



## ISIS Papyrus Offers Advanced Goal Orientation for Dynamic Case Management Applications

*Independent research firm cites Papyrus Platform as a Strong Performer  
that can help jump-start process design, support complex process*

**(DALLAS and VIENNA) Feb. 9, 2016** – Enterprise software provider ISIS Papyrus Software announced it has been named a Strong Performer in “[The Forrester Wave™: Dynamic Case Management, Q1 2016](#)”, published February 2 to help enterprise architects tackle increasing volumes of varied and unstructured work, which is a critical issue in customer service operations worldwide.

Forrester finds that improving customer experience requires addressing process gaps through astute handling of exceptions, applying analytics for context and offering real-time and mobile interaction, for which dynamic case management is emerging as an important solution component.

In [The Forrester Wave™: Dynamic Case Management, Q1 2016](#), ISIS Papyrus received a Strong Performer position based on its scores in Current Offering and Strategy. Profiling Papyrus as “a particularly strong fit for specialized and complex process support,” the 2016 Wave report for DCM cited these capabilities of the ISIS Papyrus platform:

- Advanced goal orientation– ability for tasks, rules and context to adapt to altered goals
- Imports external information models to help jump-start process design
- Tight integration with CCM, capture and ECM tools
- Central point of management from one object repository
- Advanced capture, ECM and CCM capabilities

"As a pioneer in case management with adaptive process, ISIS Papyrus continues to advance the technology for businesses to transform their interactions with customers, employees and partners," said [Max J Pucher](#), CTO of ISIS Papyrus. "The most valuable and fastest growing companies are those that use technology to satisfy their customers' needs in new and visionary ways - and in true adaptive (dynamic) case management, it is goals that align all content, process and data to satisfying those needs through knowledge work and digital collaboration. The Papyrus Platform streamlines the path to adaptive innovation for organizations that are raising the bar on what it means to serve customers."

Focusing on providers' adaptive, analytics and mobile features, Forrester Research, Inc. evaluated the 14 most significant software vendors across 21 criteria for DCM offerings. Overall, Forrester Research found that DCM products are providing an improved ability to build, use, deploy and change case processes, with reduced complexity and improved design, rules, UI and packaging.

"The Papyrus Platform is built from one source and seamlessly integrates enterprise content with business processes and customer communications for a One Company-One Voice approach. This unique capability results in significant cost savings and short-term results when implementing an advanced case management solution for responsive service environments," said Annemarie Pucher, CEO of ISIS Papyrus. "Our software and solution frameworks are geared for knowledge work and designed to enable rapid development of goal-driven, adaptive applications that accommodate change, growth and innovation - transforming service operations without limitations."

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The Papyrus Platform recently gained global recognition in the 2015 ACORD Insurance Innovation Challenge and the [2015 WfMC Global Awards for Excellence in BPM and Workflow](#) for leadership and innovation in process-driven solutions.

The [Papyrus Business Communications and Process Platform](#) empowers enterprise business users and knowledge workers to optimize and align processes, tasks, communications and documents in service-based organizations.

Customers and guests are invited to see the latest Papyrus technology through interactive presentations, guest speakers and demonstrations at the [2016 ISIS Papyrus Open House and User Conference](#) events across Europe, North America and Asia-Pacific starting in April.

#### **About ISIS Papyrus Software:**

*Global software innovator ISIS Papyrus offers a model-driven platform for fully integrated, omnichannel inbound and outbound communications, personalization and process optimization in customer-focused environments in the financial, insurance, utility/telecom, healthcare and public sectors. Knowledge-driven case management applications using Papyrus standard software enable claims handling, contract management, customer onboarding and purchase-to-pay, among others. Consolidating ECM, BPM and CRM, Papyrus drives efficiency and effectiveness, as well as quality and adaptability of customer-focused content and processes. As an active member of ACORD, AFPC, AIIM, OMG and WfMC, ISIS Papyrus supports and promotes technology and standards benefiting the business user.*

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