



## ISIS Papyrus Customer Paneon Takes Gold at 2012 Global Awards in ACM

**(DALLAS) June 20, 2012** – ISIS Papyrus Software congratulates customer Paneon GmbH on its selection as a Gold Winner for Knowledge Worker Innovation in the **2012 Global Awards for Excellence in Adaptive Case Management**.

This month, the Workflow Management Coalition (WfMC) announced at ACM Live the winners of the 2012 Global Awards for Excellence in Adaptive Case Management. Co-sponsored by WfMC and *KMWorld*, these prestigious awards recognize user organizations worldwide that have demonstrably excelled in implementing innovative ACM solutions in four categories: Customer Facing, Public Sector, Healthcare and Knowledge Worker Innovation.

Last year WfMC inaugurated the Global Awards program for Adaptive Case Management (ACM) case studies to recognize and focus upon ACM use cases. Adaptive Case Management, also known as Dynamic or Advanced Case Management, represents a radical new approach to supporting knowledge workers in today's leading edge organizations. ACM provides secure, social collaboration to create and adapt goal-oriented activities that enable informed decision-making using federated business data and content.

Finalists and winners were selected by a panel of 16 judges drawn from experts in this field, headed by an Advisory Panel comprising Tom Koulopoulos, Delphi Group; Hugh McKellar, *KMWorld*; and Connie Moore, Forrester Research.

Nominated by Adaptive GmbH, Paneon GmbH is a network marketing business with a large, decentralized structure of individual sales partners providing contacts to customers, building sales and business relations from informal community relations. The Paneon solution consists of an ACM goal-oriented case management system for customer care and warehousing and logistics services, task-oriented collaboration derived from business objectives linked to goals. Two independent organizations must be supported - one for social interest, the other for business operations. A challenge consists in transiting users between roles: member-customer-partner-coach. Using the concepts behind Strategic ACM, Paneon was able to create understanding and transparency for the relationships between strategy, people, roles, authority, goals, tasks, customers, and means (formerly rigid budgets).

“These winners showcase adaptive case management at its very best, and I believe, raise the bar for all BPM software vendors,” said Connie Moore, Vice President and Principal Analyst, Forrester Research. “Why? Because these companies have automated complex, customer-facing processes that take the drudgery and inefficiency out of work while providing an unprecedented automation level for business flexibility, compliance and transparency. These solutions are not BPMS as usual; they integrate the best of both worlds—human decision-making and automation—empowering the workforce to apply human judgment to complex situations while also automating complex workflows between customers, partners, external parties and managing the interrelationships between high volumes of documents, data, collaboration artifacts and other information.”

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The innovative Papyrus Business Communication and Process Platform empowers enterprise business users and knowledge workers to consolidate and optimize processes, tasks, communications and documents across a wide range of case-driven activity in service-based organizations. With the powerful new Papyrus Adaptive Case Management (ACM) technology used by Paneon, ISIS Papyrus further supports collaborative, real-time business applications from claims management and account opening to contract management and purchase-to-pay (procurement).

“We congratulate Paneon on this award recognition for setting a standard for innovation, and we are thrilled with the success of the ACM solution the company has implemented with ISIS Papyrus,” said Annemarie Pucher, CEO of ISIS Papyrus Software. “When businesses are empowered to continuously improve their own processes and to handle customer activity holistically – everyone benefits.”

A longtime proponent of adaptive processes for the enterprise, lead judge for the awards and ISIS Papyrus co-founder and CTO Max J. Pucher shares knowledge and experience in two blogs - “Welcome to the (Real) IT World” and “Adaptive Case Management” - and has contributed to several business books for executives and managers of knowledge workers, including Mastering the Unpredictable, Taming the Unpredictable and Social BPM.

Details on case study requirements and the winners can be found at [www.adaptivecasemanagement.org](http://www.adaptivecasemanagement.org). Finalists receive additional recognition by having their case studies published in the 2012 edition in the *ACM Excellence Series* by Future Strategies Inc., following the best-seller “Taming the Unpredictable” in 2011.

The Workflow Management Coalition (WfMC) and KMWorld jointly sponsor the annual Global Awards for Excellence in ACM, and the Awards program is managed by Future Strategies Inc.

**About ISIS Papyrus Software:**

*Global software innovator ISIS Papyrus Software offers a flexible platform for fully integrated inbound and outbound communications and process optimization in customer-focused environments. Goal-driven, adaptive case management (ACM) applications using ISIS Papyrus standard software can enable customer claims management, contract management, financial account management, purchase-to-pay and fraud investigations, among others. Consolidating ECM, BPM and CRM, Papyrus enables flexibility, efficiency, collaboration, quality and continuous improvement of customer-focused content and processes. As an AIIM Trade Member and OASIS Foundational Member, ISIS Papyrus continues to support and promote technology and standards enabling the business user.*

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