Butler Group Technology Audit Recognizes ISIS Papyrus Superiority in Streamlining Process

Communication platform creates a holistic content environment for context, collaboration and quality

VIENNA and DALLAS (March 3, 2009) – According to a recent Technology Audit from Butler Group, the IT end user division of Datamonitor and leading provider of information technology research, analysis and advice, the ISIS Papyrus Business Communication & Process Platform is a real world solution for companies looking to streamline process applications.

Noting that managing customer service requirements through disparate ECM, CRM and BPM applications has created serious challenges for the business managers responsible for process quality, the February 2009 report describes the Papyrus Platform as a solution that helps resolve industry fragmentation of processes that should be integrated.

Report author and BPM Practice Director Michael Thompson said, "There is an equal tendency to consider BPM, ECM and BI (rather than Business Activity Monitoring) as separate entities that have little or no connect. For real benefit, one has to consider these as part of a holistic ecosystem, which is the main differentiator for ISIS Papyrus."

Key findings from the audit demonstrate ISIS Papyrus leadership in integrating processes that provide real value and reduce management costs for organizations:
- Reduces the integration effort of bringing together disparate solutions
- Utilizes a complex event processing agent that recommends activities
- Features centralized point of control for all assets, models and content with versioning
- Provides quick-start application frameworks that are non-code customizable
- Contains fully integrated role-based access control for heightened security

"Butler Group is respected for its continued dedication to unbiased technology research, and this excellent recognition of the Papyrus Platform validates our own dedication to practical innovation," said Annemarie Pucher, CEO of ISIS Papyrus. "ISIS continues to take pride in providing real solutions for better business communication and higher service quality.

"Processes, especially truly agile processes, require more than the ability to handle documents/information/data: they need to have a degree of 'understanding' of the content and context," said Thompson. "This is what ISIS Papyrus brings to the market."

Details about the ISIS Papyrus Platform and its applications for ADF, ECM, BPM and DOM are available online at www.isis-papyrus.com or by email to info@isis-papyrus.com.

About ISIS Papyrus Software:
ISIS Papyrus develops and delivers consolidated customer communication and process optimization solutions for enterprise organizations in the financial, utility, telecommunications, healthcare, insurance and public sectors. In 2008 ISIS Papyrus celebrates 20 years of excellence and customer-focused innovation, with 16 worldwide offices, 13 subsidiaries and three development centers supporting more than 2,000 enterprise and government customers worldwide who are using ISIS Papyrus solutions for process improvement, business

correspondence, multi-channel output, e-mail, document capture and archiving. Today more than 2,000 customers have chosen ISIS Papyrus as a proven and fully integrated customer communications platform for end-to-end flexibility, efficiency, collaboration, quality and continuous improvement of customer data, content and processes. More information about the company and its ISIS Papyrus Enterprise Communication and Process Platform is available online at http://www.isis-papyrus.com.

About Butler Group:

Butler Group (www.butlergroup.com) is the IT End User division of Datamonitor Plc and is a leading provider of Information Technology research, analysis, and advice. Founded in 1990, Butler Group is respected throughout the business world for the impartiality and incisiveness of its research and opinion.

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