

ISIS Open House and User Conference 2010

22 June 2010

Kingsclere, UK



DESIGN &
FORMATTING



TRANSPROMO &
CAMPAIGNS



CORRESPONDENCE
TEXTSYSTEM



CUSTOMER RESPONSE
MANAGEMENT



CASE
MANAGEMENT



AUTOMATED DOCUMENT
FACTORY



BUSINESS
DOCUMENT CAPTURE



Archiving, eBox,
Customer Care, iPhone



BANKING &
FINANCE



INSURANCE &
HEALTHCARE



TELECOM



UTILITY



PUBLIC
ORGANIZATIONS



SERVICE
BUREAUS



MANUFACTURING



RETAIL



CONFERENCE SESSIONS



BUSINESS APPLICATIONS



BRAINSTORMING



SOLUTIONS SHOWCASE



CASE STUDIES



Sharing Practical Experiences

CASE STUDY



Outstanding! The quality of this year's program was universally strong and is the ideal preparation for our current project 'Objects & WebRepository'.



*Christian Bienert,
ARAG, Germany*



Join us to enhance your perspective and to learn, network and develop new ideas

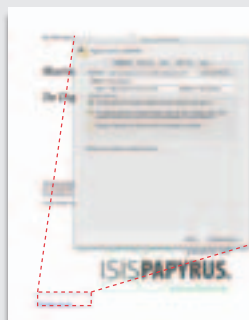
Common Business challenges that ISIS shows solutions for:

- 1. Customer Experience:** Your team needs to proactively satisfy and retain customers
Personalized, relevant communication with timely and consistent response to customer feedback makes customers feel valued and builds repeat business.
- 2. Single View of the Customer:** Everyone is working independently and separately on the same information
Unified communications and real-time data sharing enable collaboration solutions that help you work as one internally and externally.
- 3. Smart Resourcing:** Your organization is spending millions annually on print, fulfilment and postage
Today's consumer is online and operating 'green' is a priority ... imagine the cost savings of reducing your hard copy mailings by half.
- 4. Communications Compliance:** Your business communication lacks a corporate standard
Establishing a common infrastructure for customer communications is the best way to improve quality, consistency and compliance.
- 5. Speeding "Time to Customer":** Your call centre is spending more time searching for documents than speaking to clients
Centralizing all inbound and outbound business communication in one electronic folder improves customer response speed and quality
- 6. Streamlining Development:** Managing Microsoft Word templates is expensive and painful
Generating and maintaining thousands of word processing templates for every possible customer need and variation is time consuming, inconsistent, inefficient and expensive ... it's time to empower the business user.
- 7. Front-end Capture:** Customer care needs on-demand electronic access and recognition for all letters and documents
Today all customer responses - mail, messages and documents - can be automatically recognized, captured and "filed" at the point of receipt.
- 8. Minimizing Redundancy:** Consolidating legacy systems, archives and CRM can create huge savings
Large organizations may have 10 different document processing packages - consolidating homegrown and legacy systems can reduce IT and infrastructure cost, as well as collaboration barriers.

Announcing: Innovative Papyrus PDF features - interactive, dynamic, secure



Check boxes and input fields



Password, encryption or digital signature



Integrated Flash movies



Table sorting and selection

A Golden Opportunity



SOLUTIONS SHOWCASE

Focus on your industry

Experts sessions will focus 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
- Business Application Managers
- Enterprise Solutions Architects
- Customer Service Managers
- Printing Specialists

Markets presented

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

If you are new to ISIS Papyrus

In 2010, ISIS Papyrus energizes its **third decade of innovation and excellence**. From humble beginnings in a basement home office, ISIS Papyrus is now a global organization with 16 subsidiaries, 3 development centres and over 2,000 clients. They use Papyrus software for corporate business correspondence, transactional documents, business process management, 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 **intriguing and innovative technology** based on the Papyrus Objects process kernel and the Papyrus Repository that organizations can perform complex document process management functions including Case Management.

What's new and available?

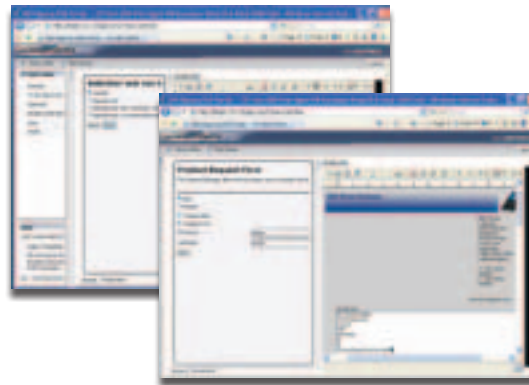
ISIS Papyrus WebArchive Client for iPhone

We are very excited to announce the availability of the ISIS Papyrus WebArchive Client for iPhone on the Apple Appstore. Using Papyrus EYE Mobile technology, it enables mobile access to documents stored on a remote Papyrus WebArchive.



Wizards practical usage

- Web forms - collecting information like surveys or order forms and immediately generating the final document
- Interactive letter writing - based on decisions, paragraphs are added dynamically to the document

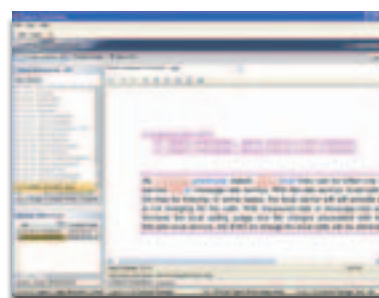


Papyrus EYE Widgets

A powerful way to assemble a GUI by the business user, so-called Mashups.

Papyrus Text Content Compare

Compare content and versions of different text paragraphs including approval workflow.



“

Visiting the event, listening to the key individuals enthuse about their product and then seeing it in action was enough to convince me that this would be a good company to work with.

”

Michael Chaytor, Bank of Scotland International, UK





Agenda

CONFERENCE SESSIONS

8.30 **Welcome with coffee**

9.00 **Keynote: Adaptive Process and Empowerment**

The reality of Business Process Management shows that it is very difficult to top-down analyse and simulate business processes and link them to key performance indicators in a continuous improvement cycle. 'Measure to Manage' optimization is counter-productive to improvement and innovation. The dynamics of economy require a self-organizing structure that is resilient to fast changes through its ability to adapt. Only empowered actors can use their intuition and experience for productive action. The Adaptive concept of the Papyrus Platform can unlock the creative powers of your people and innovate any process or case management work, without the need for complex development projects. Deployed on PCs, the Web and mobile devices Papyrus will provide transparent, yet secure collaboration and communication.

Speaker: Max J. Pucher - Chief Architect ISIS Papyrus

10.00 **Networking coffee break**

10.30 **Papyrus platform overview and directions**

- Papyrus standard software components and business applications
- ECM, CRM, BPM, EAI

10.45 **Document design and formatting**

Gaining a competitive edge through fast development of personalized documents with campaign and message content created by the business user. Dependency on IT is reduced and consistency is ensured across the enterprise spanning all output channels.

- Centralized resource collection and administration of all document elements (data, text, logic)
- Business users deliver message content efficiently with reduced dependency on IT
- A central repository manages user authorization, versions of text, variants of languages, change management and processes
- Corporate design and identity with consistent 'look and feel' on all output channels
- Text and content compare

11.30 **Template creation and administration by the business department**

Experience live how the Papyrus EYE Widgets empower the business user with business-centric letter design and reduced dependency on IT. Documents are linked to business data with Adapters such as MQ or SOAP or Typemanagers connecting to databases while enabling the management of the related business process.

Focused applications:

- Serial letter/mass mailing
- Dynamic reporting
- Business letters
- Marketing campaigns / transpromo

Learn about:

- User authorization and auditing
- Automatic resource distribution across the network
- Letter process/workflow and rule definitions
- Central bundling and output management
- Seamless delivery to all output channels, print, e-mail, Web and iPhone



It was interesting to hear the vision of the future from Max, particularly with regards to Papyrus EYE.

Presentations of TransPromo and ADF were very detailed and most informative.



*Christopher Pieters,
SunLife, Canada*





12.15 A consolidated view of customer care

Papyrus Adaptive Case Management is a collaborative process of assessment, planning, facilitation and advocacy for options and services. Case management is about receiving information, delivering the right information to the right people at the right time and having the correct processes in place so that timely actions can be taken. For example: Opening or closing an account, underwriting, handling a claim, negotiate contract, moving, apply for a loan, request a permit.

Key areas addressed:

- Consolidating different task management platforms and services
- Creating tasks, assignment of tasks and check on completion of tasks
- Service tasks and user tasks
- Consolidating business communication by integrating inbound with outbound
- Multi-channel delivery

13.00 Lunch

14.00 Interactive letter writing and report generation

Claims letters, customer care letters, investment portfolio, retirement plan review, credit risk analysis, sales reports and more. Templates move through development stages to test before being made available to the business user (i.e., customer relationship manager) in production.

Using a single approved template, the business user can request:

- Report/letter generation for a specific customer to customize interactively by entering text and data variables in specifically defined areas and sign-off
- Batch production of reports to be manually enhanced and completed
- Batch production of reports to automatically deliver them without user interactivity
- On-demand / online report generation
- Integration with business data through adapters
- Integrated multi-channel output management

14.45 Electronic opportunities: e-box, e-billing, e-statements, e-insurance policies, iPhone

Optimising Print and Mail – Archiving and Customer Care

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

- Potential significant savings in printing equipment and postage
- Job management across printers and other output channels whether print/fax/e-mail/archive
- Savings achieved by bundling documents into one envelope (PrintPool)
- Short-term and long-term archiving with integrated customer care

15.30 Networking coffee break

16.00 Purchase to Pay

Manufacturing and trade organizations have high volumes of varying goods delivered by many different suppliers. Manage, control, monitor and automise processes from the point of entering an order to delivery and payment with optimization potentials including:

- Reduction of manual classification of incoming mail
- Consolidating departmental requirements for access to volume discounts, order quantities and shipping efficiencies
- Monitoring actual goods received
- Preventing payment duplication
- Deadline and supply chain management



It's cool to see a bit of 'eye candy', but it's even better to see a company who can back up the 'eye candy' with absolutely solid functionality. Papyrus EYE - Superb!



*Frank Hindmarch,
Siemens, UK*





Get Your Solution!

SOLUTIONS SHOWCASE

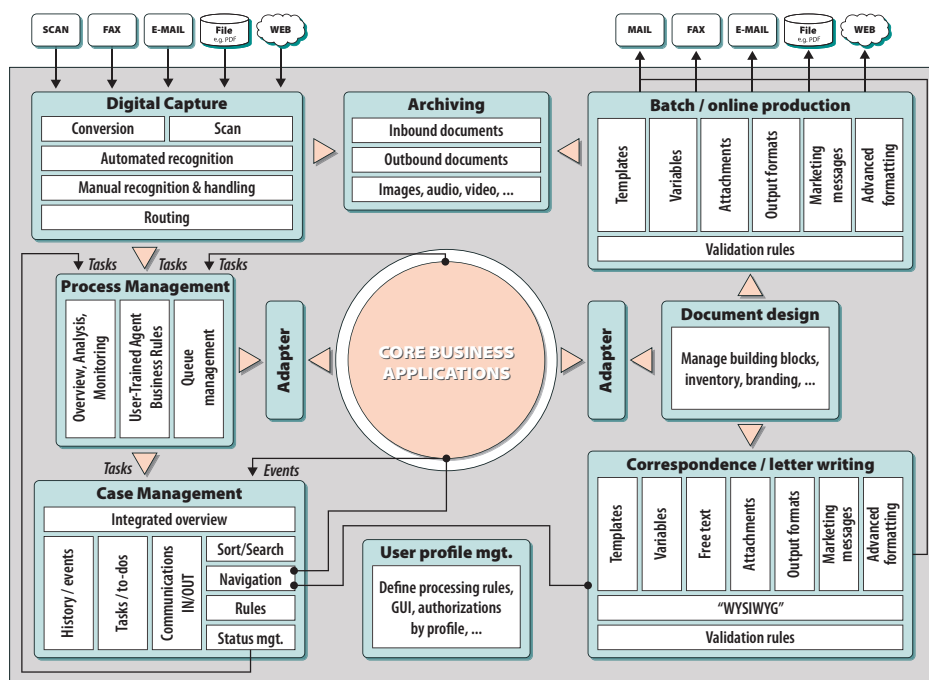
See the power of a one-system solution or just the capabilities you need



Presentations were excellent and well constructed. We felt that ISIS demonstrated where they could add value to us as business consultants and not just technical implementation skills.



*Gordon McKenmie,
Siemens, UK*



Adaptive Case Management

with integrated inbound and outbound correspondence

Outbound Communication

Papyrus graphical design tools span the complete range of business document development for high-volume batch, online and user-interactive correspondence. The 100% WYSIWYG and integrated way of working with business data, logic, layout and resources plus the option to involve users with different skills (developers, administrators, business users) in the process provides companies with a much faster time to market and corporate compliance. Versioning of all elements, variant control for brands and languages, integrated user authorization, change management, and other important functions are available in the core system.

Inbound/Capture

Papyrus Capture technology based on pattern recognition is state of the art and specifically strong in understanding data in a FreeForm® application. Papyrus components cover graphical definition in the Designer, scanning and classification, data extraction and validation. To link the incoming e-mail, letter or fax with an outgoing business letter is fully available in the Customer Response Management Framework.

CRM

Manage your customer relations-defining company hierarchies, contact persons and appointments with integrated inbound and outbound correspondence.

Dynamic Business Process Management

The document is the content and the driver of all processes. Papyrus integrated process management delivers a data record, an incoming or outgoing document, a sticker on a page or an e-mail to the defined destination based on authorization and business rules. Process management is absolutely definable and not hardcoded. The User-Trained Agent uses pattern recognition technology to learn from an experienced user and to perform its actions automatically after the training is completed. Long studies and chart drawings of how the user works become obsolete. A huge amount of time is saved and flexibility when changes occur is guaranteed.

Output Management

All communication pieces can be automatically delivered to the central PrintPool. Big savings are achieved by being able to optimise envelopes and by using central print and mail equipment for distributed letters. All Papyrus generated documents are completely independent of the output channel and platform and based on a customer profile immediately available for e-delivery. Inbound and outbound communication - even audio and video - can be stored in the WebArchive. Auditing and digital signature are standard integrated functions.

ISIS Open House 2010

Join us on this conference day to hear about the latest ISIS Papyrus solutions, meet ISIS Papyrus consultants, network with other customers and share new ideas and experience.

Conference Location

ISIS Papyrus UK Ltd.
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Kingsclere, Hampshire, RG20 4SW

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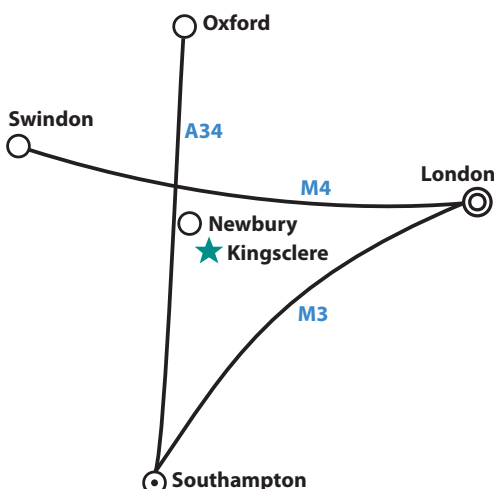
Fees

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

How to get there

From the M4/A34

- At Junction 13 take/continue A34 going south
- Continue down the A34 till you reach the Tothill Junction and exit the A34
- Take the first exit for the B4640 and follow this road till you reach the A339
- Take the second exit onto the A339 heading east towards Basingstoke
- At the 4th roundabout you will take the first exit for Union Lane and turn left immediately into Kingsclere Business Park.
- Follow the road to left through the brick gates and around to the last barn on the site.



Enrolment

To register for the ISIS Open House and User Conference 2010 please complete the enrolment form included with this brochure or use the online registration: www.isis-papyrus.com/OH-UK

Hotel Reservation

We are glad to arrange your accommodation at the Regency Park Hotel
Bowling Green Road
Thatcham, Berkshire, RG18 3RP
T: 01635 871555
info.newbury@pedersenhotels.com
www.pedersenhotels.com/newbury



The ISIS Open House was perfectly executed in every manner. From arrangements, communication, the relevance of content and attendees to the catering, ISIS team and workshops. I certainly felt I personally gained a lot of insight into how other users work with the product and felt even more assured with the RRD solution.



*John Vance,
RR Donnelley, UK*



From the East/M3

- Leave the M3 at junction 6 (sign posted Basingstoke)
- Then at roundabout take the 2nd exit onto the M3 SPUR (sign posted Town centre) Entering Basingstoke M3 SPUR
- At Black Dam Roundabout take the 2nd exit onto Ringway East - A339 (sign posted Ring Road (N), Town Centre)
- At roundabout take the 2nd exit onto the A339 (sign posted Newbury)
- At roundabout take the 2nd exit onto Kingsclere Road - A339 (sign posted Newbury)
- At roundabout take the 3rd exit onto Union Lane
- Turn left into Kingsclere Business Park
- Follow the road to left through the brick gates and around to the last barn on the site.

ISIS Open House and User Conference 2010

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