TECHNOLOGY
INNOVATION
<ISIS Papyrus>

Escape
the Complexity!

ISIS Papyrus presents a new approach to IT-Integration:

▶ Complete solution for BPM and Business Communication

▶ Integrated Security Concept

▶ Self-learning System

▶ Enough already with complex projects

Escape the Complexity!

ISIS Papyrus presents a new approach for IT-Integration

Are SOA (Service Oriented Architecture), Java and XML going to simplify the IT landscape and bring it closer to the end user? Could subsequently output management solutions be integrated into business processes easier and better to serve as an important link in customer oriented business communication? "Not so", says Annemarie Pucher, CEO of ISIS Papyrus. Project complexity and lead times are exploding with these new buzz-word technologies but for the last five years ISIS Papyrus has been offering a much more usable solution with Papyrus Objects.

Business processes and business communication are not just related issues, they are a single entity. Business communication takes place within the company as well as with the outside world and is always linked to a process. A document, a selection menu, a sticker, a note, a data record, an html website, a Flash presentation, an e-mail or even a message in your voice mail - all of this is business communication.
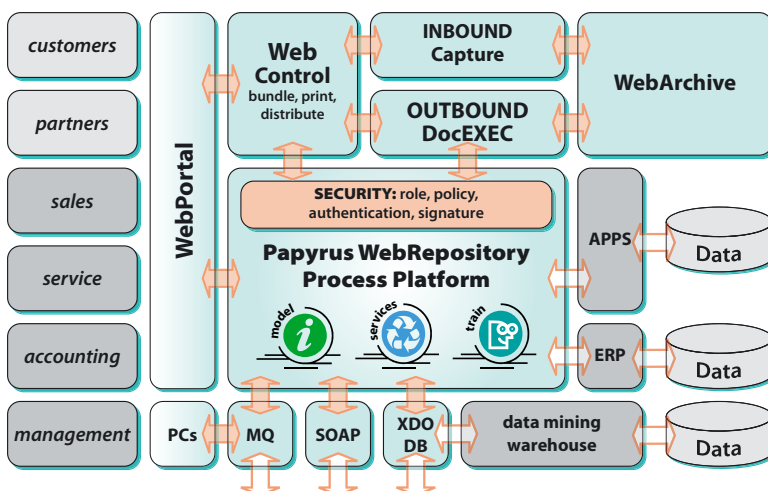
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This explains why complete integration into a simplified flow chart is futile because every process has to be hard coded into the system; too often supplemented by JAVA or XML. The only way to establish a coherent customer service environment is to define all process components in state engines and enable them to interact across application and process boundaries by means of "Events".

In order to accomplish this, five years ago ISIS Papyrus began recommending the integration of inbound and outbound document management. Today, this idea is being copied by much of the ECM industry and is falsely advertised as 'simple' with the use of SOA, Java and XML. SOA, however, is nothing more than a concept whilst Java and XML are programming languages to create pre-defined, rigid applications within high-risk projects. What is still missing is powerful integration technology that allows the end user to model and expand upon their own solutions.

■ Complete Solution for BPM and Business Communication

Papyrus WebRepository is the starting point for all ISIS Papyrus solutions. While most all of the SOA vendors forego an actual repository or try to integrate 3rd party products, the Papyrus Objects platform is built around the repository as the fundamental system component.

Acting as a central hub, Papyrus WebRepository provides seamless integration between applications, interfaces and operating systems.

Acting as a central hub, Papyrus WebRepository provides seamless integration between applications, interfaces and operating systems. Projects are not managed outside of the repository, but rather, in a step-by-step process from within. The traditionally sharp border between development and production changes into that of a parallel environment and requires a radical new approach to maintaining system integrity and security. The Papyrus concept does not require actual programming in Java or other programming languages. Java can of course be used for coding standard software but this will not result in 'agile' applications and processes.

A system like Papyrus Objects requires unlimited scalability and in order to achieve this it uses patented object oriented distributed transactions to integrate any number of servers and PCs into a homogenous system.

Papyrus WebRepository provides a simple way to generate and distribute reusable rules and decision-trees by using a graphical user interface. Adapters are easily defined once without the need for programming to integrate input data from external database systems or interfaces. These definitions can be used by 'drag and drop' into any process or document that has the right authorisation including SOA compliant interfaces.

■ Integrated Security Concept

This brings us to the issue of security which does not have to be implemented as an additional external solution or through integration efforts. All processes, documents and data are safeguarded by a system of user roles and privileges. Users are authenticated by log-in which can be optionally augmented with SmartCard or fingerprint technology. Documents and processes can be digitally signed for subsequent auditing.

A powerful version control system allows for the dynamic continuing development of documents and processes that meet user requests and market demands in a timely manner. Papyrus WebRepository manages a component library that insures the secure and controlled re-use of building blocks such as text, rules and images throughout all applications. Any changed building block is activated as a new version in all applications that use it at a pre-defined point in time.

All finalized processes as well as their incoming and outgoing documents are securely stored in the Papyrus WebArchive, with electronic signature if required. All applications managed in the Papyrus WebRepository can be transparently created, distributed and used across all operating systems including z/OS, Windows, Unix and Linux.

One uniquely innovative feature of the Papyrus WebRepository is the User Trained Agent (US patent pending). This self-learning software component, developed by ISIS Papyrus, intuitively learns from a user's actions when processing a business case. Conventional business process management solutions on the other hand require time consuming process analysis, modelling, simulations, deployment, monitoring and fine tuning.

■ Self-learning System

For example the UTA (User Trained Agent) will learn by observing user interaction in a certain business case by a certain user role through the recurring steps that are taken to process a certain document. As a result the UTA will adapt default system behavior and after a certain number of repetitions are observed it will automatically execute the process.

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This is not just the simple recording of user activity but very powerful pattern recognition technology that is very similar to human learning. From this learning process the UTA can extrapolate that a certain user type will act in a repetitive way given the same situation. This reduces the process analysis effort dramatically since only the involved components need to be defined and not the actual processes.
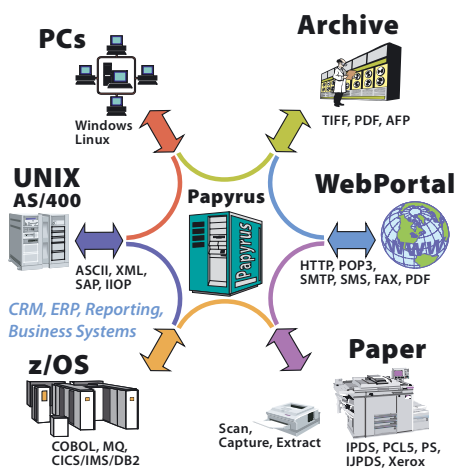
■ Enough already with Complex Projects

Already more than 100 of the 1000+ Papyrus customers are utilizing the vast potential of centrally managed processes in the Papyrus WebRepository to migrate correspondence, incoming mail, archiving and processing from high maintenance third party systems. Papyrus WebRepository turns the nightmare of fragmented communication infrastructures into consistent and harmonious units without complex and costly projects.

Papyrus projects do take time to be completed since human interaction is involved. Time and cost, though, are only a fraction of that required with traditional approaches.

In the end every Papyrus project meets exactly all user requirements and is by far easier to keep up-to-date than any Java/XML application - with or without SOA.
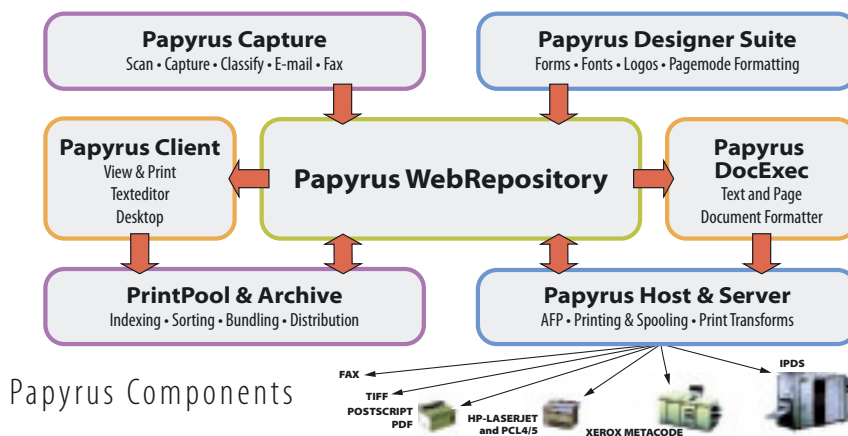
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SMTP, SMS, FAX, PDF

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Papyrus WebRepository

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PDF
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