ISISPAPYRUS™

UK Open House and User Conference

SEE   **HEAR**

TOUCH   **TALK**

Omni Channel Communications

Document Strategy

Correspondence Wizard

Mobile Office

Adaptive Case Management in Use

Online Channel for Digital Business

Capture and Human Workflow

Kingsclere, UK • 29 September 2017

Hot Topics at the Open House and User Conference 2017

Exploring Innovation – Sharing Practical Experience – Creating Future Value

Digital Business in Real Time

The strategy of digital transformation must translate into performance and generate results – for customers and for the business. Online Channel front-end interaction by Web, social and mobile users must be seamlessly connected with the back-office and existing business applications. Real-time processes and digitally signed documents spanning across departments are critical to win, serve and retain customers.

### Strategically Transforming your Physical-to-Digital Documents and Processes

Since pioneering advanced document design, formatting and output for transactional and message-based communication, the Papyrus Platform has expanded to address omni channel, two-way communications and empower enterprise business users and knowledge workers to optimize and align documents, processes, collaboration and communication in customer service-focused organizations.

Content & Process Management Maturity – Where Are You?

Even at a basic level, intelligent data capture – of documents, e-mails with PDFs, fax, Web, SMS and mobile content – is a remarkable technology. Now consider Papyrus cross-channel capture, automating inbound mail where the machine is trained, extracting and interpreting document data and validating it faster than any human, then transferring it to the archive and the inbox of your knowledge worker.

Omni Channel Communication across all Inbound and Outbound Channels

Seamless integration between the digital and traditional customer journey on one platform provides the single view of all customer activity across departments and channels. Every incoming and outgoing message and document is intelligently classified, captured, tracked and stored in the Case. Knowledge workers have all information at their fingertips for optimal customer service.

branch office	websites	mobile	e-mail	social media	chat	call center	print anywhere	search
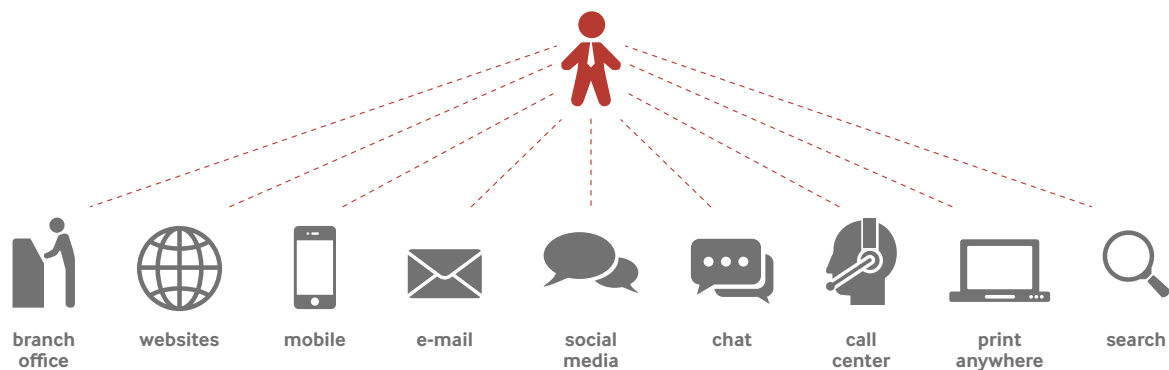
Building Business Solutions using ACM

A digital business platform is needed to execute your digital business strategy. We invite business and enterprise architects to join us and experience an innovative and unique new way of defining business architecture, supporting business language ontology and a ready-to-use Papyrus Business Reference Framework Solution.

### Adaptive Case Management – Unified Solution for Digital & Traditional Business

Gain strategic advantage when delivering solutions for the business that can be rapidly developed for a fraction of cost and time through configuration and adaption without traditional coding. The ACM Framework interoperates flexibly with other ready-to-use Papyrus Solution Frameworks to mix and match their functionalities when building advanced business solutions.

The Mobile Office

Many business leaders talk about the importance of a mobile-first approach, citing the growing reliance on smart phones and tablets. We will show and discuss how to implement a mobile-first strategy supporting business users with direct mainframe and back office connectivity and a user-friendly, on-the-go mobile experience.

New Breed of Software: The Papyrus Platform

Papyrus Software enables business applications for digital transformation, operational enhancement and customer engagement in an omni channel world. From insurance and banking to utilities and telecom to government and service providers, Papyrus technology supports service organizations by enabling business and technical teams to more effectively integrate, interact and innovate for real-world results across departments, functions and geographies.
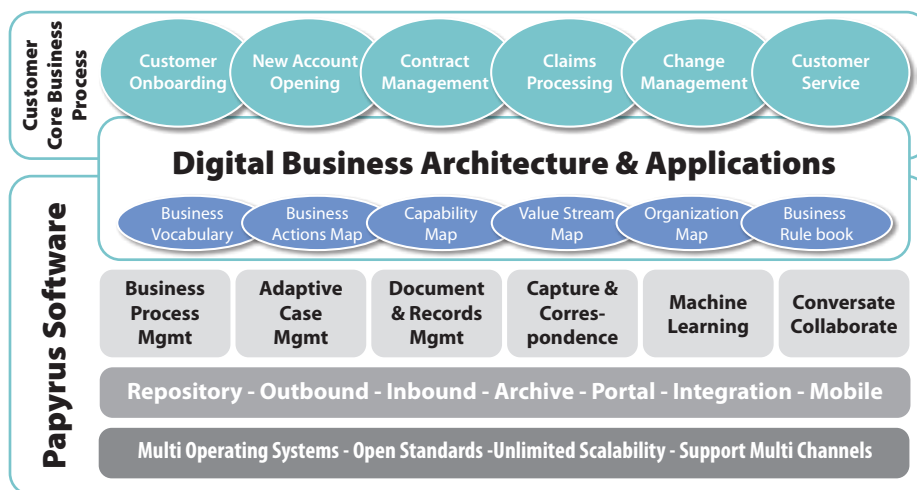

With core capabilities in CCM, adaptive case management (ACM) and intelligent capture, Papyrus is a new breed of software - a flexible, end-to-end business application platform natively designed and integrated to empower business users securely across the enterprise on desktop, browser and mobile devices, linking to social and running in the Cloud. With Papyrus Platform for Business Communication and Process, enterprise teams choose where to improve, whom to empower and how to scale - gaining the knowledge and tools to create, manage and enhance business applications with reduced IT dependence.

Simplified Integration, Interoperability & Connectivity

Case management solutions are increasingly used to enhance knowledge worker productivity, provide transparency for case settlement decisions, improve compliance, facilitate collaboration among caseworkers, better coordinate information flows and provide better monitoring of case status.

A "Case" is a project or a service that is "opened" and processed over a period of time to achieve resolution of a request, problem, claim or any other type of complex activity before being "closed" again.

Typical knowledge work includes strategic planning, patient care and communication-intensive, event-driven activities such as customer onboarding, contract management, customer claims management, and purchase-to-pay, as well as legal, investigative and analytic work, and fraud investigations.
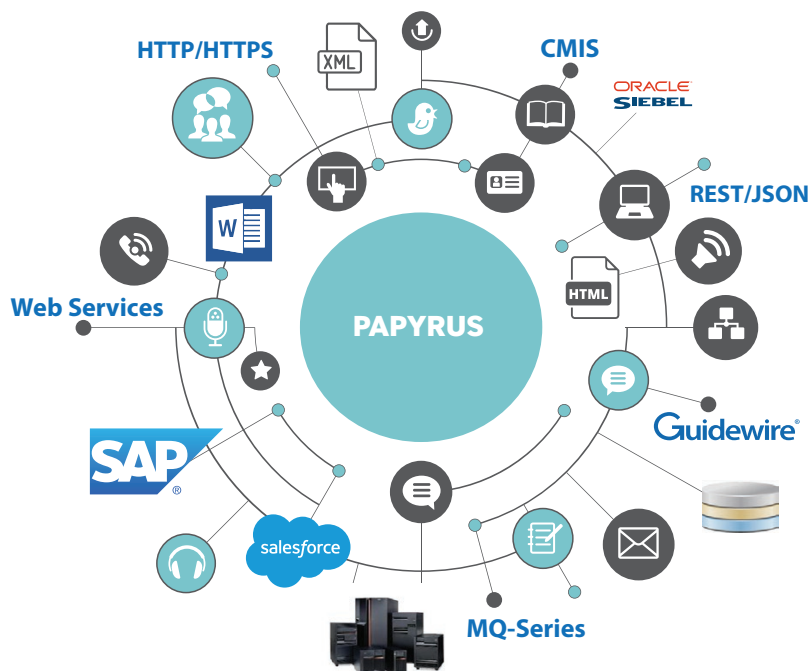
Who should attend?

CIOs and Business Leaders

Enterprise Architecture Professionals

Technology Innovation Leaders

Business Application Architects and Analysts

Business Document Professionals

Output Management Experts

Content and Process Managers

8.30 Welcome with coffee

9.00 Keynote: Artificial Intelligence - Hype and Real Applications

HEAR
SEE

Following Big Data, the hype now switches to artificial intelligence. Yes, there are some impressive machine learning capabilities that far surpass human ability, but statistical learning has substantial limitations and true cognitive computing is still in a galaxy far, far away. The reality of machine learning has been available in the Papyrus Platform for more than five years as the User Trained Agent, which also supports so-called deep learning or continuous improvement. In his keynote Max J. Pucher will explore both the hype and the reality.

10.00 Digital Business in Real Time

HEAR
SEE

Win, serve and retain customers in an omni channel world. Empower your business staff to deliver and maintain Wizard forms with questions, validation rules, process and document templates.
- Online Channel front-end interaction by Web, social and mobile users
- Tailor-made proposals, online purchase, payment, claims, service requests
- Seamless connection with back-office and existing business applications
- Real-time processes and digitally signed documents
- Omni Channel closed-loop communications across departments and channels
- Integrated collaborative work by backoffice users (case management)

10.30 Networking coffee break

11.00 A digital document strategy for physical and digital

HEAR
SEE

Your clients span across all age groups with preferred channels across touchpoints. To improve customer experience, addressing physical and digital on one platform for all customer communications proves to be most efficient and effective.
- Smart cross-channel document design by business teams for print and e-delivery
- Process-driven document composition by the Document Wizard
- Facilitated SOA data integration with existing applications
- Migration from Word using the Papyrus Word Converter
- Delivery to various channels directly and reports on delivery status

11.30 Automate and digitize inbound mail channels

HEAR
SEE

Achieve increased efficiency with accuracy and a reduction of manual work by training the machine.
- E-mails, paper scans, PDFs, Web messages, fax, social and mobile
- Event-driven intelligent recognition and data extraction, validation and archiving
- Machine learning by document example and by user definitions
- Process and rule-defined delivery to business departments for case work
- Mobile/Capture of invoices, passports and payment slips
- Search and view content in archive by index, full text, taxonomy and rules

12.00 Adaptive Case Management delivers significant business benefits

HEAR
SEE

See the full range from straight-through processes through dynamic processes to completely unstructured processes driven by rules and ad-hoc content arrival, such as scans, e-mails, PDFs, and mobile content.
- On-boarding, recruitment, time management, work task management, lead management
- Adaptive and goal-oriented business processes supporting exception handling
- Enhanced quality and speed on case completion in Customer Service
- Collaboration and knowledge work
- Desktop, Browser, Mobile, Cloud

12.30 A new world of disruptive business application building

HEAR
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With new ways to transform your business, digital transformation demands a mind shift in building new business applications. This session shows a new way of rapid business application building were user interaction, process and rules, information and organization are fully separated.
- A ready-to-use Solution Framework eliminating coding
- Business Architecture and value stream definition
- Business language (ontology)-enabled business empowerment
- A digital business platform empowered by ACM and Omni Channel

13.00   Lunch

14.00   Omni Channel communication must seamlessly integrate the physical and digital

🎤 HEAR

👁 SEE

Seamless engagement across digital and traditional business increases interactions with customers. Learn how to leverage existing investments in traditional Customer Communications Management (CCM) for consistent and compelling interactions at every touchpoint with on-premise to cloud flexibility.

- A single-360 degree view of the Customer Journey
- Integration of inbound and outbound communication channels
- State and event processing for monitoring and reporting across channels
- Consistent messaging across Webportal, e-mail, mobile, social, chat, fax, print
- Online Channel integration with back office

14.30   Mobile First: CRM - the most wanted mobile app

🎤 HEAR

👁 SEE

The Mobile workplace business initiatives reflect a growing reliance on smartphones and tablets. Executives want customer relationship management (CRM) apps in the palm of their hands, according to an ISD/IDC enterprise mobility study. Our experts will show best practices for going mobile, plus real-world success stories in various industries.

- What 'mobile first' means
- Which business segments benefit most?
- Mobile backend as a service
- Integration with existing legacy applications and security

15.00   Networking coffee break

15.30   Archiving for real-time living documents

🎤 HEAR

👁 SEE

Knowledge workers need all information at their fingertips when processing a case. Customer service and call centres must find, view, send and possibly resend information. WebPortal access to documents and e-mail utilize the short-term archive to control, monitor and report on delivery.

- Difference between short-term and long-term archiving
- Drag-and-drop or directly scan into Archive
- Automatic indexing for full text search
- Archiving the complete case; Annotation and comments
- E-communication and e-delivery; Mobile and Cloud support

16.30   Brainstorming Session

💬 TALK

Discuss with ISIS Papyrus management and solution architects:
- Translating company goals into a strategy that consolidates ECM, CRM and BPM
- Optimizing your investment by building an agile communication platform for the future
- Discuss the requirements for the business graphical user interface (GUI)
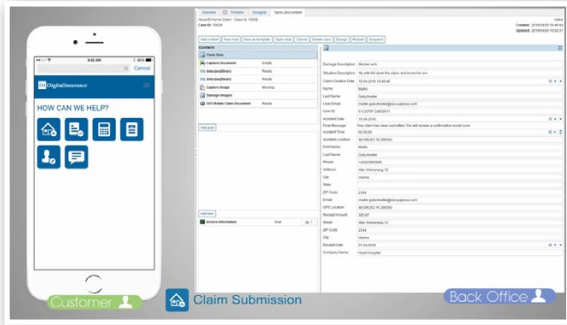- Integrating inbound and outbound communication as a business need

A real-world experience

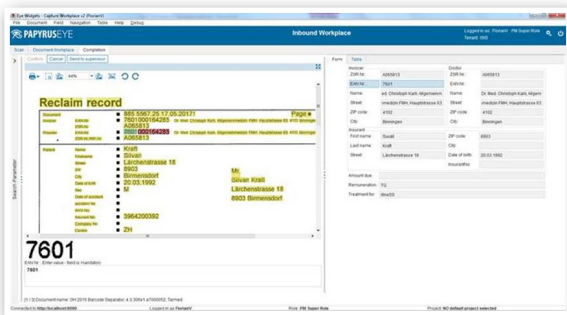Each session includes a LIVE demonstration to show you real-world applications of Papyrus platform functionalities.

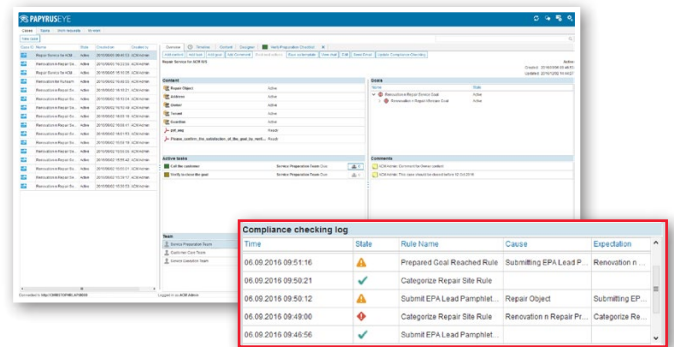**TOUCH** Online Channel and back office integrated in real-time

TOUCH Papyrus UTA captures data – machine trained by user

TOUCH Monitor and track – powerful reporting capabilities

TOUCH Ready and definable Release Cycles

TOUCH Responsive documents for optimal viewing on any device

TOUCH Compliance and risk management
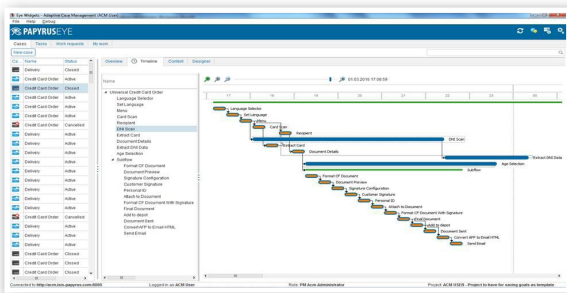
TOUCH Building business applications using ACM
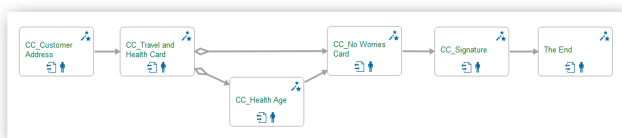
A very good mix of interesting lectures, practical experience and networking. - Markus Bucher, CREDIT SUISSE

ISIS Papyrus Open House 2017

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 experiences.

Conference Location

ISIS Papyrus UK Ltd.
Watership Barn
Kingsclere Business Park
Kingsclere, Hampshire, RG20 4SW

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Hotel Reservation

We are glad to arrange your accommodation.
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Bowling Green Road
Thatcham, Berkshire, RG18 3RP

Tel   +44 (0) 1635 - 871 555
Fax   +44 (0) 1635 - 871 571
www.regencyparkhotel.co.uk

Rate starting from £113.00 per night for single occupancy, including unlimited complimentary broadband, full English breakfast, use of the Health Club, car parking and taxes.

Enrolment

To register for the 2017 ISIS Papyrus UK Open House and User Conference please register online:
www.isis-papyrus.com/register-OHUK

Fees

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

Questions

For any question, please feel free to contact the event team per e-mail or phone.

Tel   +44 (0) 1635-299 849
E-mail   events.uk@isis-papyrus.com

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.

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.
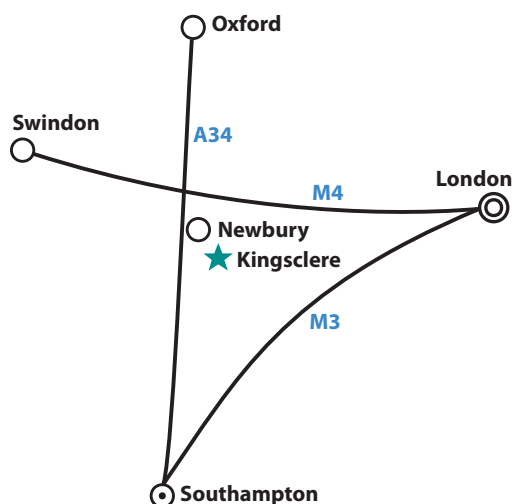
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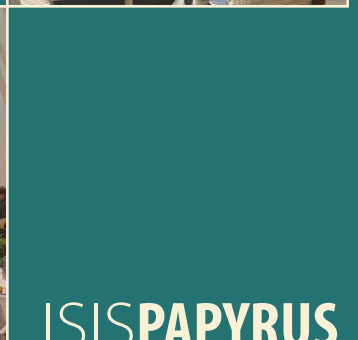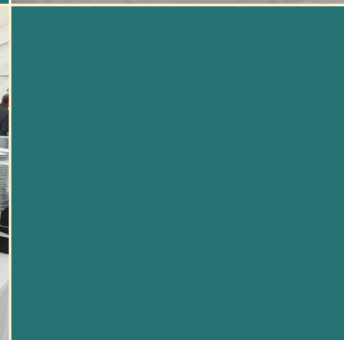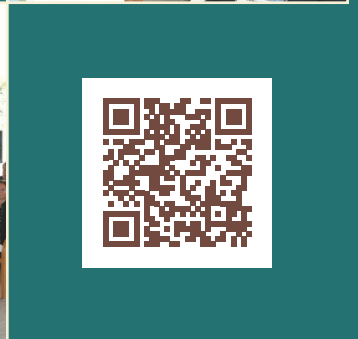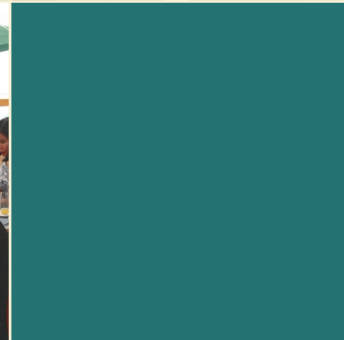Diplomvej 381
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