's view, SER has "a strong track record in developing advanced technologies and simplified user interfaces for its CSP

platform." SER's reference customers recognize the usability and, as Gartner reports, "the ease and speed of piloting and deploying the SER platform when using its native capabilities and services."

SER has a wide range of vertical and horizontal solution templates ready for use. All of them, e.g. for accounts payable, banking, manufacturing, insurance and more, are based on Doxis4's Content Service Bus and provide customers even more convenient access to content and process services.

The integrated, cross-functional approach to enterprise content management, business process management and collaboration is based on uniform metadata management on one unified technological platform. "We are convinced that our holistic digitalization approach fulfills today's requirements and forms the backbone of our success," says Morad Rhlid, Managing Director of SER Solutions International.

The Gartner Magic Quadrant for Content Services Platforms 2017: Karen A. Hobert, Michael Woodbridge, Joe Mariano, Gavin Tay, 5 October 2017

[Gartner's MQ for content Services Platforms](#)
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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 "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

  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

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