



Corporate Headquarters, Vienna, Austria

### Papyrus - The globally most innovative communications and process management solution.

ISIS Papyrus ([www.isis-papyrus.com](http://www.isis-papyrus.com)) offers a consolidated end to end solution for **inbound and outbound communications and process management**. Its business communication platform uses a repository to consolidate business rules, document management and Case Management. Papyrus is the globally FIRST software system that uses real-time machine-learning for automated Business Process discovery.

The Swiss-based ISIS Papyrus Group **celebrated in 2008 twenty years of customer-oriented software innovation**. Its operational headquarters are in Vienna, Austria, with offices in 15 countries.

The ISIS Papyrus Group is a unique expert-player in its own market niche. More than 250 employees leverage a tradition of excellence in meeting customer requirements based on a unique insight into customer-to-employee, employee-to-content and content-to-process relationships. The group is privately owned, profitable above industry average, has substantial cash reserves, and typically grows 10 percent per year.



Asia-Pacific Headquarters, Singapore

ISIS Papyrus software connects enterprises with their customers by for example issuing more than half the United States credit cards and producing more financial and telecom documents than any other vendor in the European Union. **More than 2000 customers**, mostly enterprise size corporations, utilize ISIS Papyrus products 24/7 around the globe.

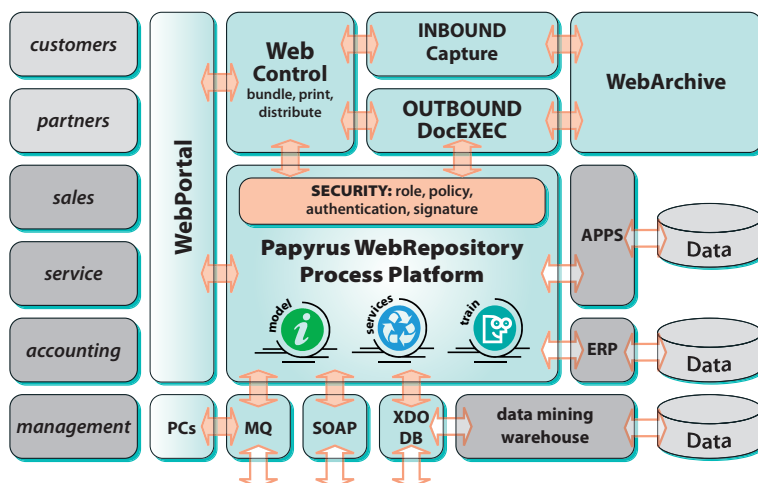
#### The Papyrus Platform enables these key business benefits:

- Shorten time to market for new products
- Ensure brand consistency across all channels
- Give business users a consolidated customer perspective
- Collaborate on product creation and launches
- Enable seamless collaboration and integration
- Provide customers with portal access
- Provide closed-loop processes for partners and vendors

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



US Headquarters, Dallas, Texas



Papyrus WebRepository consolidates enterprise communication and processes

By focusing on service consolidation rather than SOA and the lack of agility caused by Java and XML, the Papyrus Inbound and Outbound functionality carries business information through an uninterrupted closed loop of processes that link to the productive enterprise systems by means of data federation. Market analysts and domain experts continue to insist on fragmenting the software market into ECM, CRM and BPM and lack the vision to grasp the effectiveness of the ISIS concept. Our enterprise clients benefit from ISIS Papyrus' patented, real-world solution for consolidated, customer-focused processes.

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### Business and IT processes consolidated by the Papyrus Platform:

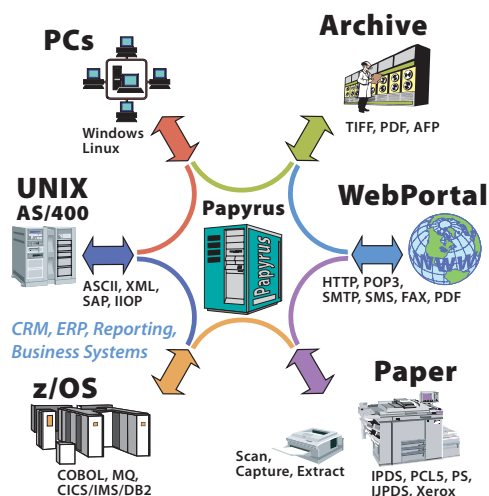
- Change Management metadata, process and content repository (CM)
- Distributed process servers with tightly integrated security (Biometric, SmartCard)
- Customer Relationship Management (CRM)
- User-Trained Business Processes and Services (BPM)
- Process-related Business Intelligence (BI/DW)
- Enterprise Information Presentation and Reporting (EIM)
- Web Content Management and Web Applications (ECM, WCM, CMS)
- Service driven integration of processes (SOA, EAI)
- Campaign Management and Direct Marketing (CRM)
- Bank, Credit Card and Telecom Statement Applications with Messaging (CRM, ECM)
- Insurance Policies and Correspondence Letters (ECM, CRM)
- Document Capture for paper, fax and e-mail (ECM)
- Classification, Data Extraction, and Archiving (ECM)
- Portal Applications and Content Management (ECM, WCM)
- Distributed Print and Output Management (OMS)

The Papyrus Business Information Platform was **designed to consolidate customer-centric processes through a productive metadata repository.** It drives change management across a distributed multi-OS infrastructure on mainframe, Unix, PC and Web 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.



In global organizations people 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. Effective enterprises need content and processes that link all systems, applications and people around the globe.

**Papyrus Document Switchboard:**  
A comprehensive scalable solution for centralized management of document applications with print and output management that span web, client server and host environments.



### A selection from over 2000 ISIS Papyrus References:

#### Finance Sector uses Papyrus

Citibank, Deutsche Bank, HFC Bank, UBS, Credit Suisse, BNP Paribas, Capital One, Lloyds TSB

#### Insurance uses Papyrus

Allianz, Generali, Thrivent, RAS, Great West Life, Sun Life, HBOS, Zürich, Hibernian

#### Healthcare uses Papyrus

AXA, HUK, Empire Health Choice, Siemens Medical Systems, Sanitas, Hallesche

#### Telecommunication uses Papyrus

Bell South, SwissCom, T-Mobile, Debitel, Orange, Singapore Telecom, Belgacom

#### Public Sector uses Papyrus

EDS Department of Social Services, EDS Jobseeker, European Patent Office

#### Manufacturing uses Papyrus

Avon Cosmetics, Bally Shoes, BASF, Canon, IKEA, Miele & Cie, Renault, Volkswagen

### ISIS Papyrus Locations

ISIS Holding AG: Switzerland

### ISIS Development Centers:

Austria, Germany, Italy

### ISIS Service and Support Centers:

Austria/Vienna, European-HQ  
Dallas/TX, US-HQ  
Singapore, Asia-HQ  
Italy/Ivrea, Spain/Madrid, France/Paris, UK/Kingsclere, Benelux/Brussels

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