

The ISIS Times

The Magazine for Business Document Automation and Management

Fall 2000

www.isis-papyrus.com

Integrated Document Production and Internet Distribution

Why Should Documents
Have To Be Developed for
Web Presentation Once More?

Introducing the ISIS Certified Professionals Program

NEW Product! Papyrus Campaign Manager

Solution Reports

Archiving and Internet
Color Documents
Utility Bill Processing
High Volume Service Printing

**Visit us at the Xplor
Booth 1113-B**

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Ladies and Gentlemen!

Just a few more months and the Millenium year is over. No Y2K bug has bitten us. The world is still turning. The Internet bubble has finally burst, since the proponents of new economy ran out of future business claims to pull money out of their investor's pockets.

We have always said that ISIS is solid OLD ECONOMY. Quality, customer orientation and a profitable business. We also have the growth to show! The first half year of 2000 was close to 50% due to Asia picking up again, but the yearly average should be again around 30% for our new product installations.

2000 is not only a good but also a tough year. We have had a very hard time finding the right people in the right numbers. We do not work with "headcounts", because what is "inside the head" counts! Consequently, we will not attempt a crazy hiring spree in today's market. We always focus on solid growth and finding the right people. Unfortunately, we have had a few people leave, but since we are not REVENUE driven, it just improves our PROFITS. Stock market analysts would love us! The lack of manpower has meant that we had to let a few projects go which we could have done, but then we rather focus on quality than quantity.

We obviously need to grow. Our future plans with Papyrus require highly skilled experts which are hard to find. This means that we will focus even more on standardizing the solutions our customers look for. We will deliver even simpler installation and more than ever ease-of-use.

Max Pucher, CEO, ISIS Papyrus Group, and Annemarie Pucher, President, ISIS Papyrus Software AG, at the welcome reception of the ISIS Open House 2000 at a historic Hat Museum in downtown Vienna.



We have done some great installations in 2000 already. How about a full color bank statement in 600 dpi with 3D pie charts in multiple languages including Chinese? How about Document Presentment via the Web? While Checkfree needs to run full page ads that they bought the technology for \$250 million, while we just have it and install it as part of many Papyrus Systems!

In the competition department they are back to beating a dead horse with boring claims of "Drag. Drop. Done!" and "5 million pages/hour". We still ask these vendors to bring in proof (they never did) and you should do the same. If it would be really that simple or fast, it would have to be either RIGID or LIMITED!

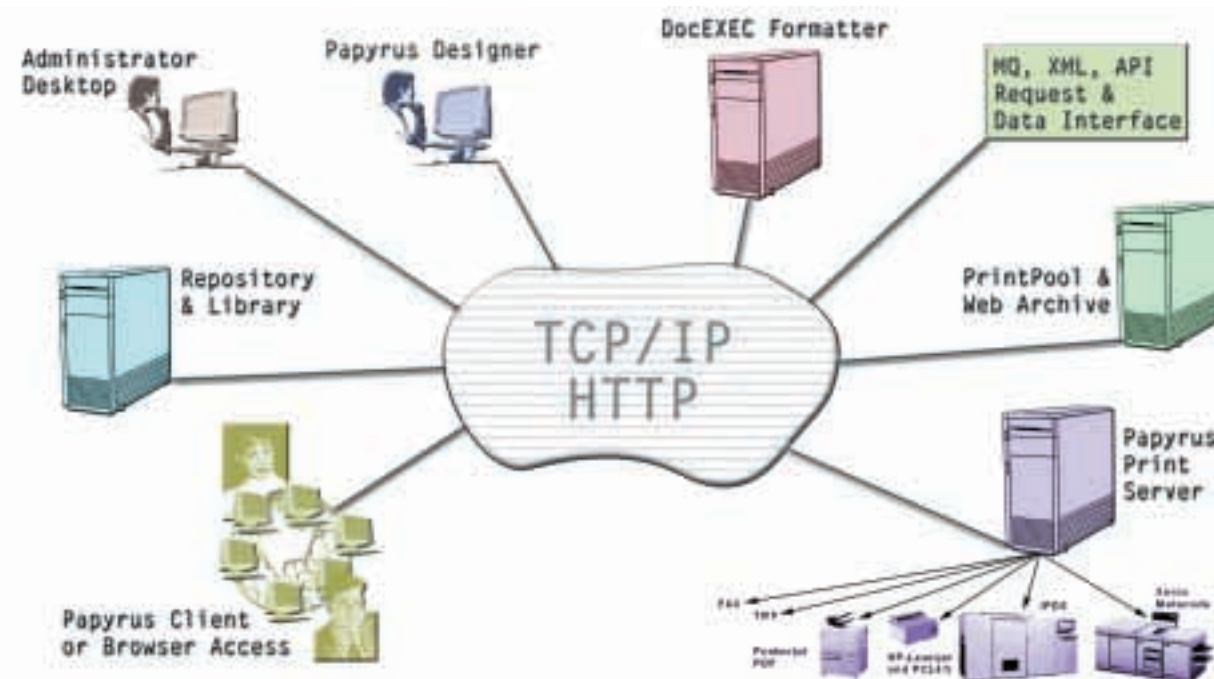
Finally: Hand out the cigars! Let's celebrate the newborn! We have announced a new component called "Papyrus Campaign Manager". It offers virtually seamless integration with your marketing databases. The object oriented data model means, that in difference to other hardcoded products, you can simply define the data, letter and message objects as required. Then setup any marketing, messaging or statement logic you can think of. We plan a general availability for second quarter 2001, when the first currently running projects will be in production! Watch this space!

Papyrus Objects

Of all the challenges IT managers or CIOs face today, the need for INTEGRATION is the most complex problem to solve and at the same time the most essential to pursue.

Why? Information Technology is now understood as a platform to improve the competitiveness of a business and not as a simple automation tool for internal processes.

"Papyrus Objects" has the most future oriented document management architecture. It is also an object oriented workflow solution and provides Enterprise Application Integration supporting a CRM approach for business documents.



Papyrus Objects uniquely addresses:

- Common user interface for all document applications
- Thin Client or browser based display technology
- Central repository with version controlled, distributed library access
- Legacy data mapping (CICS, IMS, SQL, MQ) and ERP adapters
- Business process control for documents
- User Authorization and Email integration
- Integration with archive systems, output and print management
- 11 operating system platforms

Above all, Papyrus Objects will significantly reduce time, cost and effort associated with defining and maintaining document applications as well as integrating Papyrus components and your application programs into a homogenous application environment for developers, administrators and users.

The business document is the main source of contact between customer and corporation, and as such is one of the most decisive factors in the customer's impression of the corporation. Getting the document right secures customer satisfaction.

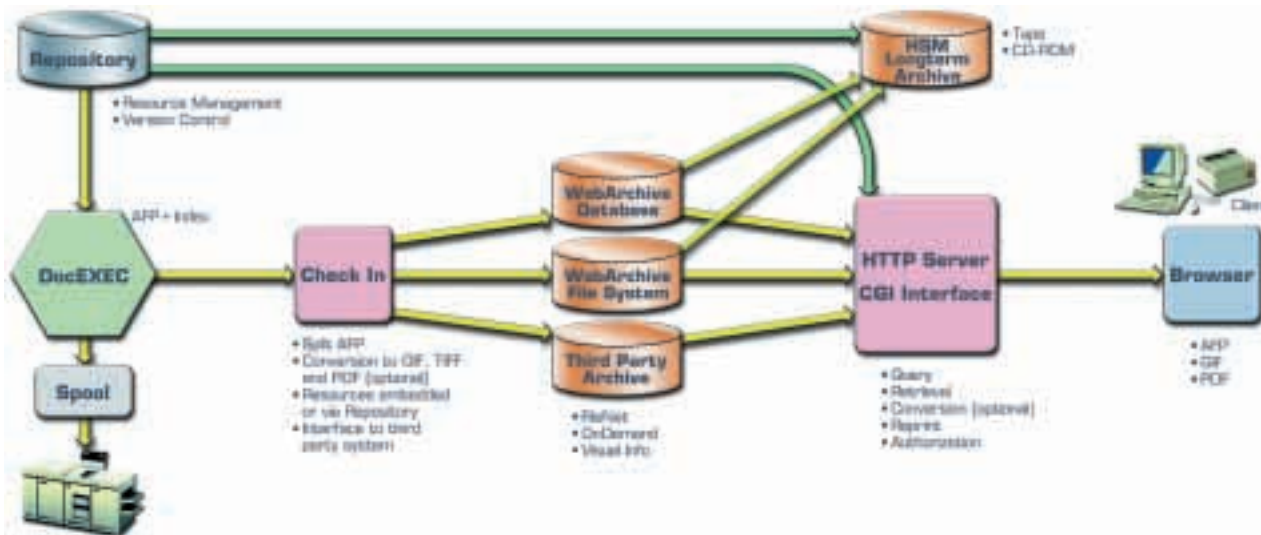
Of course, the customer will never see the applications or systems which back up their service. The only physical or electronic media they receive is the business document, the bill, the bank statement, the insurance contract etc... That is why Papyrus provides the exact same document as it was printed to the Internet.

Papyrus WebArchive offers a powerful integration and simplification in comparison to the common and limited EBPP products available today. Where these provide mostly hard coded data extraction

Highlights of the Papyrus Output Management Concept

- A completely integrated system for Archiving, Distribution, Printing and Internet presentation of business documents.
- Substantial cost and time savings due to ONE time development of the electronic document for printing, archiving and for internet delivery.
- No additional effort defining and extracting the index.
- Available for OS/390, HP/UX, DEC Alpha, AIX and SUN Solaris, WinNT.
- Native AFP viewing in the browser or conversion on the fly into PDF, GIF and TIFF.
- Integration with Imaging and Document Capture.

Integrated Archiving and Internet Distribution



and indexing, the Papyrus System provides these at time of document generation. Control fields, XML and the printable document are generated at the same time.

Companies can provide an internet based service where customers can see their bills and statements as XML data content or exactly as they were printed using a browser in AFP, PDF or GIF format.

Customer Care

Clerks receive telephone inquiries and need to quickly call up copies of the customer's documents i.e. bills that were mailed out and view them while handling the inquiry. A copy of the document can be sent to the customer by using local or central printing, fax and e-mail.

Indexing

It is essential to index the documents in order to find them and retrieve them from the archive. The index is defined in the Papyrus Designer and generated during the Papyrus DocEXEC formatting run.



M&G takes full advantage of Web Technology by using the Papyrus WebArchive and Java Applet for AFP viewing.

A report by Mr. Martin Gunn, Project Manager of M&G, at the ISIS Roadshow in Henley-on-Thames, UK in June 2000.

M&G, a leading unit trust provider, is part of Prudential with several offices in the UK employing 1100 people. They produce approximately 12 million pages of customer output per year. Their aim was to establish a single, standard interface for producing all computer generated customer documentation.

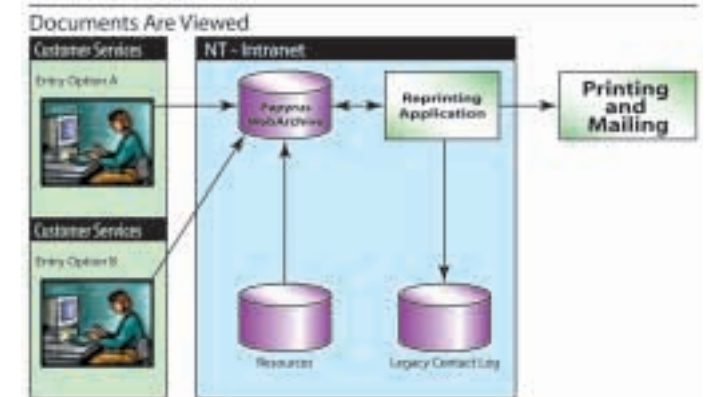
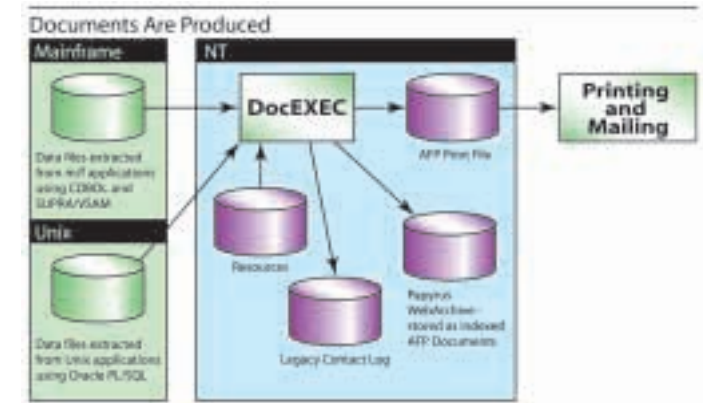
With the old system they faced poor consistency across system output, low quality documents (240 dpi, black and white only), inflexibility and high cost of supporting multiple systems.

The Way Forward

- Provide consistency across and within products and systems
- Raise the quality of business documents by using color, charts and high resolutions
- Implement standards
- Provide output electronically
- Provide tailored 'one to one' documents.

The Solution

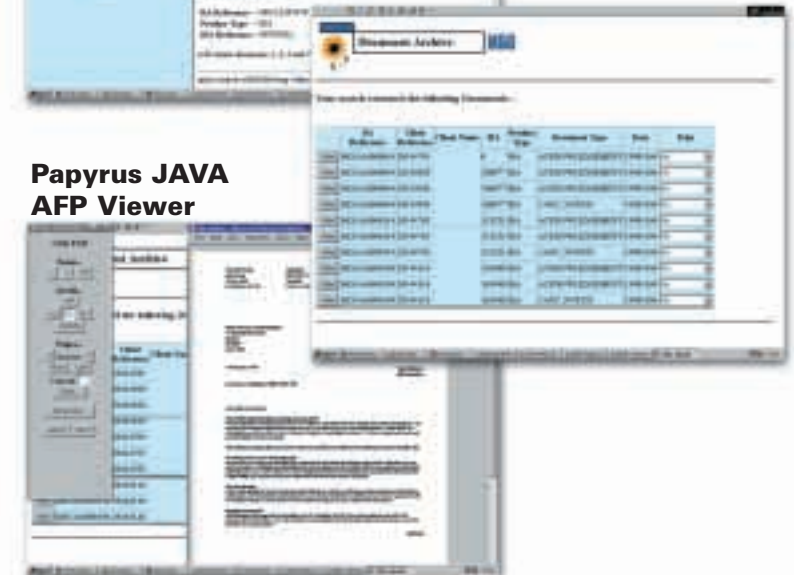
The Papyrus Designer Package was chosen to develop the document applications and its resources such as fonts, forms, logos. Papyrus DocEXEC Formatter is used on NT. Printing is done using a highlight color duplex cutsheet IPDS printer from OCE. For storage and retrieval the Papyrus WebArchive solution was chosen. This includes the viewing of the documents using the Papyrus Java AFP Viewer Applet with the Microsoft Internet Explorer.



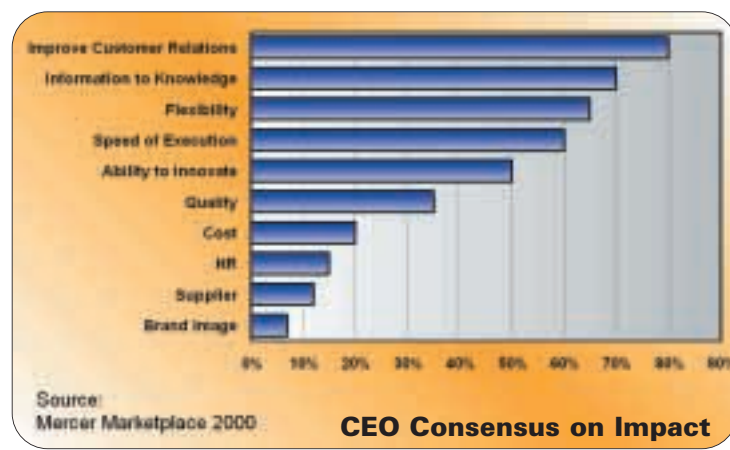
Search Window



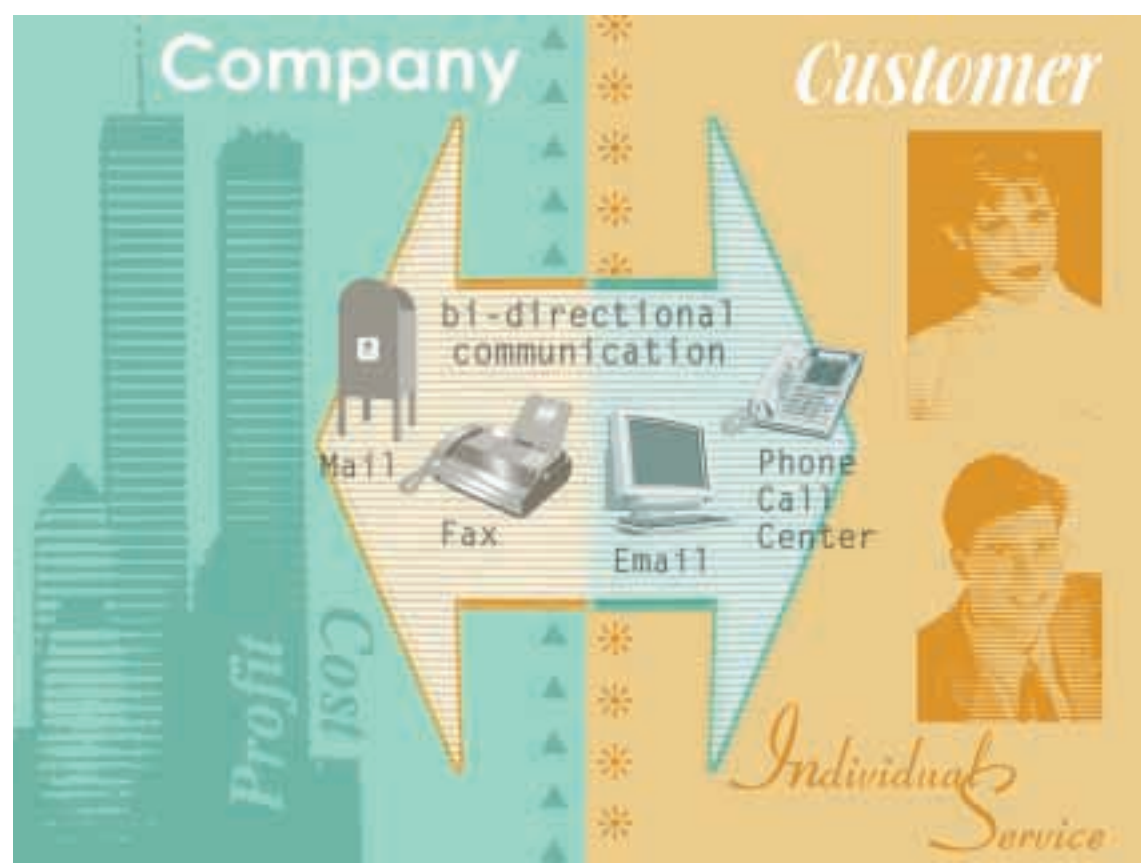
Search Results



Papyrus JAVA AFP Viewer



In the Mercer Marketplace 2000 Survey 80% of all CEOs agreed that improving a company's ability to establish and maintain customer relationships is the most essential corporate goal. This is mirrored in the rush to CRM products in the last few years.



Papyrus Campaign Manager

Customer Relationship Management (CRM) products today focus mostly on creating the "transparent customer" in an attempt to improve the capability of the organization to market to a particular customer better. Only a subset of CRM solutions try to improve the communication channel between the company and its customers, and that only for e-commerce and call center applications. As only a few percent of most companies customers communicate via the web, there is a huge gap in a company's communication ability.

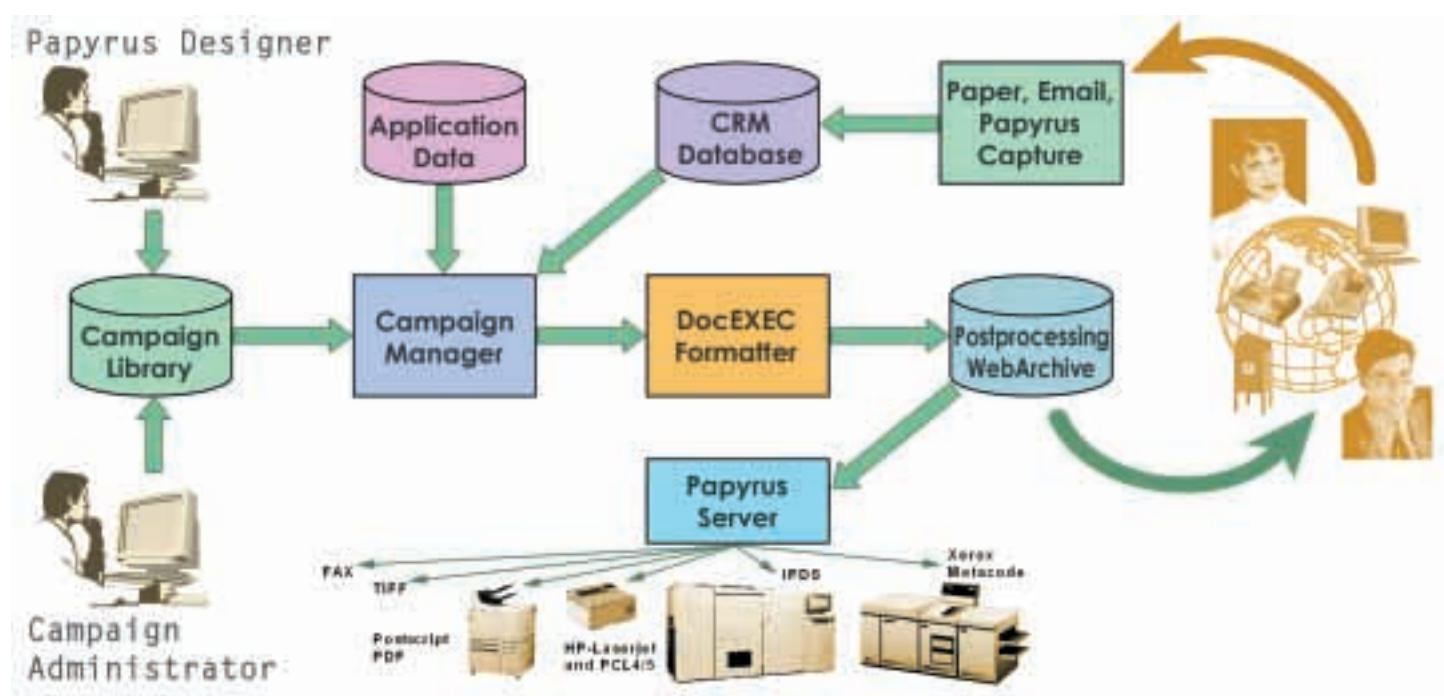
Consumers appreciate coherent communication.

Prospects and customers expect a coherent and consolidated approach in its communication with any business. Once such a personalized approach is estab-

lished, it can also be used as a marketing channel, as it is perceived as a service improvement rather than being badgered with uninvited offerings. This is particularly true for the valuable priority customer.

It would certainly be dangerous to accept that this functionality could only be utilized for customers that communicate via the web.

This high quality service is provided by integrating personalized marketing and messaging, high-volume batch production, letter applications, call center services, and e-commerce through a system such as Papyrus. Large corporations want a more sophisticated marketing control facility for the non-technical user, while retaining the power of Papyrus document applications.



Customer communication is bi-directional!

Most campaign or message management products focus on controlling which message is to be sent to whom. Much more important is, *how and when which customer responded to which message!* This is not only interesting for the marketing cycle, it also becomes an essential issue for customer retention.

Companies who have implemented marketing and campaign management have all found that the complexity of planning and administrating the campaign content is very time consuming and in many cases prohibits successful use. The ability to simply gather and analyze customer responses and make use of that knowledge for improving future campaigns is missing. Gathering response information is therefore necessary and usually fails due to the effort and complexity of extracting that information. New ways of simplifying and automating this important task are clearly required.

Customer information is considered private!

Consumer privacy has become a subject of discussion because many Internet applications collect extensive

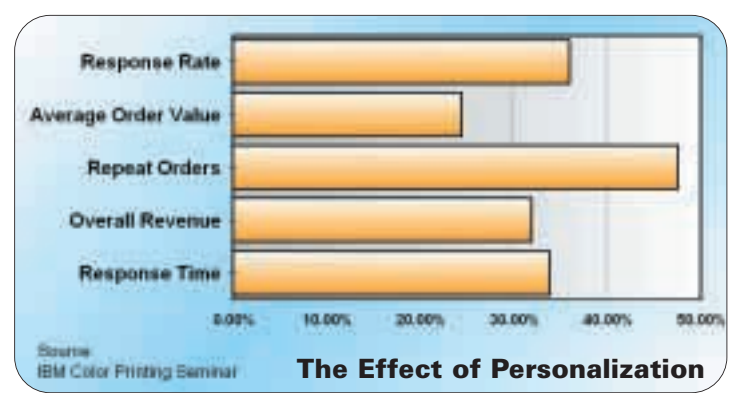
customer detail. It seems that the collection of this information is the only way to achieve the above message and response management. It is not the detail that is relevant but just a general definition of a 'prospect type', who mostly responds in a certain manner to a 'message type'. People dealing with market analysis have no need to access and use private consumer information. Incidentally, it has not improved overall marketing strategies in the past due to the typical misinterpretation of that information.

The things to come ...

ISIS Papyrus announces at XPLOR 2000 a new Papyrus Document System component, called the *Papyrus Campaign Manager*. It uses the Campaign Library definitions to provide the control data input for the marketing document generation. Document generation, post processing and distribution is performed by available Papyrus components, *DocEXEC*, *PrintPool* and *WebArchive*. It is currently planned to make Campaign Manager generally available in 2nd quarter of 2001. But there is more ...

Papyrus Capture can further be used to extract response information from letters, faxes, emails and call center data for feedback to Papyrus Campaign Manager. Papyrus Capture is available today as it utilizes the well established Improx Recognition Technology in use at over 200 customers.

As a future step ISIS plans to provide a component called *Response Analyzer*, which uses collected response and purchase information to identify message and response patterns. These provide dramatically simplified feedback control for future campaign planning and execution.



Clarica, one of the leading insurance companies in Canada, has successfully implemented a personalized Marketing Campaign Solution for their worldwide agents. They are using the Papyrus Document System to generate and automate full color marketing brochures in 5 categories and 5 languages:

- Financial security
- Business
- Estate preservation
- Family farm/business transference
- Charitable Contributions
- Languages: English, French, Chinese, Korean and Vietnamese.

Marketing Campaign Materials

The Agents Order Process

The agent can request any number of customized copies of the brochures for the different insurance products via Web notification and order processing. For example: 50 copies of English estate planning, 25 copies of Charitable contributions. They can have their photograph and address included in every brochure.

How It Was Implemented

- ① Artwork was done using Quark Xpress and Photoshop to produce 600 dpi full color TIFF CMYK images.
- ② Papyrus Document Application reads batched 'Order Request' data records. Agent picture and address is read from a mainframe database to generate composed document copies customized with Agent information (picture and address on back of brochure).
- ③ Additionally Papyrus generates slip sheet for shipping the brochures to the agent who ordered them.

The Results

Over a 6 weeks period, 450 orders were received. This is contrasted with the usual volume of about 23 orders for preprinted brochures that were not customized. Agents were willing to absorb the 3 times higher cost per copy for the customized brochures.



The Value

Agents wanted them because

- ✓ they could personalize
- ✓ continue to strengthen their relationship
- ✓ they could target specific markets
- ✓ they can address specific client needs
- ✓ clients are more open to consider marketing material that speaks to them on a subject that concerns them
- ✓ agents can now sell their business according to their particular game plan (ie. farm/business transference may be a key part of their business)



Initial concerns were solved successfully by printing to IPDS Full Color:

The first week's run generated 25,000 brochure copies. Printing operations personnel were initially concerned with the volume because they were more used to Postscript ripping versus AFP Full Color printing. Using Papyrus in conjunction with the IBM Infoprint 100 made this Print On Demand application very scalable.

The Statistics

"In 6 weeks, we printed 80% of the total yearly orders (1998) for the generic brochure", says Don Maxwell from Clarica. "Nearly 16% of the sales force ordered the new brochure versus nearly 4% of the generic in 1998. As far as the effectiveness of targeting market segments versus the shotgun approach, there are a lot of case studies to support this."



ONE Document Solution Does It All! Print On Demand Marketing Campaign Brochures and One to One Business Documents



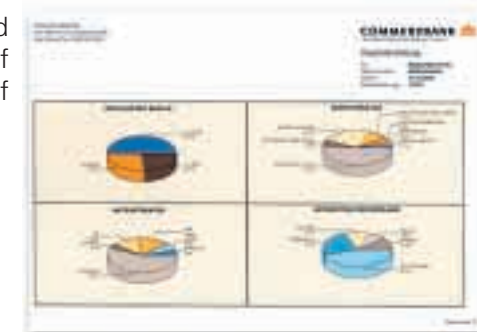
One to One Business Documents

Commerzbank has been an ISIS customer since 1992. The OverView AFP Designer Products have been successfully used for many forms/data applications. Late last year Commerzbank decided to upgrade to the Papyrus Document System to fulfill the new needs for business documents within the corporation. Dynamic formatted consolidated Fund Statements using Full Color for charts and graphics were requested by the user department.

14 different account types are merged dynamically into one statement. A table of contents provides an excellent overview of the document content.

Document Application Details

- ✓ Outline Fonts in 600 dpi
- ✓ Dynamic Charts generated from business data in full color (GOCA)
- ✓ Company Logos in color (IOCA)
- ✓ Signatures in color
- ✓ Color Table headings
- ✓ Different color shadings for each account type
- ✓ Printing on IPDS using IBM Info 100 Color printer.



Document development is done on WinNT using the Papyrus Designer Suite. Batch formatting on OS/390 using Papyrus DocEXEC.



Commerzbank

As a universal bank, Commerzbank covers retail banking, wholesale banking and investment banking. It also offers specialized services via a number of subsidiaries, such as leasing, fund management, real-estate and equity investment. Among its leading subsidiaries are RHEINHYP Rheinische Hypothekenbank and the Hypothekenbank in Essen. comdirect is one of Europe's leading direct brokers and a major stepping stone to becoming a prominent Internet bank. Commerzbank's main areas of activity are Germany and the rest of Europe, North and South America and Asia. Since the rapprochement with the former Eastern bloc, Commerzbank has extended its presence in Central and Eastern Europe.

GPU Energy Utility Bill Processing

Company Info

GPU Inc., is an international provider of energy-related infrastructure and services. Domestically, its three electric utility subsidiaries - doing business as GPU Energy - annually provide approximately 44 billion kilowatt-hours of electricity serving two million customers in Pennsylvania and New Jersey. GPU Advanced Resources, Inc. sells competitive retail energy and services in the Mid-Atlantic region. Altogether, GPU serves more than 4.3 million customers around the world.

The Requirements

In conjunction with Y2K preparations, GPU Energy started a project to migrate business applications from mainframe processing to SAP R3 on the HP-UX operating system platform. Packaged SAP reports did not provide the flexibility, quality and print processing required for GPU to conduct business. Print software requirements included:

- Flexible print formatting including IPDS and PCL
- Dynamic Formatting including multiple languages and charts (pie, bar)
- Handling of SAP RDI (raw data interface)
- Integration with postal software processing and barcode support
- WYSIWYG design of applications including spell check
- AFP resource compatibility
- Highlight Color and Full Color support

Decision Criteria for Papyrus

GPU selected Papyrus Document Solution based on ISIS' response to the requirements and rapid development capabilities. In a very short time, ISIS was able to quickly produce a sample Papyrus billing application using the sample SAP data and layout that GPU provided.

The Solution

GPU's Bill Print solution uses Papyrus Designer and Papyrus DocEXEC. With Papyrus, GPU nightly processes regular bills for its three subsidiaries with volumes of 50,000 to 200,000 accounts and collective/master/voucher processing of 10 to 100 bills, varying from 5 to 200 pages. Additional applications include letters with volumes of 100 to 30,000 per cycle and check generation with volumes of 25,000 monthly.

Papyrus Designer's WYSIWYG design capabilities enables rapid development and updating of new or changed bill formats. Features used include conditional processing to produce consolidated billing for multiple services and for the different subsidiaries, data-driven power usage comparison charts, and conditional notices and marketing messages.

To start batch processing, SAP application servers generate RDI or plain text and print the data to remote queues. Each data type is printed to a unique queue. Then a series of UNIX scripts automate formatting and printing.



- The first script, checks for the number of concurrent spool runs and launches the formatting procedure.
- The second script invokes Papyrus DocEXEC formatting for each spool request, creating an index file and log file that is passed to postal processing which adds the carrier route information.
- The third script checks that all post-processing is completed, merges the updated log information and runs the postal optimization to generate the final print order for maximum postal discounts. Then this print order is input to the Papyrus DocEXEC post-processing application which imports the earlier pre-composed, indexed AFPDS documents in the correct order, adds the additional document information including carrier routing and barcodes, and produces the final AFPDS. This final AFPDS is then processed by the OCE print server and printed on the Pagestream 1000.

Benefits

- How quickly GPU staff learned to use Papyrus Designer to develop applications
- How Papyrus handles the SAP RDI data file
- How easily and quickly GPU developers can make changes to applications
- Ease of integration with postal processing and archive software



Part of The Great Universal Stores P.L.C. (GUS), Experian has its UK headquarters in Nottingham, England. Experian is an information solutions company, helping organizations to use information to reach new customers and maximize the value from existing customers.

The Customer

Experian offers a wide variety of services, from database management, information services and decision-making systems, to handling the printing of transactional mail (for example bills and statements) on behalf of customers. The print and mailing department of Experian is responsible for the printing of credit card statements, telephone and utilities bills, together with all associated letters on behalf of their clients.

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The Requirements

Experian started a project to implement a document composition solution that would allow it to produce all the documents with one product. Experian was looking for a solution within an AFP environment that allowed it quick and easy WYSIWYG development. One of the main problems with the old system was that raw AFP data would be entered, but the result could not be seen until the document was actually printed.

Decision Criteria For Papyrus

Experian chose Papyrus out of a shortlist of three vendors for a number of reasons:

- It offered a real time, WYSIWYG development environment
- It allowed extra functionality, such as embedding variable data within a fixed paragraph, and correct placement of signatures
- There was no pre-processing work needed

"The intuitive Papyrus Designer with its 100% WYSIWYG fidelity and cross referencing between editors makes it a very powerful and easy to use workstation," says Steve Hough, Business Services Manager at Experian.

The Solution

Experian receives a data file and details of the document layout and contents. Papyrus Designer is used to design the document, which is tested on screen using the WYSIWYG environment. The source code created on the workstation is then compiled on the mainframe. Papyrus DocEXEC for MVS formats the documents, which are printed by either IBM InfoPrint 4000, or Xerox IPS 180 printers. Experian prints in the region of 100 million pages with Papyrus per year.

The Future

Papyrus will continue to be Experian's core document composition solution. Over the next year, Experian will look to increase its number of Papyrus Designer licenses to keep up with the increased business it will handle on behalf of its clients, as all new contracts are being delivered with the Papyrus solution.

The Benefits

The speed of development with Papyrus and the ability to develop in a WYSIWYG environment is a major benefit for Experian. It is now able to quickly respond to customer requests and produce the required documents in a professional format and timely manner.

A Total Printing Solution at Experian

Steve Hough confirms that Experian is seeing many benefits from its Papyrus solution.

"The solution from ISIS is a definite improvement on our old system which could not deliver us the documents we required. With Papyrus, we can develop new business and provide a better service to our clients.

We certainly have no regrets in implementing Papyrus."

Image Editor for 16.7 million colors

Our standard shipment now includes the new Image Editor 5.3, which supports true color image conversion to GOCA images. It supports the image formats needed for pre-rendering color images for the IBM Infocolor printers. A number of rendering methods are supported for different picture types. A special CMYK raster format for GOCA was defined by IBM to enable high speed printing. On the input side the image editor now supports most TIFF, JPG, and BMP formats.

FOCA outline font support and conversions

In all ISIS products FOCA outline fonts are now fully supported. FOCA fonts use an Adobe Type 1 outline definition with an AFP codepage mapping. The font converter offered by ISIS can now create FOCA from Adobe outlines as well as from Microsoft True Type definitions.

Scitex IJPDS driver for Papyrus Server

In close cooperation with Scitex, ISIS has developed a new version of the AFP to IJPDS driver that fully supports GOCA vector images, FOCA fonts and spot color print files. This driver is available on NT and most Unix platforms.

Native PDF generation from AFP files

ISIS is currently testing a new version of the PDF converter for WebArchive that supports the generation of PDF Masterfonts. The advantage of using Masterfonts is that the actual AFP fonts do not have to be imbedded into the documents. One of the big drawbacks of PDF is that it only works well with the 32 Postscript font styles included with the Acrobat viewer. If the Papyrus WebArchive operator would download his own standard font set with the Papyrus Plug-In AFP Viewer to the user PC, he would get a PERFECT VIEWING result.

Obviously, PDF is a market fact despite its drawbacks. Even though Adobe has not documented the use of PDF Masterfonts well enough, we seem to have circumvented that problem. Each Masterfont can have up to 10k in size, so do not expect incredible size reductions for single page documents with a few fonts. No one can bypass the speed limitations of the Internet and the needs for quality document presentation, regardless of what some vendors will tell you.

New ISIS Papyrus Customers in 2000

Northern Telephone Canada
Commerzbank Germany
Mannesmann Arcor Germany
Bank of Scotland UK
Polcomtel Poland
Gerling Germany
CDC Denmark
Sigma More Italy
Maxis Malaysia
Servinfirm Spain
Gas Natural Spain
Cyprus Popular Bank Cyprus
Bezek Israel
Deutsche Bank Germany
FarEasTone Taiwan
Telephonica del Peru Peru
Caja Laboral Portugal
AXA Royal Belge Belgium
MCI Worldcom UK
BNP Paribas France
Dresdner Bank Germany
US Postal Service USPS USA
OSB Italy
BBK Spain
Correio Ilibrdo Italy
Han Young Corp Korea
Chevron USA
Keyspan USA
Nova Bank Greece
Toppa Forms Japan

Service companies and individuals around the world have approached us to provide services to customers using the Papyrus Document System. Making sure that this is done from professionals with a high level of expertise we have established the Certification Program.

The mission of this program is to develop and maintain the standards for recognition of professionalism using the Papyrus Document System.

Determining your eligibility:

To be accepted into one of the different levels of the Papyrus Certification Program, you must meet following eligibility requirements:

- Central/Remote printing and distribution, TCP/IP, Internet/Intranet technology, CGI, JAVA MVS, JES, LU6.2, CICS basics
- Database installation and basic administration knowledge SQL basics
- Experience with Papyrus Output Management projects (bundling, distribution, postal optimizations)

ISIS Certified Professional Program

Certified Papyrus Application Developer

Overview Of Required skills:

- Understanding of AFP and printer technologies (IPDS, PCL, Metacode, Postscript,...), PPFA, Overlay/OGL, Pagedef/Formdef, Pagesegments/Images, AFP-Fonts, Resolutions, Codepages
- Complex dynamic document application design, charts, tables, text formatting, logic definitions, consolidated document development. Papyrus Client AFP Viewing, Prompting applications, Texteditor. Reading of different input data formats (Linemode, ASCII/EBCDIC, DJDE, SAP XML, ...)
- Basics of Postprocessing/Papyrus PrintPool, Indexing, AFP Import, Database access, Barcodes/OMR



Recommended ISIS Standard Courses:

- Overview AFP Designer Course
- Papyrus Designer/DocEXEC Formatter Workshop
- Papyrus Designer/DocEXEC for Experts Workshop

Certified Papyrus Systems Engineer

Overview Of Required skills:

- Certified Papyrus Application Developer with a minimum of 1 year Papyrus experience in the field
- presenting to the Certification Commission two productive DOCDEF applications
- OMS planning, design and configuration experience

- Archiving and Output distribution using Internet technology.

Recommended ISIS Standard Courses:

- Papyrus Output Management Workshop
- Papyrus WebSeries Workshop

Certified Papyrus Systems Consultant

Required skills:

- Certified Papyrus Application Developer
- Certified Papyrus Systems Engineer
- A minimum of 2 years Papyrus experience confirmed by 3 references of successful implementations of the complete Papyrus Document System.
- Competence in understanding and defining the corporate document system requirements
- Knowledge of commonly used legacy document systems
- Presenting the Papyrus Document System
- Document process support using the Papyrus Desktop/OMS

Recommended ISIS Standard Courses:

- Papyrus Management Seminar

Application and Fees:

Contact ISIS for certification dates and your personal training plan to gain the required knowledge. The application fee for each certification is US\$ 500,-/€ 500,-

Certification Maintenance Requirements

Because the environment in which individuals who are certified as Papyrus Professionals is so dynamic, it is imperative for them to remain current with the enhancements and extensions of the Papyrus Document System. Therefore everyone certified as a Papyrus Professional is required to be recertified every 3 years and to attend one update class every year.



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**Rabobank, Netherlands -
Mr. Fred de Jonge**
*The Open House was superb.
All my questions have been
answered satisfactorily.*

**Bayrische Versicherungskammer,
Germany - Mr. Markus Heitzer**
*Very good networking with other
attendees and lots of new contacts.*

**Belgacom, Belgium -
Mr. Koen Geboors**
*Lots of new information
about Papyrus Objects,
Webarchive and
Printpool. The technical
sessions and demos were
excellent and very
valuable for me.*

BAWAG Austria - Mr. Schwarz
*Very good agenda and time sched-
uling. I have heard and seen
what I was looking for. An event
with high standards as already
experienced in the past.*

Helvetia Patria, Switzerland - Mr. Roberto Gasparini
*I was very positively surprised by the content of the dif-
ferent sessions and by the high expertise when talking to
ISIS professionals.*

ISIS Open House Conference is a Winner with Customers



Abbey National UK - Mr. Richard Doran
*The presentations were very good, everything
well organized - a good investment of time.*

**Provinzial Versicherung, Germany -
Mrs. Ursula Frens**
*We found the event very exciting and were able to
get very valuable information for a project which
we are just starting. Very helpful were the guest
speaker sessions and attendees who were sharing
their experiences with us.*

**Xerox Polska, Poland -
Mr. Grzegorz Janczewski**
*I've learned a lot. Very
well organized event.*

**Stroede Ralton AB, Sweden -
Mr. Christer Lakowitz**
*The event was very good. My colleague and
I attended all of the seminars and gained a
lot of new information and experience.*

Deutsche Bank, Germany - Mr. Peter Schneider
*Additionally to receiving information on my specific requirements I found the informal personal meet-
ings with ISIS employees on the ISIS Opening Event very positive. Such opportunities strengthen the
working relationship between customer and software supplier and help us to achieve a common goal.*

