



Press release

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SER named a Challenger in 2019 Gartner Magic Quadrant for Content Services Platforms

(Nov. 4, 2019 – Bonn) SER, a leading ECM and content services platform provider, announces that it has been positioned as a Challenger for the second year running in the 2019 Gartner Magic Quadrant for Content Services Platforms (CSP)*. The company believes it has been recognized due to a strong combination of rich content services, federation and native AI.

The Gartner Magic Quadrant for Content Services Platforms (CSP) assists buyers in finding the best software platform for their needs. The vendors in the Magic Quadrant are evaluated based on their ability to execute and completeness of vision. Its Challenger positioning, the SER Group believes, expands its position among global vendors that head up the content services market and reflects its increasingly strong international presence, a clear roadmap and diverse product capabilities.

“We have developed Doxis4 to enhance both efficiencies and customer experiences to boost overall productivity,” explains Morad Rhlid, Managing Director, SER Group International. “We enable enterprises to turn data turmoil into valuable assets by quickly and proactively providing users with the information they need.”

With demand for cloud and hybrid deployments increasing in the CSP marketplace, the SER Group is convinced that Doxis4’s versatile deployment options provide the flexibility that enterprises want today. Doxis4 is available in the cloud, on premises and as a hybrid solution.

The SER Group credits its Challenger positioning to its platform’s combination of rich content services, federation and AI, surfacing content from multiple sources to support business processes. As Rhlid says, “We believe that this adaptability is essential for enterprises to harvest real value from their content to succeed in the digital economy.”

The SER Group offers out-of-the-box vertical solutions, including for the banking and energy sectors. It also provides horizontal solutions, such as for complaint management and invoice processing. Rhlid comments, “We know how crucial these numerous vertical and horizontal ready-to-run solutions are for our customers to enable quick implementation and a faster go-to-market.”

The Doxis4 platform, as the SER Group views it, consistently supports enterprises in their digital transformation strategy with innovative content, process and cognitive services for quicker data access and workflow automation for smart decision-making. At the same time, we believe that the platform also gives companies the tools to adhere to information

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compliance and regulatory requirements and, through improved efficiencies, bolster the bottom line.

*Gartner Magic Quadrant for Content Services Platforms, Michael Woodbridge | Marko Sillanpaa | Lane Severson, 30 October 2019.

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About the SER Group

SER is a leading software vendor of the international enterprise content management (ECM) and content services market. Over five million users work every day with SER's Doxis4 ECM platform. Based on unified ECM, BPM, collaboration and cognitive services, large companies, corporations, public authorities and organizations design digital solutions for intelligent information and process management. With 35 years of experience, SER's team of 550 employees works from 22 locations around the globe. www.sergroup.com/en

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