

Conference



Sessions

Customer



Case Studies

Workshops



Presentations

Brainstorming



Session

Solutions



Showcase

ISIS OPEN HOUSE

and user conference

Cross Industry
Conference:
Banking
Insurance
Healthcare
Telecom
Utility
Services
Government
Manufacturing

Southlake, Texas
May 18 - 20, 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 with 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 for 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 welcoming 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 with presenters from leading companies and industries will give perspectives on your document process infrastructure to get the most out of Papyrus without additional investments.



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



Presentations

Presentations/Workshops

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.

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 a great opportunity to see the leaders of ISIS describe the future of their product and see specific working examples of solutions for business problems.”

*Gerard Lang, Director,
Technology Shared
Services SunLife*

"We found the education sessions very valuable and were able to improve on some of our processes with the information we took away from the visit."

Corey Ruff, Software Engineer, from Siemens Medical Solutions



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 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, May 19

14.00 Presentation/Workshop

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 Presentation/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 Presentation/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

Tuesday, May 20

14.15 Presentation/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

15.15 Presentation/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, May 19, 17.00 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



“We usually have three or more of our lead composition specialists and managers attend each year. The value is significant from several perspectives; the program is rich in ISIS Papyrus product strategy, the demos and workshops inspire practical application vision.”

Don Mathis, Personix

**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**ISIS Papyrus provides a robust Output Management Solution**

Consumers Energy's comprehensive enterprise architecture project centers around an SAP implementation, replacing the company's mainframe legacy applications. A robust output management solution was required. ISIS Papyrus is providing that solution. The solution manages more than 200,000 pages of daily output.

Consumers Energy

Mr. Josh R. Hall, Senior Analyst

ISIS Papyrus Designer/Developer, Information Services & Technology

13.00 Lunch**Afternoon: Presentations, Workshops, Demo Center (see page 5 and 9)****17.00 Brainstorming Session (see page 5)**

"It was great fun hearing Max Pucher's vision for the future."

*Sandra Robeson,
CTB/McGraw-Hill*





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

The Use of Papyrus within Sun Life Financial

This presentation will outline the various ways that Sun Life Financial makes use of the Papyrus suite of products.

Sun Life Financial

Mr. Chris Pieters, Application Developer II, Enterprise Shared Products, Services and Support

13.15 Lunch

Afternoon: Presentations, Workshops, Demo Center (see page 5 and 9)



“The ISIS Open House is enlightening and provides an opportunity to explore new ideas and concepts. Personal growth comes from the willingness to network with other industry professionals.”

*Bill Alward, PA
Department of Revenue*



“The event was most informative and fun! Great attendees and fantastic hosts who were very knowledgeable and helpful. Look forward to the upcoming 20th anniversary event, as well.”

*Barbara M. Gill,
President and Chief
Operating Officer, Gill
Digital Services, L.L.C.*



Consumers Energy

Monday, May 19, 12.15

Consumers Energy

Mr. Josh R. Hall, Senior Analyst

ISIS Papyrus Designer/Developer, Information Services & Technology

Consumers Energy, the principal subsidiary of CMS Energy Corporation, provides natural gas and electric utility services to nearly 6.5 million of Michigan’s nearly 10 million residents in all 68 Lower Peninsula counties.

ISIS Papyrus provides a robust Output Management Solution

Consumers Energy’s comprehensive enterprise architecture project centers around an SAP implementation, replacing the company’s mainframe legacy applications. A robust output management solution was required. ISIS Papyrus is providing that solution. The solution manages more than 200,000 pages of daily output.

Sun Life Financial

Tuesday, May 20, 12.30

Sun Life Financial

Mr. Chris Pieters, Application Developer II,

Enterprise Shared Products, Services and Support

Sun Life Financial is a leading international provider of protection and wealth accumulation products and services to individual and corporate customers. The Sun Life group of companies has offices in 22 countries serving over 16 million customers. We help customers achieve financial peace of mind by providing sound financial solutions throughout their lifetimes.

The company was founded in 1865 and is headquartered in Toronto, Canada. Sun Life Financial Inc. is a public company and trades on the Toronto, New York and Philippine stock exchanges under ticker symbol SLF.

The Use of Papyrus within Sun Life Financial

This presentation will outline the various ways that Sun Life Financial makes use of the Papyrus suite of products.

The Papyrus Demo Center is open...

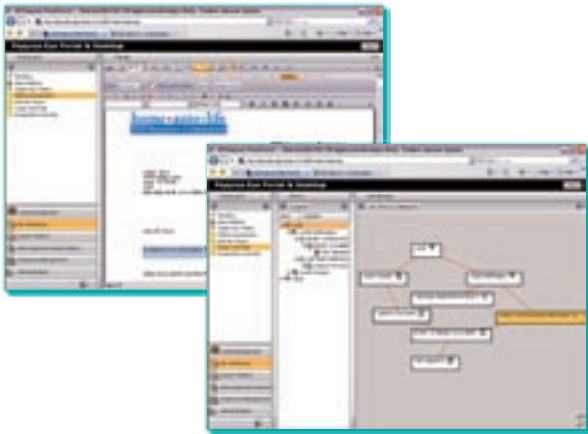


The ISIS Demo Center is open during the full duration of the conference.

Webportal, Papyrus Eye, Papyrus Business Layouter

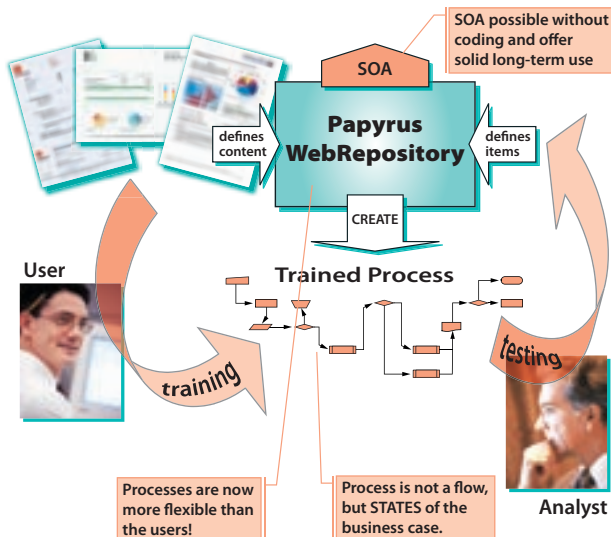


You will see how the business departments can manage the creation of their transactural documents with reduced dependency on IT guaranteeing consistency and compliance across the enterprise. Content approval for targeted messaging and versioning with validation (from/to) reduces lead times for campaign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

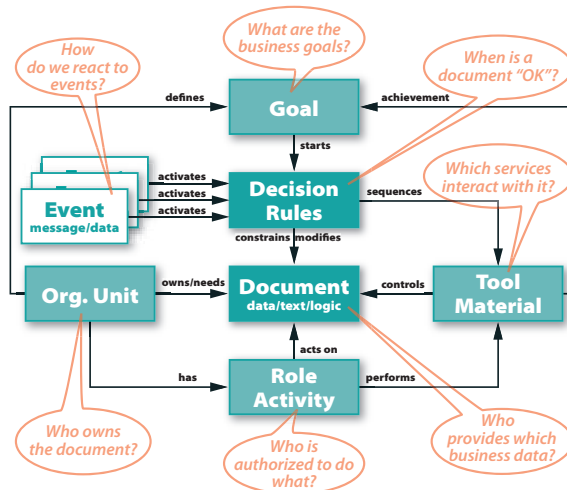


Content and Case Consolidation – CASE Management

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

Tracking and monitoring of all incoming customer correspondence i.e. claims and responses ensures 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 on 'Smart Agents' and their Heuristic abilities were fascinating!"

*Frank Hindmarch,
Siemens Business Services*

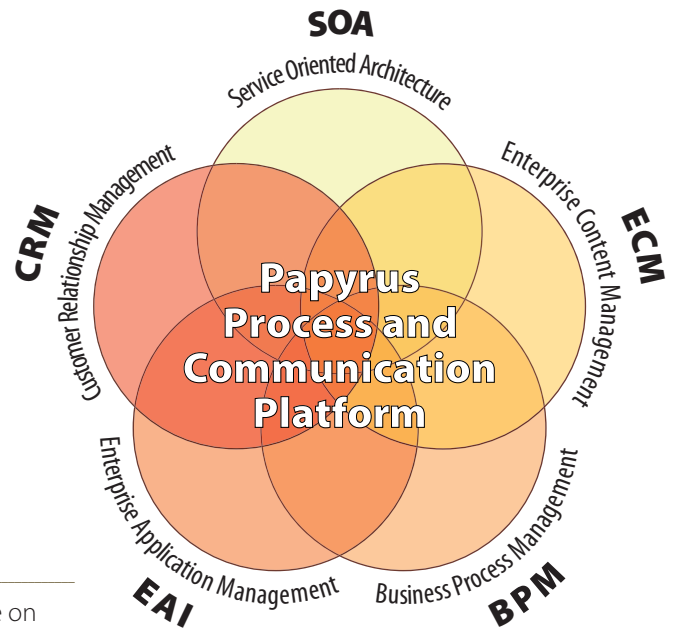
We lead by Experience!



Get Your Solution!

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.

Papyrus Objects is true Innovation

“The ISIS Open House was a great experience. I learned so much about ISIS and the many solutions that it has provided other clients. We look forward to using ISIS for our new web application for correspondence.”

Sheila Ezell, Director, Application Systems, TSYS Specialty Services

General Information



Conference Location

ISIS Solutions and Competence Center Southlake, Texas

301 Bank St.
Southlake, TX 76092

Enrollment

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

Language

Sessions will be held in English.

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.

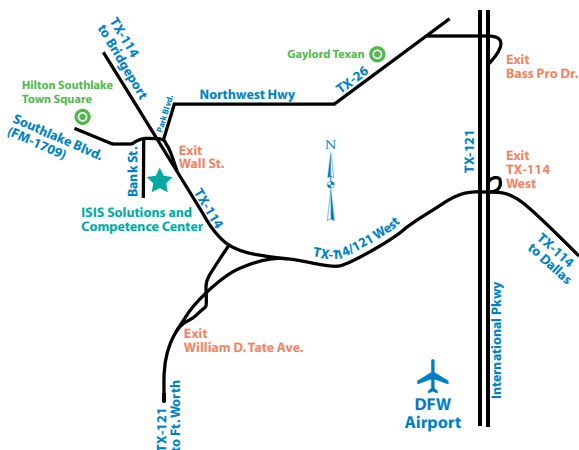
Travel Information

The **ISIS Solutions and Competence Center Southlake, Texas** is located in the Dallas/Fort Worth Metroplex area.

How to get there

Coming from DFW Airport:

Take International Pkwy. to the North Exit of the airport • take Exit TX-114 West • keep to the right at the TX-114/121 split to stay on TX-114 to Bridgeport • take Exit Wall St. • turn left at the light to cross over TX-114 • take the second turn on the left onto Bank St. • the ISCC is on your left hand side



Coming from the Gaylord Texan hotel:

Take TX-26 west until it turns into Northwest Hwy. • turn left onto Park Blvd. • turn right onto Wall St. to cross over TX-114 • take the second turn on the left onto Bank St. • the ISCC is on your left hand side

Conference Hotels

We will provide a shuttle bus to the opening events on Sunday and to the ISIS Solutions and Competence Center on Monday and Tuesday from the two conference hotels.

Hilton Southlake Town Square

1400 Plaza Place
Southlake, TX 76092
817-442-9900

www.hilton.com

Best deal to book online. Online rates start at \$169 (nonrefundable rate) or \$199 (refundable).

Gaylord Texan Resort & Convention Center

1501 Gaylord Trail, Grapevine, Texas 76051
Price: \$189 per night (5/18-5/19), \$209 (5/20)
Contact: Susan Banner 817-778-2022
sbanner@gaylordhotels.com

www.gaylordhotels.com

Please contact Virginia Mitchen for direct hotel fax reservation form (booking code is "ISIS"). Room reservation deadline is May 15, 2008. Reservations will be confirmed on a space available basis.

ISIS Opening Event

You are cordially invited to join us for our annual **ISIS Open Golf Tournament** and the traditional **Gala Dinner** on Sunday, May 18, 2008 starting at 2 pm.



A shuttle bus to the events will be provided for guests staying at both conference hotels.

For more information please contact:

Ms. Virginia Mitchen
ISIS Papyrus America, Inc.
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T: 817-416-2345 F: 817-416-1223
E-mail: info@isis-papyrus.com

"ISIS treats it's clients to nothing but the best, from the fresh gourmet food to the content-rich presentations and personalized feedback for your company's needs. You will leave the Open House feeling like it was worth the trip."

Nancy Lott, IBM Global Services



ISIS Locations Worldwide

International Headquarters, Austria

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