

TECHNOLOGY INNOVATION <ENERGY/UTILITIES>

Papyrus Platform Omni-Channel Business Communication Solution

The Digital Enterprise

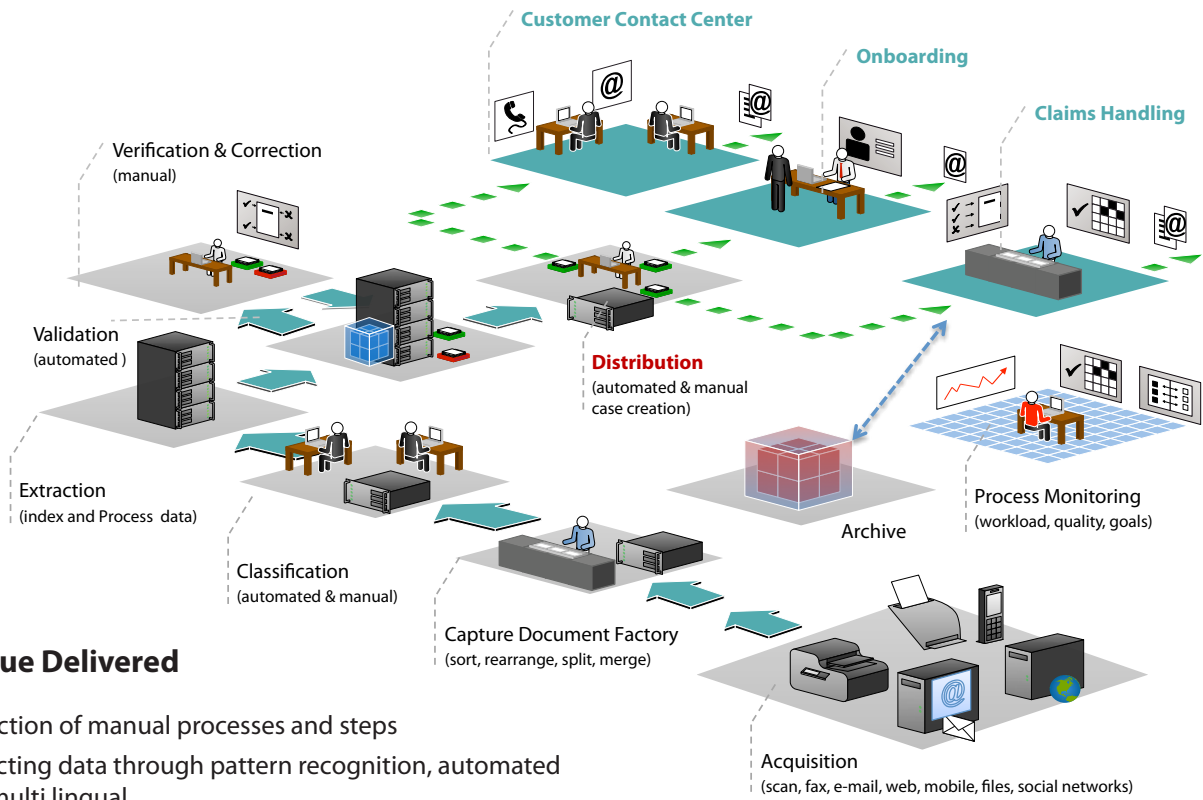
Bills and notices • contract management • multichannel marketing • on-boarding • contact center • workforce/field service management

Closing the communication loop:

- ▶ Inbound communication meets outbound: Capture to delivery
- ▶ Cross-channel smart document design by business teams
- ▶ 1:1 communication to attract, acquire and deliver optimal customer service
- ▶ Integrated response and case management for holistic customer experience
- ▶ Powerful SOA integration with existing ERP, CRM and legacy backend systems
- ▶ Supports Mobile, Web and Desktop users

Improved Customer Experience & Operations across a spectrum of Energy and Utility business applications

Papyrus processes all inbound channels and subsequent customer workflows for responsiveness, consistency and compliance. Productivity and speed in response is greatly improved using business event-driven automated routing, adaptive processes for exception handling and advance intelligent data extraction. Papyrus empowers the knowledge worker, leverages the expertise from customer-facing employees and monitors the outcome providing PDF and dashboard reporting.

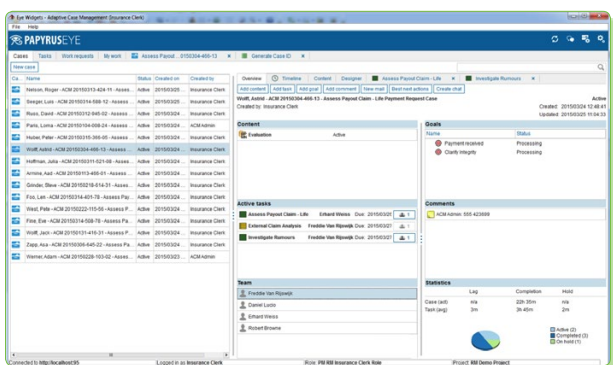


Value Delivered

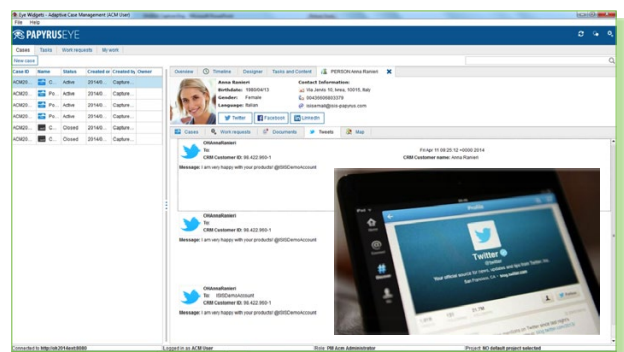
- Reduction of manual processes and steps
- Extracting data through pattern recognition, automated and multi lingual
- Self-learning system enables continuous improvement
- Integrated, end-to-end straight through processing
- Exception handling and management
- Consolidation of departments / single view of the client
- Integrated response management workflow and letter writing from predefined templates
- Easy integration to Core Systems such as ERP (e.g. SAP), CRM, ECM
- Permanent status monitoring and management reports generation

Contact Center/ Field Service Case Overview

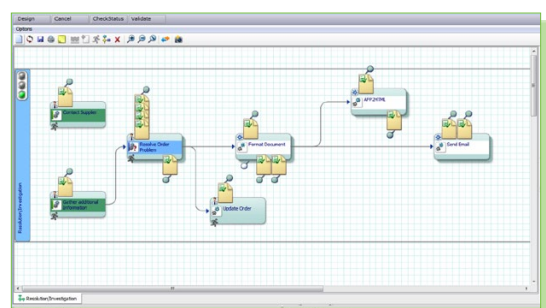
Consolidated view of content/documents, tasks, team members, goals, comments, statistics



Chat, Social and Mobile Integration



Predefined and Ad-hoc Processes



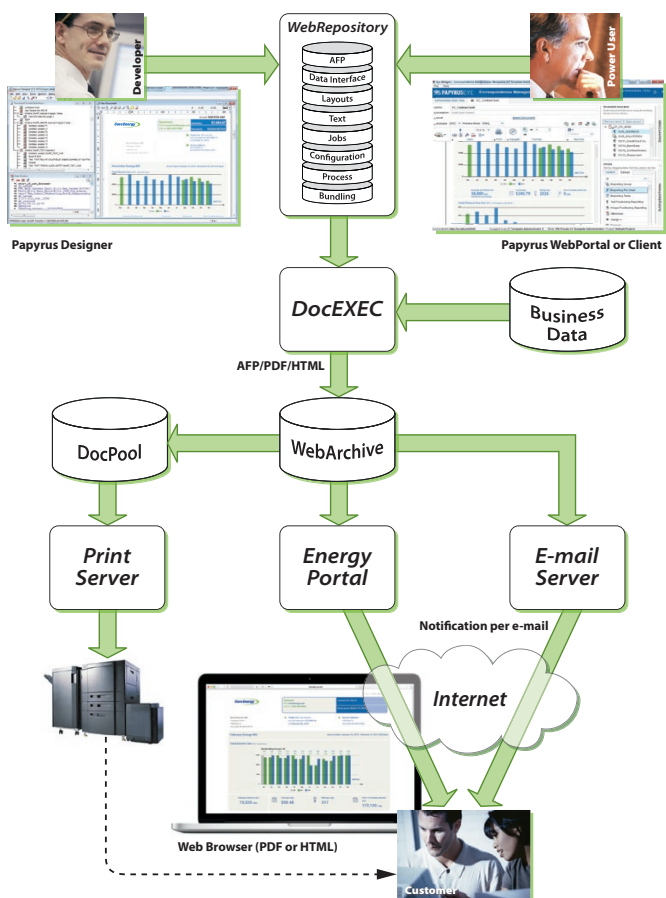


Effective, highly personalized Customer Communication designed for digital and print with integrated feedback loop and Response Management

Smart document design centrally managed (one company – one voice) for all types of business correspondence and cross-channel communication.

- High-volume personalized batch bills and notices
- Online internal user requested documents
- Interactive office letters by clerks
- Ad-hoc Web request and document presentation

Business departments are empowered to perform template design and maintenance. IT supports data reading and complex nested logic with the WYSIWYG Designer.



■ Papyrus delivery management: End-to-end control, monitoring, tracking and tracing

WebPortal and print, short-term and long-term archive, e-mail SMTP with PDF or HTML, fax, SMS, mobile

- Personalized documents can embed or link to video or flash message
- Hyperlinks are a standard feature including response mail options
- Users can design their own message with the Papyrus messaging framework
- Automatic message placement by the Papyrus formatter based on available white space
- Reporting

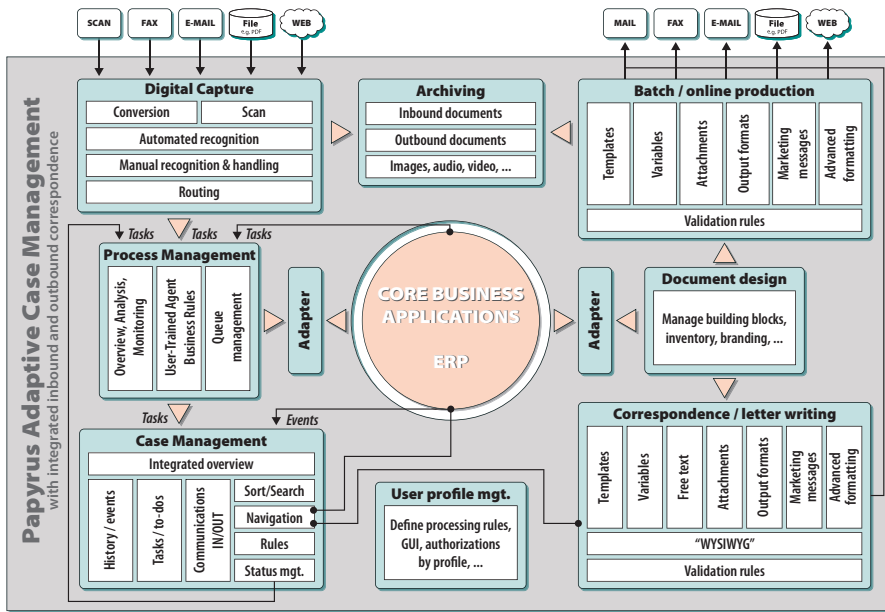
■ Mobile Responsive Documents to screen size

■ Value Delivered

- The Papyrus platform is a fully integrated and complete solution covering ECM/BPM/CCM
- Integration with business data is not limited to XML. Papyrus supports any data format and style, including legacy
- Business users are empowered to create templates, text and document building blocks
- Our Smart Document design framework solution substantially reduces the number of templates
- Document building blocks can be reused in batch/online/interactive/on-demand documents
- "One company – one voice" look-and-feel is guaranteed for all communication channels.
- Specific channel design is possible but not needed (time savings)
- Corporate-wide business documents (AFP/PDF/PC Word) can be collected in the central Papyrus Document Pool for bundling and sorting (cost savings)
- At time of postprocessing, document is updated with additional information for each delivery channel
- Optimal document quality for customer-preferred channel can be achieved with little effort
- Outbound mail is fully integrated with inbound mail – allowing for '2-way' communications out of the box
- End-to-end reporting and auditing capabilities ensures control and compliance
- Mobile devices are supported with responsive design



A comprehensive, flexible and scalable solution for consolidated management of inbound and outbound customer communications across channels, departments and systems.



Papyrus Adaptive Process and Case Management

The Mobile Office for Energy/Utility Operations and Field Service

Customer service and workforce management improved through knowledge sharing, real-time data and responsive communication.



■ The Papyrus platform applications are accessible through:

- Desktop application interface (Windows, Linux and Mac)
- Responsive Web-based interface (browser plug-in, HTML5)
- Mobile interface (iPhone and Android)
- Tablet interface (iPad and Android)
- Microsoft SharePoint interface (WebParts)

A one-system solution or just the capabilities you need

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