SER successfully certified according to ISO 9001:2015

Quality management at its best – the ISO 9001 certificate confirms SER Group's expertise in software development

(December 10, 2019 – Bonn) Following an audit conducted by TÜV Rheinland, SER Software Technology GmbH has been successfully certified according to ISO 9001:2015 for its software development. ISO 9001 is the most important international standard for quality management. The management system certificate is regarded as a guarantee for high quality, standards, and security in software development.

SER Software Technology GmbH in Bonn is the software development subsidiary of the SER Group. It develops Doxis4, a technology platform and its software solutions for ECM, BPM, collaboration and cognitive services. More than 100 employees are involved in product development at the SER Group.

Mapping ISO structures with digital Doxis4 Quality Management

SER Software Technology uses its own Doxis4 Quality Management solution package for quality management, thereby documenting the entire creation and modification process of its QM manual with Doxis4. All QM documents (manual, process descriptions, work instructions, forms, etc.) as well as relevant supporting documents are managed centrally with version control. This means that at any time, it is possible to see who created, edited, released or withdrew which documents, and when. The Doxis4 Quality Management solution package comes with an ISO-compliant structure, which is ideal for ISO certification.

The ISO 9001 certificate confirms that software development at the SER Group meets international quality requirements to an outstanding degree and is continuously adding to the list of "Doxis4 certifications" for SER Group customers.

High customer satisfaction thanks to actively practiced quality management

With the ISO 9001 certificate, SER Software Technology GmbH underlines the importance it attaches to quality management in the development of its Doxis4 ECM solution software. Customer satisfaction is the company's top priority.

"Right from the start, our goal was not simply to formally comply with ISO 9001:2015 as the most important standard in quality management, but to actively practice it and thereby continuously improve it," explains Klaus Eulenbach, Managing Director of SER Software Technology GmbH.

He continues: "Ensuring and continually improving customer satisfaction is one of our overriding principles. We meet the quality requirements of our customers and partners, and of statutory and official requirements through the consistent planning, controlling, and monitoring of quality-relevant activities in software development. We see ourselves as a premium vendor that always delivers its products in the best functional and non-functional quality possible. The fact that we have received this certificate shows that we have successfully met the demands we place on ourselves."

ISO 9001 is valid for three years and will be verified by regular audits to ensure the ongoing monitoring of processes and quality management. This means that SER Group's customers around the globe can rely on the consistently high quality of the Doxis4 solution.

Doxis4 provides companies with versatile and user-friendly software for digitizing all areas of their business. They can harmonize all agile and standardized processes across the company, scale applications, users, and scope, remove system boundaries, and language barriers, and ensure a smooth user experience.

To download the certificate click here.

About the ISO standard

ISO 9001 is a voluntary standard for quality management systems published by ISO, the International Organization for Standardization.

ISO 9001 was established to help organizations ensure that they meet the needs of their customers and that quality is continually improved. The quality management system bearing the TÜV Rheinland symbol has been audited and certified by TÜV Rheinland, an independent inspection service provider.

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. https://www.sergroup.com/en/

SER Software Technology GmbH in Bonn is the software development subsidiary of the SER Group and develops Doxis4.

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