

## Papyrus Software Customer is a Winner in 2016 WfMC Global Awards for BPM

*Papyrus-based Solution for Digital Transformation of Workforce Recruitment  
Wins for Adaptability, Agility and Mobility with Business Process*

(VIENNA and DALLAS) Dec. 15, 2016 – Enterprise software provider ISIS Papyrus Software proudly congratulates another customer as a winner in the 2016 WfMC Global Awards for Excellence in Business Process Management. Sponsored by the Workflow Management Coalition (WfMC) for more than 20 years, these awards recognize user organizations that have demonstrably excelled in implementing innovative business process solutions to meet strategic business objectives.

The latest Papyrus customer recognized by the [WfMC](#) is a leading European Contingent Workforce Recruitment company that provides professional services to blue chip organizations in Europe and internationally. The Company recently introduced a new Contingent Workforce Management System (CWMS) to handle the processes involved in hiring skilled workers, service delivery, reporting, payroll and client invoicing for more than 50,000 temporary workers.

Using Papyrus [business process-driven technology enabled for a fully mobile environment](#), the CWMS has helped the Company streamline, standardize and optimize their business operations end-to-end from recruitment and candidate management to payroll and client invoicing across multiple departments and user environments:

- A **mobile app** for onboarding new workers and assigning work shifts to enhance communication & activity between clients, workers & employees
- **Intuitive user interface** to considerably cut the time for data validation
- Data-driven **invoice generation and automatic delivery** to clients
- **Output in different data formats** suitable for external system processing
- **User tracking of process** operation with the built-in BPMN designer/viewer
- **Revenue reporting** data generated for each client



“We are excited for this well-deserved recognition of our customer’s unique solution for true digital transformation of their entire business operations to embrace the fast pace of workforce management,” said Annemarie Pucher, CEO of ISIS Papyrus Software. “The innovation accomplished using Papyrus to create a *unified platform* has changed the way the company interacts with clients *and* workers to run the business more productively, efficiently and profitably.”

Selecting Papyrus standard software to maximize flexibility and agility in a rapidly changing market, the Company has utilized the [Adaptive Case Management \(ACM\)](#) framework as the foundation of the CWMS to enable both automatic system and ad-hoc user activity that minimizes manual steps and ensures a seamless operational and customer experience from job order to billing.

Judges commented on the comprehensive nature of the solution: “This is a complete case management system that involves a comprehensive mobile app, significant data integration and multiple sources - substantially process modeled and automated through case management and support for many different types of users. It’s a very big and advanced end-to-end system with substantial documented benefits and significant improvements over the old paper, manual, single-threaded solutions.”

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Page 2

Since implementing the new CWMS with the Papyrus ACM framework, the Company has realized significant improvements in productivity, turnaround, quality and visibility across the organization:

- Recruitment process reduced by nearly 90% (75 minutes to 10 minutes)
- Digitalization of worker's HR dossier saves €50 (\$52-53) per applicant
- Mobile work assignment reduces staff handling by 40%
- Data validation takes less than two working days vs. more than a week previously
- 1:1 mobile communication for 10,000 shifts/day increases work shift assignments
- Improved data validation minimizes missing data for payroll calculation
- Printing is eliminated completely during the fully electronic data validation
- Transparent system enables monitoring, tracking and status of key business processes for staff, customers, workers and management
- High integration capability with any external system increases data integrity
- Reporting and tracking reduces loss in payment calculations and billing

For 2016, a record number of award submissions were assessed by 27 judges using 15 distinct evaluation factors within the criteria of *Innovation*, *Implementation* and *Impact*. Entries evaluated across *all* categories resulted in only 12 winners selected overall, which were recognized December 15 in an online awards ceremony co-presented by thought leader and [WfMC](#) Executive Director Nathaniel Palmer and WfMC Chairman and author Keith Swenson.

Papyrus customer Mobiliar Insurance previously received the [2015 WfMC Global Award for Excellence in BPM and Workflow](#) for their vision and commitment to advancing customer-facing processes and communications.

The [Papyrus Platform for Business Communication and Process](#) drives digital transformation in service-based organizations by empowering enterprise business users and knowledge workers to optimize and align processes, tasks, communications and documents. Inquiries about the European Contingent Workforce Recruitment solution or the latest Papyrus technology are welcome at [info@isis-papyrus.com](mailto:info@isis-papyrus.com).

### [About WfMC Global Awards for Excellence in BPM & Workflow](#)

*These prestigious Global Awards for Excellence in BPM & Workflow recognize user organizations that have demonstrably excelled in implementing innovative business process solutions to meet strategic business objectives. Workflow Management Coalition (WfMC) and [BPM.com](#) jointly sponsor the annual Global Awards for Excellence in BPM and Workflow. The Awards program is managed by [Future Strategies Inc.](#)*

### [About ISIS Papyrus Software:](#)

*ISIS Papyrus Software enables business applications for digital transformation, operational enhancement and customer engagement in an omni channel world. From insurance and banking to utilities and telecom to government and service providers, Papyrus technology supports service organizations by enabling business and technical teams to more effectively integrate, interact and innovate for real-world results across departments, functions and geographies. With core capabilities in [CCM](#), adaptive case management (ACM) and [intelligent capture](#), Papyrus is a new breed of software - a flexible, end-to-end business application platform natively designed and integrated to empower business users securely across the enterprise on desktop, browser and mobile devices, linking to social and running in the Cloud. With Papyrus Platform for Business Communication and Process, enterprise teams choose where to improve, whom to empower and how to scale - gaining the knowledge and tools to create, manage and enhance business applications with reduced IT dependence.*

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**Papyrus Software Customer is a Winner in 2016 WfMC Global Awards for BPM**

Page 3

**ISIS Papyrus Media Contacts:**

Stephanie Mayo Lestingi

ISIS Papyrus America, Inc.

[stephanie.mayo@isis-papyrus.com](mailto:stephanie.mayo@isis-papyrus.com)

Christian Berchtold

ISIS Papyrus Europe AG

[christian.berchtold@isis-papyrus.com](mailto:christian.berchtold@isis-papyrus.com)

Janet NG

ISIS Papyrus Asia Pacific Ltd

[janet.ng@isis-papyrus.com](mailto:janet.ng@isis-papyrus.com)