



Press release

March 6, 2018

SER and AIT Austrian Institute of Technology

Research project "Natural Language Search" successfully completed

Vienna/Bonn, 03/06/2018. SER Solutions Österreich GmbH and AIT Austrian Institute of Technology have announced the successful completion of a joint research project, "Natural Language Search with Doxis4". The research results and the functional prototype were handed over to SER Solutions Österreich. The next step is to integrate the language features into the Doxis4 software.

The SER Group has been exploring the topics of cognitive functions, machine learning and artificial intelligence for some time now. The analysts at Gartner and Forrester consider the enterprise content management (ECM) software Doxis4 to be one of the most innovative products in the market. SER is positioned in Gartner's Magic Quadrant for Content Services as a "Visionary".

From idea to implementation

The research groups of AIT and SER dealt with the question of if and how natural language interaction would be possible with an enterprise content management system that manages documents, metadata, records, tasks and processes. Working together over a five-month period, the team developed a prototype that recognizes and processes the intentions of the speaker. The goal was to make it possible for the user to interact with Doxis4 without needing to look at the screen. Some questions the user could pose would be: How high is the net amount of the inbound invoices that are currently being verified? Which new tasks are in my workbasket? Did the project manager already revise the project plan? A second module enables the Doxis4 clients to be controlled via speech commands such as "Show the first document" or "Go forward ten pages".

Utilizing cutting-edge technologies of neural networks, acoustic speech models and artificial intelligence, language recognition has made great advances in the last couple years. AIT tested the implementation of various technologies for language recognition and assessed their suitability.



Furthermore, AIT developed a special analytics model that investigated the input in natural language to recognize the user's intended meaning.

SER's development team has taken up the results of the research group, headed by Dr. Sven Schlarb (scientist at AIT) and Markus D. Hartbauer (Solutions Architect of SER), and is now evaluating the integration of natural language search queries into Doxis4 applications.

About AIT

The AIT Austrian Institute of Technology is Austria's largest research and technology organization. AIT provides research and technological developments to realize basic innovations for the next generation of infrastructure technologies. The AIT Center for Digital Safety & Security focuses on key technology areas of information and communication technologies (ICT), such as cyber security, data science and artificial intelligence. This expertise in IT technology ensures the competitiveness of domestic products on the global market through Austrian know-how. Further information: www.ait.ac.at/dss

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

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

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

You can find further information and images here:



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