



ISIS Papyrus Software Named a Leader in Document Output for Customer Communications Management

*Independent research firm cites ISIS Papyrus' broad vision for DOCCM
supporting ECM, CRM, analytics, event processing, and BPM*

(DALLAS and VIENNA) February 7, 2014 – Enterprise software provider ISIS Papyrus Software announced it has been named a Leader in “[The Forrester Wave™: Document Output For Customer Communications Management, Q1 2014](#)”, published January 8.

For the report, Forrester Research, Inc. evaluated 11 document output for customer communications management (DOCCM) vendors across 26 criteria, finding strong differences in document design and composition, business empowerment, use cases, implementation, workflow, and reporting.

In its second time in the DOCCM evaluation, ISIS Papyrus received its Leader positioning based on its scores in Strategy and Current Offering.

“ISIS continues with a broad vision for DOCCM supporting ECM, CRM, analytics, event processing, and BPM, and views CCM as a component of a broader dynamic case management market....ISIS is a leader with a well-balanced product.”

-- [The Forrester Wave™: Document Output For Customer Communications Management, Q1 2014](#)

Profiling Papyrus as “an adaptive platform with exacting results,” the 2014 Wave report for DOCCM cited ISIS Papyrus for its:

- Full application lifecycle platform and framework
- Great flexibility
- “Framework” solutions to reduce implementation
- Sweet spot where language complexity and where exact rendering of content is essential
- Consolidated and common data model across CRM, ECM, DCM and CCM in a core repository

“ISIS Papyrus has provided enterprise document and customer communications solutions since our inception, so we are honored and proud to be recognized in this research as a leader and for our vision in what we believe is a crucial area of business technology,” said Annemarie Pucher, CEO of ISIS Papyrus Software. “The value of the Papyrus Platform is its combination of powerful document customization with multichannel capture and delivery for full-circle customer communications that are tailored for each organization’s needs.”

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.

ISIS Papyrus Named a Leader in DOCCM – Page 2

About ISIS Papyrus Software:

Global software innovator ISIS Papyrus offers a flexible software platform for fully integrated inbound and outbound communications, personalization and process optimization in customer-focused environment in the financial, insurance, utility, telecom, healthcare and public sectors. Based on a proven application platform for consolidating ECM, BPM and CRM, the [Papyrus Business Communication and Process Platform](#) enables flexibility, efficiency, collaboration, quality and continuous improvement of customer-focused content and processes. With 16 offices, 14 subsidiaries and four development centers, ISIS Papyrus supports more than 2,000 enterprise customers worldwide who use Papyrus standard software for business applications to manage customer communications & billing, business correspondence, case/claims management, multichannel delivery, ADF, indexed capture and targeted messaging. As an active member of AIIM, OASIS, OMG and ACORD, ISIS Papyrus supports and promotes technology and standards benefiting the business user.

ISIS Papyrus Media Contacts:

Stephanie Mayo, ISIS Papyrus America, Inc.

+1-817-416-2345

stephanie.mayo@isis-papyrus.com

Christian Berchtold, ISIS Papyrus Europe, AG

+43-2236-27551

christian.berchtold@isis-papyrus.com

Janet NG, ISIS Papyrus Asia Pacific Ltd

+65-6339-8719

janet.ng@isis-papyrus.com

###