

Conference



Sessions

Customer



Case Studies

Workshops



and Labs

Brainstorming



Session

Solutions



Showcase

# ISIS OPEN HOUSE

and user conference

The Premier  
Annual Event  
for Enterprise  
Communication  
and  
Business Process  
Management

Vienna, Austria  
April 27- 29, 2008

*You are  
invited...*

Ladies and Gentlemen,

**We are delighted to invite you to our ISIS Papyrus Open House 2008.**

And we have reason to celebrate because January 19th, 2008 marked the **20th anniversary** of our company. How time flies when you are being innovative. We also celebrate a very successful 2007 with many new customers and growth being back in the twenties. We chose to be a specialist and innovator for large corporations rather than chasing market share. It was a good choice!

Once again the Open House will offer many surprises to our visitors. Just because we are successful does not mean we stop to rest on our laurels. The ISIS Papyrus Communication and Process Platform has established itself as a **powerful application environment** and has been chosen by large organizations for internal company use as well as customer-oriented processes for thousands of concurrent portal users. We present functionality based on the powerful architecture empowering businesses to customize their services with little or no support from the IT department.

Take for example the new **Papyrus EYE** (formerly XUI) user interface that works transparently in our desktop or a Flash player. It is much more powerful than a simple forms designer because it offers all the features of a full GUI library without the need for programming skills and tools. Papyrus EYE adds new functionality for process presentation and graphical charts for dashboards and the Business Rule Editor that enables the dynamic addition of rules to a process. On the system management side we now offer one of the most powerful performance monitoring and tuning tools with drilldown to the source code of rules being executed.

While all that is exciting, we think that one of the best reasons to join us at the Open House is the ability to share experiences. Meet architects, business managers, project managers and IT experts that are all facing the same challenges as you. The Open House has always been fertile ground for new ideas and innovative concepts. So please join us for sharing and for celebration.

We look forward to welcome you.



**Annemarie Pucher**  
CEO ISIS Papyrus



**Max J. Pucher**  
Chief Architect

Annemarie Pucher

Max J. Pucher

# Conference Overview

## About this conference

This conference provides an excellent learning experience by hearing about new technologies and how these have been implemented within organizations. It brings together the technologies, people and ideas driving the future of strategic document management across the enterprise. This is the place to get practical answers you need for today's biggest concerns - doing more with less, coping with a complex business environment, satisfying customer demand and achieving measurable ROI.

## Networking and community building

Make connections and share ideas with peer executives who, like yourself, have found that in today's business climate you cannot afford to not have a corporate document strategy and lifecycle document management. The ISIS Open House event is truly an international conference. Sessions are available in German and English with presenters from leading companies and industries who can give perspectives on your document process infrastructure to get the most out of Papyrus without extra investment.



### Conference



#### Sessions

## Conference Sessions

Are designed specifically for corporate executives, IT managers and key decision makers. Sessions in this program feature innovative ideas and successful strategies to demonstrate how to grow the business, improve customer service, reduce costs, manage risk and tackle leadership challenges.

### Workshops

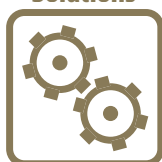


#### and Labs

## Workshops and Labs

These very popular, instructor-led workshops help you build skills across a wide variety of Papyrus solutions. They are designed to get you up to speed quickly with hands-on interaction directly with the Papyrus products. These sessions enable you to sample new technology and solution ideas. Work through your questions with experts and learn tips, tricks, and strategies to make your job easier and faster.

### Solutions



#### Showcase

## Solution Showcase

Throughout the entire 2 days, ISIS executives and consultants are at hand for one-on-one meetings. New product features and enhancements of the current Papyrus software version are hands-on demoed in our state of the art demo center.

### Customer



#### Case Studies

## Customer Case Studies

You will hear directly and candidly from customers who are eager to share their successes and challenges when implementing corporate business document solutions for outbound and inbound correspondence.

### Brainstorming



#### Session

## Brainstorming Session

In this moderated session, attendees will have the opportunity to discuss in a group, have interactive idea exchanges and ask questions to the ISIS management and experts. You will get answers to your specific questions and a deeper understanding of key concepts or technology.

*To meet with many other users gives us a good understanding of how the software is used in a variety of different sites, architectures and platforms. It is gratifying to be able to pass on and receive hints and tips."*

*Marc Goldstein,  
Docuplus UK*

## Announcement:

ISIS is proud to globally announce the FIRST software system that uses machine-learning neural-net technology for Business Process Management in real-time.

*“It was especially interesting to hear about the new things under development and share with the developers our needs and ideas related to it.”*

*Kim Palmus,  
 PFA Pension, Denmark*

## Focus on your industry

Experts will focus in their sessions on the unique challenges in your industry. This is your chance to hear how you can make a measurable impact in your organization with Papyrus. It's a fantastic opportunity to meet like-minded document professionals to discuss best practices and pragmatic solutions to common real-life challenges.

## Who Will You Meet

- Senior executives and key decision makers
- IT Managers / Business Line Managers
- Document Professionals
- Strategists / Corporate Architects
- Printing Specialists
- Business Application Manager
- Enterprise solutions architect
- Customer service

## Markets presented

- Banking/Finance
- Insurance/Medical/Healthcare
- Telecom
- Utilities
- Government
- Service Bureaus

## What you will gain from attending this Conference

**Knowledge** about of how to minimize application integration cost and time.

**Understanding** of how you greatly reduce IT costs by improving the efficiency and effectiveness of document utilization.

**Insight** on how to capitalize on document flexibility and guaranteed upward compatibility.

**Ideas** on how to resolve current and future document requirements.

**Information** on available technology that provides you with a unified document switch-board connecting platforms, applications, users and output channels.



## If you are new to ISIS Papyrus

In 2008 ISIS Papyrus celebrates **20 years of innovation and excellence**. From humble beginnings, what was once a home office in a basement ISIS is now a global organization with 14 subsidiaries, 3 development centers and over 2000 clients. They all use Papyrus Software for corporate business correspondence creation, multi channel output management, document capture and archiving.

Papyrus is an integrated end to end solution that incorporates a full document lifecycle. It goes beyond outbound correspondence with the inclusion of comprehensive inbound document processing. And it's because of this **intriguing and innovative technology** based on the Papyrus Objects process kernel and the Papyrus Repository organizations can perform complex document process management functions including CASE Management.

## New and available technology

### Papyrus Business Layouter

Empowers the business administrator with an rich and easy to use user interface to assemble and define new letter types and templates with business rules and processes.

### A new perspective on: CASE Management

The integration of Content Management and Process Management

### Innovation on Business Process Management

The event driven and state controlled Papyrus system provides agility like a navigation system in a car. It enables the user trained agent to learn from the user interaction with a business case in real time and executes the trained functionality.

### Papyrus: The Process and Content Platform

Consolidates all aspects of ECM, CRM and BPM and Business Rules using the EAI capabilities of Papyrus without the need for complex SOA projects.

### Papyrus Color Management

For full color document applications on any output channel and UNICODE font support for SBCS and DBCS in AFP and PDF.

### Papyrus Eye User Interface for WebPortal/ Webapplications

Puts user interactive and on demand business document generation back in the hands of the business while ensuring enterprise wide standardization (customer experience) of documents.





## Monday, April 28

### 14.00 Workshop/Lab

#### Dynamic document design, development, central administration and reuse of resources

- With the Papyrus graphical toolkit you define logic, data interface, classes, versions, variants, adapters to business applications and type managers to databases.
- Change Management (development/test/production) and validation (from/to)

### 15.00 Workshop

#### Implementing online and ad hoc interactive correspondence letters

- With the Papyrus Business Layout tool you assemble personalized letter templates consisting of multiple elements, text, logic and data
- Define multi level security and letter processes, sign off processes and output workflows
- Learn about real time and offline access to documents and applications for Agents

### 16.00 Workshop

#### Building dynamic and interactive Web applications with PDF previews

- Use the Papyrus WebPortal with its powerful FLASH user interface
- Run safe Web applications utilizing digital signatures, HTTPs, data encryption and audit trailing

### 17.00 Guest Workshop

#### Ben Whitmore, Information Engineers (UK) Ltd and Andrew Payne, SimDocs Limited

- Designing innovative solutions for a wide variety of data driven customer communications across print and digital media with simplicity, clarity and creativity
- Exploring the shift from bland customer facing documents to enriched communications
- Case study: 'Shell' application that imports four completely disparate data sources and successfully synchronises them while maintaining integrity throughout the process

## Tuesday, April 29

### 14.00 Workshop

#### Optimized Output Management / Print and Mail with Papyrus PrintPool and ADF

- Bundling, sorting and postal optimization
- Adding barcodes and OMR codes
- Banner pages, reprinting
- Multi channel delivery (print, fax, e-mail, Web delivery and archive)
- Job/spool/queue/print management definitions

### 15.00 Workshop

#### Incoming Mail and Fax – capture, manage and distribute content

- Intelligent classification, content extraction and automated distribution
- Self learning system, user trained processes
- Case Management and Archiving

### Monday, April 28, 18.00 Brainstorming session

Discuss with the ISIS Management and solution architects:

- Translating company goals into a technology strategy that consolidates ECM, CRM and BPM
- Optimizing your investment by building an agile communication platform of the future
- Discuss the requirements for the business user graphical interface
- Integrating inbound with outbound business communication as a business need

#### Brainstorming



#### Session

*“It was very useful for me to see new improvements and discuss details regarding ISIS products in a face-to-face live environment. To meet and share experiences with other ISIS users was valuable.”*

*M.E. Günsür,  
Hobim A.S., Turkey*

**8.30 Welcome with coffee****9.00 Keynote: Sharing Experience! Living Innovation in business process.**

Is it application integration or development, ECM, BPM, CRM or even a Mashup? Maybe it is even Web 2.0 because of the powerful collaboration features? But then - who really cares! Let's forget the confusing market fragmentation created by analysts. With ISIS Papyrus, business users can define customer focused business information services without SOA or integration projects.

**Presentation Focus:**

- How to reduce the effort and time for process analysis and optimization
- Empowering the business user with user defined activities and rules
- Closing the holes in the customer-business-customer communication loop
- Human Focused Quality: How to reduce the dependence on complex technology

**Max J Pucher**

Chief Architect of ISIS Papyrus Software

**10.30 Networking coffee break****11.00 Presentation and Live Demonstration: Response Management****Closed Loop: Inbound and outbound customer correspondence**

Business cases are not a simplistic, flowing process but rather they're an assembly of information such as documents, DB-records, e-mails, phone messages, memos, stickers, questions and answers. Therefore it is essential to handle all inbound and outbound documents in one environment.

- Achieve complete customer-focused business case automation
- Client Response Management and Campaign Management
- Enable tracking and monitoring of all incoming and outgoing mail i.e. claims, responses...
- Ensure that all contact with the customer is relevant and timely

**11.30 Presentation and Live Demonstration: Document Development Framework**

**Gaining a competitive edge through fast development** of personalized business communication that allows business departments to manage the creation of their transactional documents in such a way that dependency on IT is reduced and consistency is ensured across the enterprise spanning all output channels, Web and e-mail.

- Centralized Resource Management and administration for all documents and building blocks
- The Papyrus Business Layout tool enables simple development and assembly of templates
- The reuse of document building blocks reduces maintenance and saves time
- Corporate design and identity with a consistent 'look and feel' on all output channels
- State and event driven Change Management executing version control and user roles

**12.15 Case Study – Real life experiences****The Business Case and User benefits of building and using a Papyrus Object system**

- RR Donnelley Global Document Solutions (GDS) offers a broad range of solutions across the complete communications life-cycle
- Creative & Presentation Services
- Print Management, Transactional Print and Mail,
- Warehousing and Distribution Management and
- in-bound document processing

**John Vance, Customer Solutions Manager**

RR Donnelley, UK

**13.00 Lunch****Afternoon: Workshop Program, Lab Sessions and Demo Center (see page 5 and 9)****18.00 Brainstorming Session (see page 5)**

*“Max's vision of the new trends in this world is very useful. It raises opportunities and brings agility to our organisation.”*

*Miguel Angel Sánchez Ariz, Inforsistem, S.A, Spain*





## 8.30 Welcome with coffee

## 9.00 Presentation and Live Demonstration: Messaging/TransPromo

### Personalized documents with campaign and message content created by business users

To remain competitive, compliant and to improve the customer's experience, corporations must significantly alter the way they approach business communication. Highly personalized documents that incorporate dynamic marketing content can increase efficiency and boost profitability.

- Business users deliver campaign and message content efficiently with reduced dependency on IT
- Plan, create, target, approve, deliver and track campaigns through a web-based user interface
- A central repository manages user authorization, versions of text, variants of languages and processes
- Output can be printed, faxed, e-mailed and archived

## 9.45 Presentation and Live Demonstration: Claims processing

### Transforming the claims process to maximize customer service

The ability to communicate with clients swiftly and accurately plays a key role in closing more claims with higher quality and in a shorter amount of time. A professional and robust correspondence solution must enable the free definition of letter elements and link documents to business data whilst enabling the management of the related business process. In addition, User authorization, automatic resource distribution across the network, letter process definitions and the integration of printing, faxing, e-mailing and archiving need to be addressed.

- Learn how corporations successfully automate this process for reduced risk and better results
- Implementing an end to end integrated document solution for client communications.

## 10.30 Networking coffee break

## 11.00 Presentation and Live Demonstration: Automated Document Factory

### Optimizing Print and Mail – Centralized Output Management Opportunities

To implement an automated document factory (ADF) that executes end to end document process management, tracks and monitoring jobs across platforms and output channels can be a difficult task – unless you have Papyrus!

- Effective use of the Papyrus PrintPool
- Job management across printers and other output channels whether print/fax/e-mail/archive
- Savings achieved by the bundling of documents into one envelop

## 11.45 Presentation: Case Management

### A New Perspective on Case Management: The integration of Content and Process Management

Case Management, for example an insurance case or tax allowance case, is a complex entity that is typically related to multiple processes and changes in regulation and law. Case Management is about receiving information, getting the right information to the right people and having the correct processes in place so that appropriate and timely actions can be taken and an accurate response made.

- Integration with 3rd party software, databases, a rule engine, BPM, time travel considerations
- How ECM can play an important role
- Problems with the implementation of Case Management
- Understanding the limitations of traditional workflow, BPM and rules
- Closing the loop between inbound and outbound is critical for success

## 12.30 Case Study - Real life experiences

### Creating a central output management platform using Papyrus

- As our market becomes more and more agile and our products become more flexible, the output needs to follow
- The creation of a central output platform will make this possible

**Mr. Philip Van Gaver, Business Architect**

Mercator Verzekeringen, Belgium

## 13.15 Lunch

## Afternoon: Workshop Program, Lab Sessions and Demo Center (see page 5 and 9)



*“We gathered useful information on how other customers implemented various Papyrus projects.”*

*Endre Eikeland,  
KLP Insurance, Norway*



# Real Life Experiences

*“The very interesting presentations and workshops which covered current topics and solutions for our project needs were of great benefit for me.”*

*Roberto Gasparini  
Helvetia Versicherungen,  
Switzerland*



Monday, April 28, 12.15

## RR Donnelley, UK

Mr. John Vance, Customer Solutions Manager

**RR DONNELLEY**

RR Donnelley Global Document Solutions (GDS) is a leader in the field of communications management outsourcing. It helps its clients to improve productivity, increase revenues, reduce costs and reduce risks by leveraging its experience, its robust outsourcing infrastructure, its leading technology platform and its global scale.

### The Business Case and User benefits of building and using a Papyrus Object system

GDS offers a broad range of solutions across the complete communications life-cycle including Creative & Presentation Services, Print Management, Transactional Print and Mail, Warehousing and Distribution Management and inbound document processing.

Monday, April 28, 16.15 (German)

## Landesbank Baden-Württemberg, Germany

Mr. Olaf Töpfer, Project Leader IT/Securities

**LB BW**

Landesbank Baden-Württemberg (LBBW) is a general bank and an international business bank. With more than 200 branch offices in Germany and 23 offices worldwide LBBW ranks in the top five banks in Germany and in the top 50 worldwide. Leasing, factoring and securities management are key business areas.

### Mass Customer Correspondence in the Securities Sector

In the securities sector there are many occasions where customers need to be kept informed about relevant information such as interest rates, dividend payments, board meetings or tax issues. Papyrus products give our business users the tools to send out mass mailings or individual correspondence to customers based on actual business data. In our new application host components provide data interface and selection for the letter creation in a client/server based correspondence system.

Tuesday, April 29, 12.30

## Mercator Verzekeringen, Belgium

Mr. Philip Van Gaver, Business Architect



Mercator Insurances, member of the Baloise Group, is an insurance company who works exclusively with brokers. Mercator offers the whole spectrum of non-life and life products.

### Creating a central output management platform using Papyrus.

Traditionally, the insurance sector generates a lot of paper documents. As our market becomes more and more dynamic and our products become more flexible, the output needs to follow. At the moment, the IT landscape for output-management at Mercator is too fragmented to realize this agility. The creation of a central output platform will make this possible. This presentation gives an overview of the actual situation, the To Be situation, the selection criteria and the first steps to realize our goal.

Tuesday, April 29, 14.45 (German)

## Euler Hermes Kreditversicherungs-AG

Mr. Matthias Fischer, Business Solutions

Mr. Bernd Kahnert, IS Business Solution/IDS Project Manager



The global leader in credit insurance, Euler Hermes, a member of Allianz, is present in over 50 countries and has a 36% share of the world credit insurance market covering more than 40 million businesses.

### Real time interactive customer correspondence using the Papyrus WebPortal

In today's highly competitive marketplace, customers demand better service, more attention and immediate response. Business users can generate customized letters and then automatically route them for review using a Web interface.

# The Papyrus Demo Center is open...

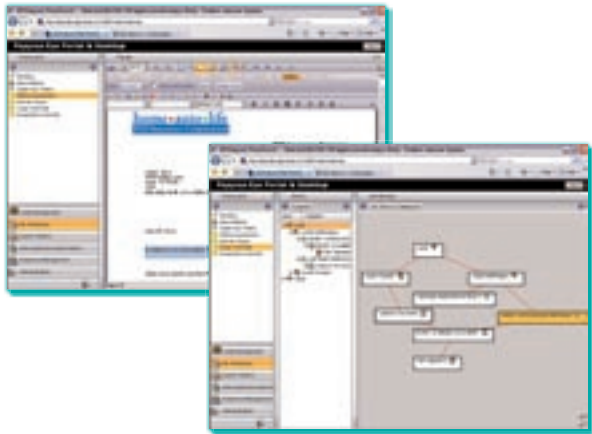


The ISIS Demo Center is open during the full duration of the conference.

## Webportal, Papyrus Eye, Papyrus Business Layouter

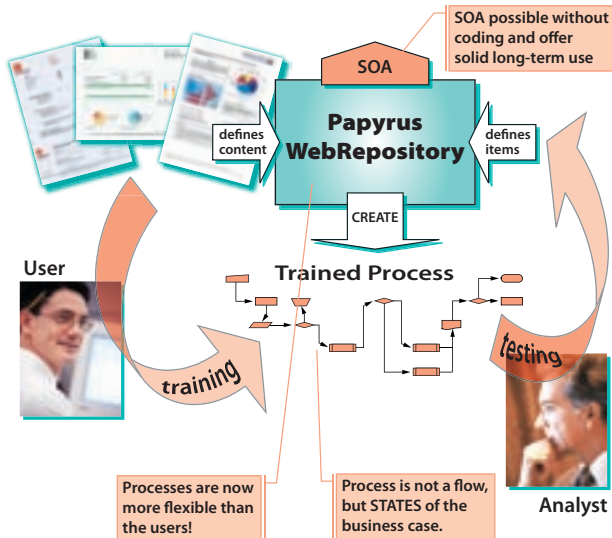


You will see how the business departments can manage the creation of their transactural documents with reduced dependency on IT guaranteeing consistency and compliance across the enterprise. Content approval for targeted messaging and versioning with validation (from/to) reduce lead times for campaign marketing and business correspondence.



## Business Process Management with User Trains Computer

You will learn how you can successfully automate the process for reduced risk and better results by implementing end to end integrated correspondence solutions. The UTA enables continuous improvement of business processes, all without the need for complex analysis and rule coding work.

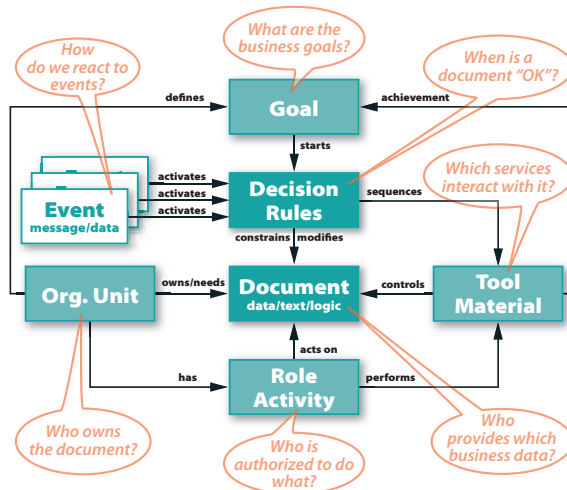


## Content and Case Consolidation – CASE Management

You will better understand the complexity and problems associated with a good Case Management System and how ECM can play an important role. You will identify common problems in the implementation of Case Management, understand the limitations of traditional workflow, BPM and rules. This explains why closing the loop between inbound and outbound is critical for success.

## Client Response Management and Campaign Management

enable tracking and monitoring of all incoming customer correspondence i.e. claims and responses, ensuring that all contact with the customer is relevant and timely. Classification and content extraction from incoming mail is automatic and powerful and links into personalized responses based on trained processes and business rules generated by business users.



## e-document Delivery and Customer Care Web Access

One or more WebPortal servers can be deployed to supply the Papyrus Eye FLASH user interface or alternatively each user can work on their own node using a PC. Document viewing options are AFP, PDG, GIF, TIF. User Authorization, Security and Auditing are standard features of the repository.



*"The sessions with the ISIS consultants and product experts are very helpful to explore and discuss in detail new product functionalities."*

Omer Rapoport,  
Beeri Printers, Israel

We lead by Experience!

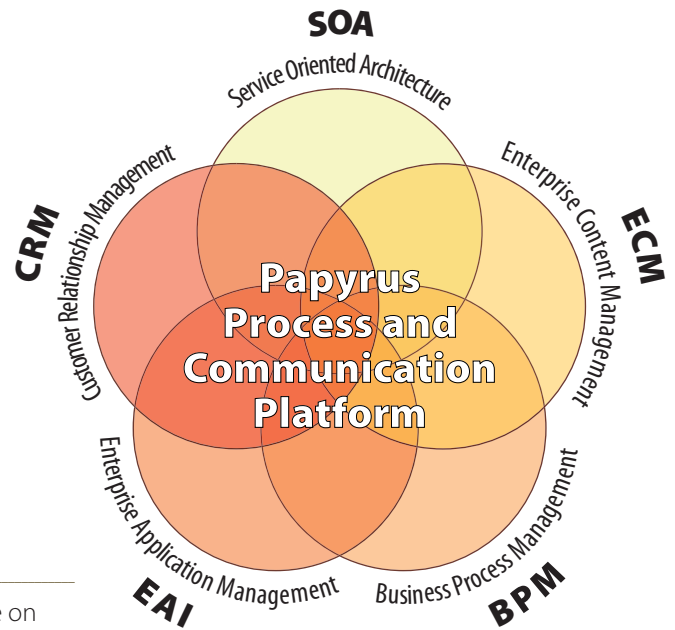


# Get Your Solution!

*Papyrus Objects is true Innovation*

## Enterprise Communication and Business Process Platform.

**Papyrus** is much more than a collection of software components. Its architecture follows a thoughtfully designed blueprint that provides solutions to individual customer problems as well as long-term concepts for the integration of new technologies naturally into your environment. These Papyrus components can be used as stand alone products or combined in an integrated system where they cover the complete life cycle of inbound and outbound Correspondence including Process Management.



### **Papyrus Designer Suite**

A complete graphical development package on Windows, for both outgoing and incoming documents.

### **Papyrus DocEXEC**

A high-speed formatting engine that's available on 12 platforms for high volume batch and interactive ad hoc document production.

### **Papyrus Client**

Offers Word-like text editing and data entry functions. The integrated DocEXEC functionality performs online and user interactive document formatting and printing.

### **Papyrus WebPortal/WebApplications**

Places user interactive ad hoc and on demand business document generation in the hands of the business whilst ensuring enterprise wide standardization of documents.

### **Papyrus Capture**

Imports incoming paper, fax and e-mail into the system by classification according to a sample document set or keywords. Text and data fields are extracted for further processing and archiving.

### **Papyrus Postprocessing/PrintPool**

Documents of any data source can be bundled, sorted and merged into one envelope. Storing documents in the PrintPool with document index information allows for them to be output managed and distributed across different channels such a fax, e-mail, archive, Internet delivery and print.

### **Papyrus WebRepository**

Provides end-to-end application life-cycle management for metadata, processes, activities, content, views, service interfaces (SOA) and role/policy security from model to production. All application resources including document components and resources are versioned and distributed. PKI Digital signatures are managed for authentication and signoff.

### **Papyrus WebArchive**

Performs long-term and short-term archiving onto the media of your choice all whilst fulfilling customer care and e-document delivery requirements. Documents can be viewed and printed in AFP or PDF format or converted on the fly into a PDF, GIF or TIFF file. An XML interface links the document index information to third party archiving systems.

### **Papyrus WebControl**

Controls all background processes that do not require user interaction. Typically all inbound and outbound processing is queued and managed from the WebControl interface. Operators can view job/spool/queue and print management information across all platforms and different output channels using the WebPortal browser or Papyrus Desktop.

### **Papyrus Server**

Transparently converts AFP and PDF with the highest fidelity to the required output formats for printing, faxing, mailing, web delivery and archiving.

*"I appreciated very much the possibility of attending demo desks where we could find ad-hoc advice and solutions for our technical requirements, in addition to the demos after each conference session."*  
Alberto Piombo,  
Postel, Italy

# General Information



## Conference Location

### ISIS Solutions and Competence Center Vienna, Austria

Alter Wienerweg 12  
A-2344 Maria Enzersdorf, Austria

T: +43-2236-27551 F: +43-2236-21081

## Enrollment

To register for the ISIS Open House and User Conference 2007 please complete the details on the enrollment form included with this brochure and return as indicated.

## Language

Sessions will be held in English and German.

## Meals

ISIS will provide lunch on both conference days at the ISIS Solutions and Competence Center.

## Fees

The Open House and User Conference is free of charge. Registration is required.

## Currency

The local currency is the Euro. Most leading credit cards are accepted.

## Travel Information

### How to get there

From Vienna International Airport you can take a taxi or rental car to get to the ISCC and hotels in Vienna and Mödling. The trip takes about 30 minutes. The taxi ride costs approximately € 40.



If you plan on traveling by car please request a map to be faxed to you. In general follow the signs to GRAZ on the Autobahn coming from the airport (A4 to S1 to A2) or from the West Autobahn (A1), take A23 to Exit 36, Brunn am Gebirge.

## Hotel Reservations

We have reserved blocks of rooms at two hotels:

### Austria Trend Eventhotel Pyramide

Parkallee 2, 2334 Vösendorf  
The Eventhotel Pyramide is located close to the ISCC and 30 minutes from Vienna's city center by train.

Costs: € 94,- for single room, € 109,- for double room, both per night, incl. breakfast buffet.

### Babenbergerhof

Babenbergergasse 6, 2340 Mödling  
The Hotel Babenbergerhof is located close to the ISCC in Mödling, on the outskirts of Vienna.  
Costs: € 75,- for single room, € 95,- for double room, both per night incl. breakfast buffet.

Hotel reservations are subject to availability.

A shuttle bus will bring you on Monday and Tuesday mornings from both hotels to the ISCC in Maria Enzersdorf/Vienna.

## For more information please contact:

Christian Berchtold  
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E-mail: info@isis-papyrus.com

## ISIS 20-year Celebration

ISIS Papyrus celebrates 20 years of innovation and excellence on April 27th, 2008 in Vienna Austria.

*You Are Cordially Invited!*

Join us at the **Hofburg in Vienna, Austria** for a great Sunday afternoon and evening program celebrating ISIS Papyrus' 20 years of innovation and excellence. The Opening Ceremony will start at 5 PM in the Hofburg that culminates with the Polonaise of a Viennese Ball and a gala dinner.

20 years of  
**ISIS PAPYRUS™**  
excellence.

### Travel Tip

If you travel by plane, consider flying on a Saturday. With most airlines you save up to 50% on the airfare and you will have two additional days in beautiful Vienna.

*I've said this in previous years, but I have to say it again, the hospitality is BRILLIANT!"*

*Frank Hindmarch,  
Siemens IT Solutions,  
UK*



# ISIS Locations Worldwide

## International Headquarters, Austria

ISIS Information Systems GmbH

ISIS Marketing Service GmbH

ISIS Knowledge Systems GmbH

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## US Headquarters

ISIS Papyrus America, Inc.

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Southlake, TX 76092

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## Asia-Pacific Headquarters

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WTC World Trade Center

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