

**ISIS Papyrus Software** offers a consolidated, end-to-end solution for **inbound and outbound business communication and process management**, based on standard software components and solution frameworks. Its business communication platform uses a repository to consolidate business data, rules, content, processes, tasks, activities and the GUI in a single case.

**More than 2,000 customers worldwide** utilize ISIS Papyrus products 24/7 to improve customer operations.

By **consolidating ECM, CRM, CCM and BPM** into a single solution, ISIS Papyrus enterprise customers benefit from a real-world solution for unifying customer-focused processes and aligning customer communications activity with business goals.

## 25 YEARS OF EXCELLENCE

The ISIS Papyrus Group is a unique expert player in its own market niche. More than 320 employees leverage a tradition of excellence in **meeting customer requirements** based on insight into customer-to-employee, employee-to-content and content-to-process relationships.

In 2013 the privately ISIS Papyrus Group **celebrates 25 years of customer-oriented software innovation**, continuing profitability above industry average, substantial cash reserves and typical annual growth of 10 percent.

With its operational European headquarters in Vienna, ISIS Papyrus today has **16 corporate offices worldwide**, including the American headquarters in Dallas-Fort Worth and the Asia-Pacific headquarters in Singapore.

### ISIS Papyrus Development Centers (4):

Austria, Germany, Italy, Spain

### ISIS Papyrus Service & Support Centers (12):

Austria/Vienna - European HQ  
Texas/Dallas-Fort Worth - US HQ  
Singapore - Asia-Pacific HQ

Belgium/Braine l'Alleud, France/Paris, Italy/Ivrea, Netherlands/Amsterdam, Nordics/Copenhagen, Spain/Madrid, Barcelona, San Sebastián, Sevilla, UK/Kingsclere



Corporate Headquarters, Vienna, Austria



US Headquarters, Dallas, Texas



Asia-Pacific Headquarters, Singapore



**ISIS Papyrus chosen by Red Herring among the 2012 Top 100 private European companies for innovations and technologies across industries**

“Choosing the companies with the strongest potential was by no means a small feat. After rigorous contemplation and discussion, we narrowed our list from hundreds of candidates from across Europe to the Top 100 Winners. We believe ISIS Papyrus Software embodies the vision, drive and innovation that define a successful entrepreneurial venture. ISIS Papyrus should be proud of its accomplishment, as the competition was the strongest it has ever been.”  
– Alex Vieux, publisher and CEO of Red Herring



**ISIS Papyrus ACM customer Paneon wins Gold at the 2012 Global Awards for Excellence in Adaptive Case Management**

“These winners showcase adaptive case management at its very best, and I believe, raise the bar for all BPM software vendors. Why?

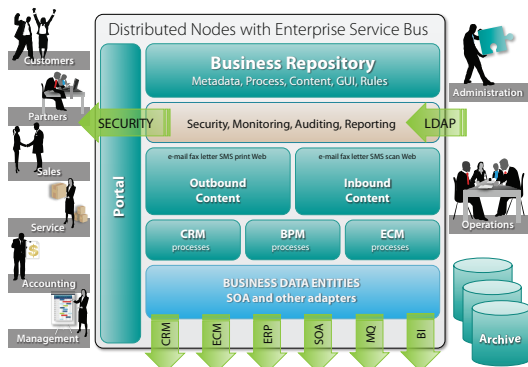
Because these companies have automated complex, customer-facing processes that take the drudgery and inefficiency out of work while providing an unprecedented automation level for business flexibility, compliance and transparency. These solutions are not BPMS as usual; they integrate the best of both worlds—human decision-making and automation—empowering the workforce to apply human judgment to complex situations while also automating complex workflows between customers, partners, external parties and managing the interrelationships between high volumes of documents, data, collaboration artifacts and other information.”

– Connie Moore, Vice President/Principal Analyst, Forrester Research

## CORE TECHNOLOGY

Starting from mainframe forms design in 1988, via the industry's most powerful, cross-platform and cross-industry document formatting tool, ISIS Papyrus developed the **unique content- and process-driven Papyrus Business Information Platform in 2000.**

Today, Papyrus is implemented as a flexible business application platform designed to support a large number of internal and external users securely across the enterprise on desktop, browser and mobile devices, linking to social media and running in the Cloud.



*Papyrus WebRepository consolidates enterprise communication and processes for a multichannel service environment*

**The Papyrus Platform for Business Communication and Process** was designed to consolidate customer-centric processes through a productive, metadata repository. It drives change management across a distributed multi-OS infrastructure - bridging mainframe, UNIX, PC, Web and mobile/social environments without conversion, reprogramming or even recompilation.

ISIS Papyrus' patented, peer-to-peer grid technology is scalable and provides full data and transaction integrity without the need for Java application or database servers. Further, Papyrus was the first software system known to use real-time machine-learning for automated business process discovery.

For content and processes that link all systems, applications and people around the globe to collaborate across different time zones, languages, and cultures, Papyrus supports all code page systems, including Arabic and Hebrew with right-to-left formatting, as well as Japanese, Chinese and Korean fonts.

## REAL-WORLD RESULTS

The Papyrus Platform for Business Communication and Process enables **critical business benefits** for high-quality customer communications and operations:

- Shorten time to market for new products
- Empower business users to act, respond, resolve and improve
- Ensure brand consistency across channels
- Share a consolidated customer perspective across the organization
- Ensure seamless collaboration and integration
- Align activity goals with management objectives
- Provide customers with secure portal and mobile access
- Provide closed-loop processes for partners and vendors
- Improve accountability, compliance and productivity

A reference selection from **more than 2,000 ISIS Papyrus customers** across industries:

- **Finance:** Citibank, Deutsche Bank, HFC Bank, UBS, Credit Suisse, BNP Paribas, CapitalOne, Lloyds TSB
- **Insurance:** Allianz, Generali, Thrivent, Great West Life, Sun Life, Zürich, AG Insurance, Tryg, Mobiliar
- **Healthcare:** AXA, Hallesche, Siemens Medical Systems, Sanitas, Wellpoint
- **Telecom:** Bell South, SwissCom, T-Mobile, Orange, Singapore Telecom, Belgacom, Telekom Austria, Verizon, AT&T
- **Public/Government:** EDS Department of Social Services, EDS Jobseeker, European Patent Office, Commonwealth of Pennsylvania, City of Vienna
- **Manufacturing/Retail:** Avon Cosmetics, Bally Shoes, BASF, Canon, IKEA, Miele & Cie, Paneon, Renault, Sherwin-Williams, Volkswagen
- **Utilities/Energy:** Consumers Energy, First Energy, National Grid

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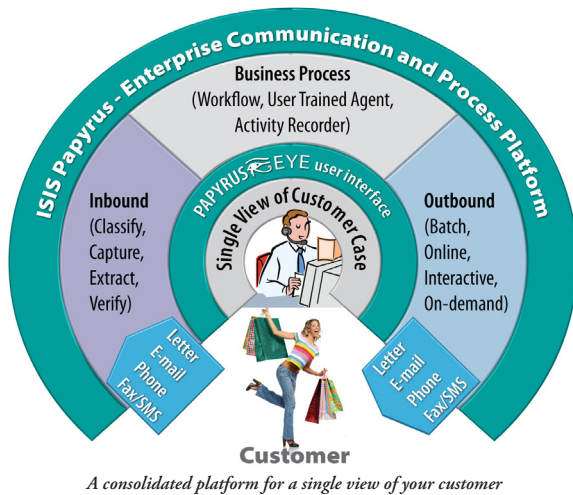
**REAL-WORLD INNOVATION**

**Business Architecture**

Business architecture bridges the enterprise business model and enterprise strategy on one side to the enterprise business functionality on the other side. The Papyrus Platform enables definition of the business architecture to define a strong link between business strategy and execution, using business terms as a language of process to empower the business user to describe the process semantically.

**One Company – One Voice**

The Papyrus Platform enables corporations to centrally manage, administer and deploy document resources, data and definitions for all types of business documents and users, so that all outgoing correspondence strictly follows the corporate design and identity.



*A consolidated platform for a single view of your customer*

Further, document building blocks are defined once for reuse across multiple document types. By unifying inbound and outbound communications with processes linked to enterprise systems, ISIS Papyrus enables organizations to interact with customers as one company with one voice.

**Mobile, Handheld and Social Support**

Fast decision-making is required for higher productivity. A common challenge has emerged from mobile and social technology: Business documents are delivered to iPhone or Android mobile devices; business forms are completed on iPad and other handhelds; data capture via mobile e-forms and photo data extraction are common requests by field personnel in claims and sales processes.

With Papyrus, all electronic documents and forms can be delivered in the same quality to the mobile device and the browser for cross-platform consistency and efficiency - with no JavaScript coding requirement. Social network channels such as Twitter, Facebook or LinkedIn can be fully integrated into the business communication process by a social adapter.

**Papyrus EYE/Widgets:**

**Interactive Business Correspondence in the Front Office**

The new user-friendly Papyrus EYE/Widget GUI empowers business users to improve customer service and support quality without additional coding. Papyrus EYE/Widget technology is avoiding the extra delays, resources and expense of programming a Web-enabled version of desktop user applications. Account teams working in a browser front end to respond to customers can select the same templates and text editing features, enable/disable text blocks and route the document for approval, just as if they were in their desktop application. Papyrus enables the business to create and manage content, templates and documents for batch and online document production, as well as for interactive in-document editing, ad-hoc reporting, contracts and correspondence.

**Automated Document Factory - Cross-channel eDelivery**

Secure, fast, confidential, traceable, legally binding: that's eDelivery with Papyrus. In addition to delivering business documents to the customer in PDF and HTML via e-mail, browser and WebPortal, Papyrus can also send the same document in perfect quality to all mobile devices and ensure that printing is always an option.

**Adaptive Case Management (ACM)**

ISIS Papyrus defines and implements ACM in its full range, from straight-through processes to dynamic processes to completely unstructured processes, driven by ad-hoc content arrival such as e-mail or social media. Papyrus ACM includes goal orientation and business rules to align and coordinate activities, content, rules, user interface, and integration with external systems.

The tightly integrated ECM, portal and collaboration capabilities of Papyrus support rapid development, deployment and maintenance of custom desktop, Web and mobile applications. This integration makes it easier to define business processes, improve employee productivity, simplify supply chain processes, strengthen regulatory compliance and achieve rapid performance improvements throughout the enterprise.

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## EXPERT RESOURCES

### Software is the new currency of change and businesses are learning to adapt to the new customer experience ...

where consolidation is the name of the game in the back office and new service offerings for an in-house, partner and customer ecosystem are driven by Web, mobile and social technology in the front office.

### Worldwide User Conferences

In its third decade of innovation and excellence, ISIS Papyrus invites you to its annual must-attend business technology conferences, where ISIS Papyrus experts will show the latest and most advanced features, frameworks and solutions of the Papyrus Platform for Business Communications, supplemented with insight into the fast-moving world of content, process and communication technologies.

Our diverse program stimulates ideas and discussion through Guest & Keynote Speakers, Conference Sessions, Solutions Showcase, Customer Case Studies, Workshops/Labs and Brainstorming Sessions, kicked off with an enjoyable Opening Event.



### ISIS Papyrus Open House and User Conference

Austria, Italy, United Kingdom, USA

### ISIS Papyrus Strategy and User Conference

Belgium, Denmark, France, Germany, Sweden, Switzerland, The Netherlands, China, Singapore, Taiwan, Thailand

## LEARN, NETWORK, DEVELOP NEW IDEAS

Focus on the unique challenges in your industry, learn how to make a measurable impact in your organization with Papyrus, and meet like-minded document professionals to discuss best practices and pragmatic solutions to common, real-world challenges. Attendance at the two-day educational conference is complimentary for all registrants.



**IT Managers • Line of Business Managers • Document Professionals • Strategists / Corporate Architects • Business Application Managers • Enterprise Solution Architects • Customer Service Managers • Output Specialists**

Our Management Circle Seminar track emphasizes management-level ideas and strategic topics for implementing improvement and innovation in customer-related communications and operations.

**Banking/Finance • Insurance • Medical/Healthcare • Government • Telecom • Utilities/Energy • Service Bureaus**

## Consulting Services

ISIS Papyrus understands the business communication challenges that enterprise organizations face to thrive in a competitive market. Our consultants have the experience to analyze each organization's unique goals and then provide the tools, guidance and expertise that enable your team to produce high-volume, multichannel 1:1 communications that significantly improve customer/prospect response rates and satisfaction.

While Papyrus installation and application development does not require custom programming, our customers expect and receive a complete service package of analysis, training and implementation, delivered by well-trained, experienced and knowledgeable Papyrus consultants in every major country.

## Training & Workshops

Because ISIS Papyrus is committed to enabling long-term self-support for all of our customers, we offer a full curriculum of hands-on training courses and workshops to meet the ongoing needs of your business support teams, in public or private classes.

In a relaxed and comfortable atmosphere, technical and business users can learn best practices for the business document solutions of tomorrow – to use in your environment today. ISIS Papyrus offers a regular schedule of standard training classes in our regional headquarters - Vienna, Dallas and Singapore - and, if so desired, on-site workshops. The Papyrus Certified Professional Program ensures a high level of expertise for customers and partners involved in developing and delivering Papyrus solutions.

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