

The ISIS Times

The Magazine for Business Document Automation and Management

Fall 2001

www.isis-papyrus.com

**Correspondence System based on
the Papyrus Objects Document
Application Management**

**PC Documents, incorporated
into a Global Output Strategy**

**Enterprise-Wide Print
Automation and Management**

**New ISIS Solutions
and Competence Center**

**ISIS Papyrus America Builds Spectacular
Office and Training Center in Southlake, Texas**



W. W. Martin



ISIS. More than a Company.

Ladies and Gentlemen!

It is difficult to assign priority to everyday things, when every day has been so brutally disrupted as on September 11th. But as always, excellence can only be found when the going gets tough, and not when things are easy. We are torn between the sorrow for all the people whose life has been ended or turned upside down, and the admiration for the strength and determination that was seen. America has handled this attack on the principles of freedom with incredible restraint. Europe, as the rest of the world, has shown unheard of unity against such acts.

But we have to go on, fight the terror and let ourselves not be terrorized in any way. Whoever is behind this, might succeed in killing a few innocent people, but no one can kill the Spirit of Freedom. ISIS has been incorporated in the US in 1991, so we feel a responsibility to support the economy as a corporate American citizen for our employees, families and customers. As an international business these events strengthen our resolve to invest in the United States and not to be scared away.

As you can see from our cover, we have been already heavily investing in the last few years. More than five million dollars have been invested by the ISIS Group to build the ISIS Competence and Solutions Center in Southlake, Texas and to hire and train support personnel for the US market. A smaller investment is to rebuild a historic building in Ivrea, Italy for ISIS corporate use. As a very profitable business, no financing outside the ISIS Group was or will be needed. Our business has been growing slowly, but steadily, in the US as is our style. In the rest of the world, 2000 was our strongest growth year ever. 470 companies now use the Papyrus Document System worldwide, with the largest using 25000 Papyrus Clients!

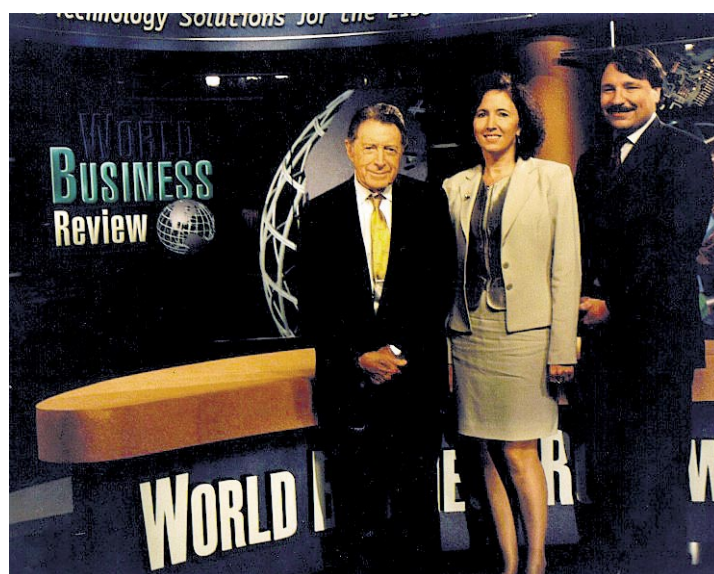
We look forward to seeing you in the near future, either at Xplor in Orlando, or at one of our events, such as the upcoming House Warming Events for the US headquarters.

With our very best regards,

Max J. Pucher
President, ISIS Holding AG

Annemarie Pucher
President, ISIS Software AG

We have not been resting on our laurels either. Good things take time, as they say, which the DOT.BOMB people forgot, so we took longer with the development of our new Papyrus Objects infrastructure software to do it right. Papyrus Objects has fulfilled the promise of substantially reducing the application and system integration effort for correspondence solutions, which according to a Gartner Group study, accounts for more than 65% of larger projects.



Max and Annemarie Pucher at Caspar Weinberger's 'World Business Review' TV show

New features and functions in the area of color and output formats, such as PDF native, IJPDS, or email have been developed and made available. Papyrus System 6 has been shipped to some new customers, but a general update is still a couple of months away to finalize quality assurance procedures.

- 👑 Successful in business for 13 years
- 👑 Old economy - focus on quality and stability
- 👑 Commitment in long term customer relationships
- 👑 Privately owned - allows focus on customer needs
- 👑 Future proof solutions
- 👑 ISIS solutions are an investment and not just spending
- 👑 Expensive, but the Best. Return on investment between 6 and 24 months
- 👑 30 to 40% growth per year
- 👑 1800+ customers

The ISIS Concept to run a solid business: Do only profitable projects, ensure happy customers and have motivated employees!

- 👑 470+ Papyrus Document Systems installed
- 👑 The world's largest corporations use Papyrus
- 👑 Market leader in Europe and Asia, fastest growth in the USA
- 👑 Four development and 3 support centers in Asia, US and Austria
- 👑 220+ employees worldwide
- 👑 62 Mil US\$ revenue in 2000 with Papyrus products.
- 👑 Profits are invested into growing the company, research, education and competence centers.
- 👑 Business Partnerships with IBM, Xerox, Scitex, AMS

The ISIS Group was founded in 1988 offering document solutions as an IBM Business Partner. ISIS Holding AG in Switzerland manages today 12 subsidiaries in 9 countries and has a distribution network for its software products in 42 countries. Software development is performed in four labs in Austria, Germany and Italy.

ISIS' flagship product, the Papyrus Document System was introduced first in 1993 and has been recognized as the leading product by the world's largest corporations. ISIS Papyrus provides integrated and distributed software solutions for enterprise level, mission critical business document applications for more than 1800 corporations. ISIS Papyrus technology enables large-scale document applications that support fundamental business processes, such as customer care, customer relationship management, bank statement applications, insurance documents, telecom bill applications, airline miles statements, credit card processing, and customer correspondence. The Web, client/server systems and mainframe environments, all are merged into a single information technology infrastructure.

Since 1988, the ISIS solution concept is unconventional and visionary, yet conservative with a quality oriented approach to the requirements of business document management for large corporations.

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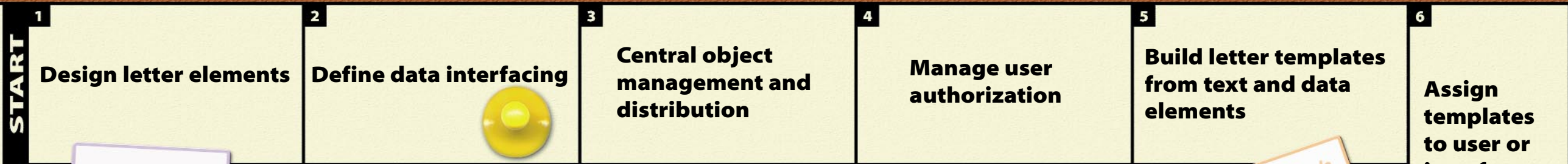
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Correspondence is a complex application scenario, which involves the use of a central management facility, user authorization, resource distribution, letter collection, central and remote print, and connecting to fax, email and archive.



"We only want to write a few letters."



Correspondence System using Papyrus Objects

"Letters are simple, but who does the integration with applications and manages the business process and the lifecycle?"

FINISH
18
 Report successful output to application

17
Send letter to archive

16
Send letter by fax

"Building a correspondence letter application is more complex than most projects."

15
Send letter by email

14
Send letter to central PrintPool for bundling

13
 Send letter to local PC printer

12
Provide letter signoff by supervisor

11
Send letter ID and status to application

10
Enable user to edit or customize letter as authorized

Choosing the right technology:

Correspondence is like an iceberg. The user only sees 10% of what it really is. Consequently, in many cases wrong requirements are defined and wrong choices for a correspondence solution are being made. Everyone wants simplicity, quite understandably. But this simplicity is not only required for the letter writer, but also for the developers, system administrators and systems management. It is a paradox that in so many cases a requirement to use MS-Word is presented, when it offers less than

5% of the overall required functionality. The drawbacks of using MS-Word make the longterm profitable use of a letter application impossible. Long before the system has paid for itself, Microsoft will change the product enough to cause substantial maintenance work. This is not really their fault, as they never designed MS-Word to be used in a corporate application setting. It is simply a PC mass product for home users.

The Papyrus System was developed for corporate users only. Just as the Papyrus Client does not intend to compete with MS-Word, MS-Word is not able to compete with the Papyrus Client.

System functionality:

The following features have to be defined and implemented:

- ✦ Defining the letter elements (Document Framework)
- ✦ Implementing the data, user and process control interfaces
- ✦ Defining user authorization with roles and privileges (i.e. LDAP)
- ✦ Provide the infrastructure for resource distribution in the network
- ✦ Defining the elements of the letter process
- ✦ Setting up the infrastructure for print, fax, email, and archive

All of the above require, in most customer environments, substantial programming on different platforms. All of the above can be defined and customized WITHOUT programming using Papyrus Objects. These features can be defined and customized from templates provided with the Papyrus (Web)Repository.

Administration functionality:

What is the functionality required? The following functional steps provide a letter administration setup:

- ✦ Define all the standard letter elements, such as text, forms, signatures
- ✦ Create the letter/document templates by assembling those elements as required
- ✦ Add the letter/document to predefined process tasks
- ✦ Authorize users to access those letters/documents in the GUI
- ✦ Define the interface criteria and data mapping for application requests
- ✦ Define the process requirements for print, fax, email, and archive

- ✦ New letters are set into VERIFY status
- ✦ Supervisors can release the document into PRODUCTION status

With Papyrus Objects, the administrator can perform all these functions without programming, by simply assembling the templates and adding criteria to the interface definitions. Version and variant control enables the administrator to manage the lifecycle of the documents. Papyrus Objects will now manage the distribution of these resources in the network.

User functionality:

- ✦ The user can request a document manually based on his authorization
- ✦ The document can be requested by the application (i.e through MQ-Series)
- ✦ The application is returned a unique document ID and a status
- ✦ The letter can now be filled with application data automatically
- ✦ Document logic is executed as defined in the objects and/or in DOCDEF
- ✦ The user can customize authorized data and text fields ONLY
- ✦ The letter/document can be signed off by user or by supervisor
- ✦ A signed-off letter can now be sent to print, fax, email or archive as defined
- ✦ The user may be given the option to control the output routing
- ✦ The user could also retrieve letters by letter or task OID at a later date.

6
Assign templates to user or interface libraries

7
Manage user login to identify physical location

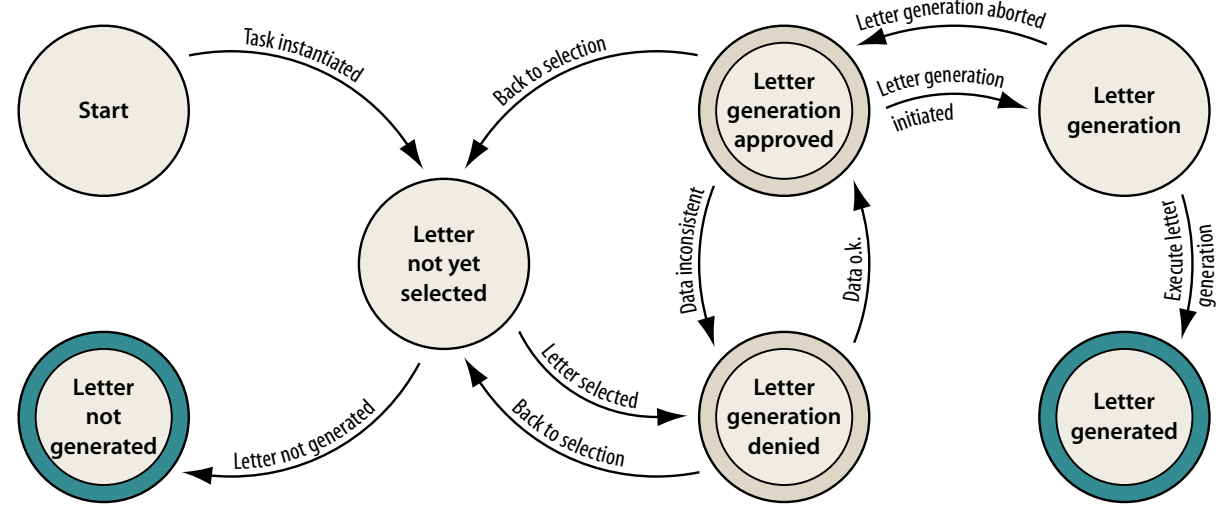
8
User or application requests letter instance

9
Fill instance with actual application data

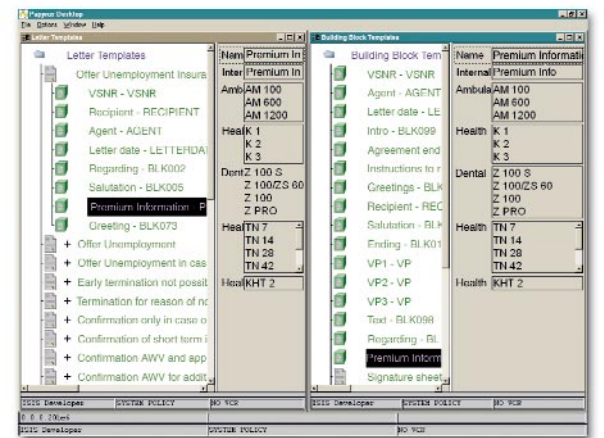
A Papyrus Correspondence Solution at a Health Insurance Company

The Customer: Health Insurance, 621 employees, 500 Mill US\$ revenue in 2000

1 The letter process uses state definition



2 The Administration:



Text elements can easily be assigned to letters.

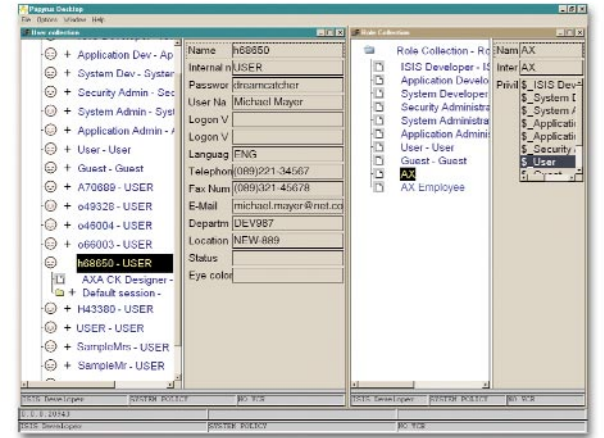
Positive experiences with Papyrus

- Substantial time and cost reduction for document development**
 - Simple development with the departments
 - Highest accuracy for document preview
- Development and test of the document can be done in parallel with the business document application on the mainframe.**
- Higher Quality for all correspondence**
 - Use dynamic charts and graphics, relative proportional fonts and tables
- Clear separation of tasks**
 - Document development
 - Data, defining the print, archiving

Positive user experiences with the online text system:

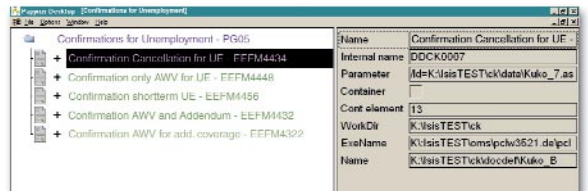
- Simple selection of letter templates**
 - Stand alone: Overview of all letters, depending on the department
 - Integration: Presentation of letter groups, to select letter templates based on 'MAY or MUST' criteria
- Fast and simple modification of letters**
 - Selection of single text elements
 - Change and select variables
 - Select the defined final process i.e. copies, distribution method and receiver control.
- Information about status of letter**
 - For example: Letter production on hold or ready. Mailing completed, archiving completed.

3 The Authorization:

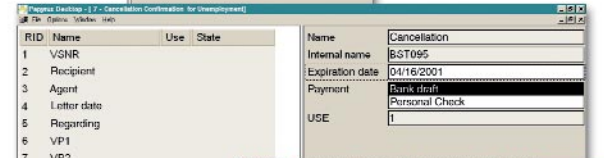


A simple approach to administer user authorization using role and policy.

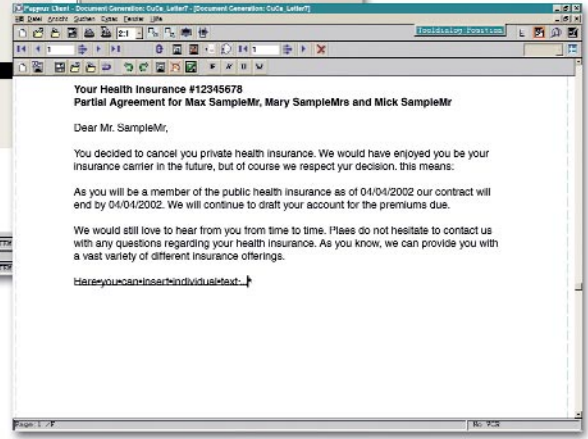
4 The Document Process:



Step 1: A mainframe MQ Series request automatically selects a letter.



Step 2: The Desktop guides the user through selection and modification of a letter.



Step 3: The letter text can be edited where authorized.

Challenges to integrate Host and PC

- Complexity**
 - The total complexity is always underestimated as it is 'only' writing a letter
- Process integration**
 - Processes must be analyzed and defined
- Interfaces**
 - A request is sent by the user to work on a contract and data is requested. Access to the host application is achieved with the Papyrus MQ Series interface. Letter is generated and sent to the centralized Papyrus PrintPool for printing and mail processing (fax, e-mail). A letter status information is returned to the host application.

Consolidated experiences - what we have learned

- Separation of organization and technical**
 - Papyrus Objects offers the generic enterprise application integration
 - The organizational definitions are designed per customer needs and not hardcoded
- Technical functionality of Papyrus**
 - Formatting and printing are standard Papyrus Client/Server functions
 - Output management with Papyrus PrintPool, bundling, fax, e-mail per SMTP
 - Papyrus Repository and Desktop to define and manage the application
- Processes must be analyzed**
 - Organization is defined in development, administration and user roles
 - Letter process, building blocks, data objects, separation of Desktop and Client
 - The document process is planned as a status diagram

Why did we choose Papyrus Objects

- Disadvantages of our current system**
 - Document application management and letter selection dialogs using ASF 3.2 are not flexible, requiring high maintenance effort
 - The programming of our own administration interface would have resulted in high efforts and static processes.
- The advantages of the ISIS Papyrus solution:**
 - The standard solution guarantees optimal interfacing with other components of the Papyrus Document System (i.e. Client and PrintPool).
 - The letter system can be run and maintained without the support of the IT department
 - Papyrus Objects provides additional benefits like software distribution and automatic versioning.
- Advantages from a user perspective**
 - Users see letter types according to their roles
 - An MQ Series message selects automatically the respective letters
 - Modification of letters is fast and easy
 - Comfortable letter writing with the Papyrus Client
- Advantages from a developer perspective**
 - The definition and administration of objects (i.e. text elements, users and roles) is very flexible
 - Simple and clear administration of letters and text elements
 - Maintenance of more than 1000 text elements including text and variables
 - very flexible access to host data
 - Flexible security concept provides linking of letter groups to certain users in certain departments
 - Authorization dependent on role of the user

The Papyrus Document System is much more than a sum of software components. Its architecture follows a thoughtfully designed blueprint providing solutions to individual customer problems as well as a long-term concept for integrating new technologies naturally into your environment. The Papyrus components can be used as stand alone products. Combined in an integrated system, they cover the complete life cycle from development to the archive.

Papyrus Objects offers substantial expansion of Papyrus application functionality. Administration and systems integration across any number of platforms and applications is dramatically simplified.

- 👑 Central management for distributed document applications
- 👑 Full timeline version and variant control for all application elements
- 👑 Standard interfacing to messaging systems (MQ-Series) and SQL databases
- 👑 Campaign Management for marketing messages and message insertion controls
- 👑 Customer Care and Correspondence applications with process management
- 👑 Forms management and Internet forms applications with data entry by user
- 👑 Central and remote printing with queue and printer management

A Fully Integrated Business Document Solution Using State of the Art Technology

Papyrus Client with the integrated DocEXEC formatter offers online and interactive document application production and printing at the end user workstation or Laptop PC. Generated documents can be sent to the PrintPool for central production and archiving.

Papyrus Desktop using a Plug-In Interface with Papyrus Client provides user authorization by a role and policy system. Documents can be processed and signed off by different users based on their roles and privileges.

Papyrus Capture incorporates incoming paper and email into the system by extracting text and data fields and classifying them according to a sample document set for archiving. The data can be used in the business process

Papyrus Host & Server and WebControl

Papyrus Host is a Functional Subsystem linking to JES2/3 on OS/390 for remote print management. The available CICS interface provides online business document production at the end user.

Papyrus Server converts the independent AFP document format with highest fidelity to the required output formats for printing, faxing, mailing, web and the archive.

Papyrus WebControl offers the Print/Job/Queue Management for Papyrus Servers across the network using the Papyrus Objects Desktop. Agent technology is used to perform highly flexible process automation based on the document status. (More on page 12)

Papyrus Designer Suite

A complete package to fulfill all graphical development requirements on a Windows 95/98/2000/NT platform.

- 👑 Forms/data application development
- 👑 Dynamic formatted document development
- 👑 Font & Image editing
- 👑 Font conversion
- 👑 Conversion of PC documents into AFP
- 👑 Full application and test platform
- 👑 Printing to PC printers

Papyrus DocEXEC

A high speed formatting engine available on 11 platforms with Linux support planned for Q1 2002 for high volume batch and interactive single document production.

Papyrus Adapters and Type Managers

offer standard interfaces with flexible parametrisation for document integration. Supported are MQ-Series, JES2, CICS, IMS transaction, FEPI, and

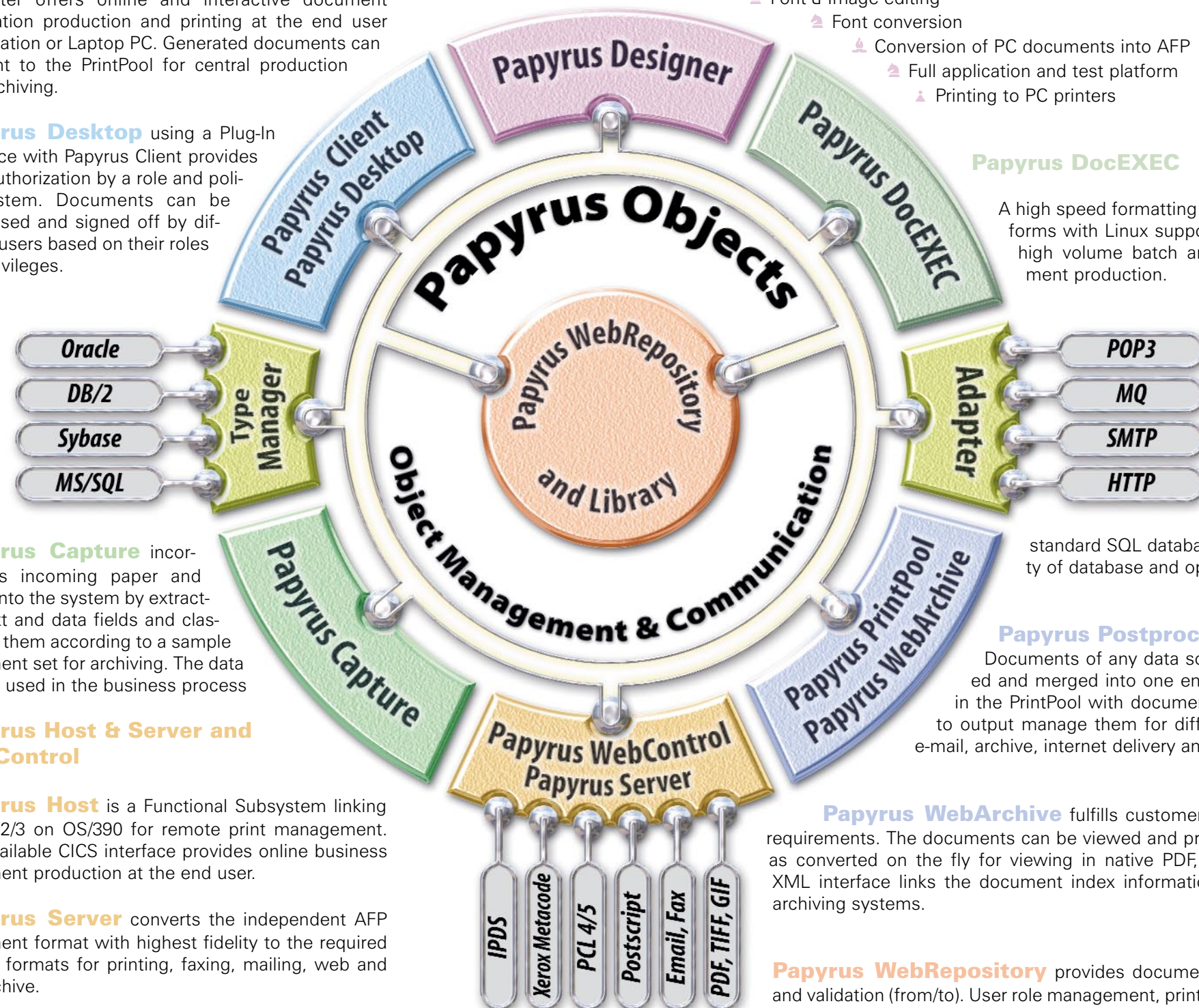
standard SQL databases. Please verify availability of database and operating system.

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 to output manage them for different channels such a fax, e-mail, archive, internet delivery and print. (More on page 10)

Papyrus WebArchive fulfills customer care and Internet delivery requirements. The documents can be viewed and printed in AFP format as well as converted on the fly for viewing in native PDF, GIF and TIFF formats. An XML interface links the document index information to third party long-term archiving systems.

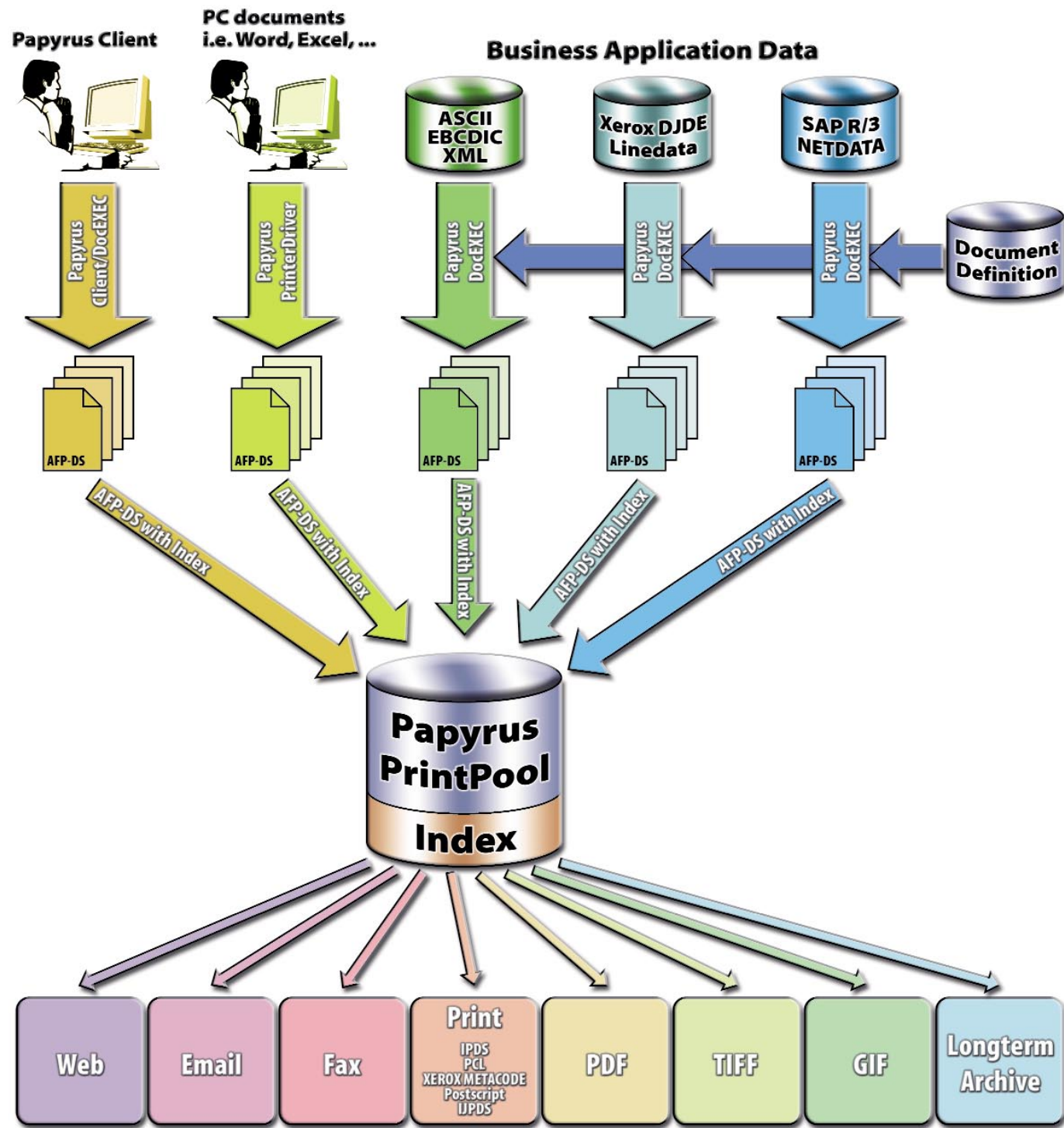
Papyrus WebRepository provides document and resource versioning and validation (from/to). User role management, print job management and automatic software distribution are standard features of the product.



It is a common requirement to have PC documents, such as terms and conditions generated by the legal department, bundled and merged with business documents such as policies or contracts generated by a main-frame or server application.

The **Papyrus AFP PrinterDriver** fulfills the requirement to utilize PC text documents in a well managed corporate document system. Document templates and forms can now be maintained in PC mass products such as MS-Word or Excel and converted to the printer independent AFP format. As the Windows GDI Interface is implemented and used very differently by different PC products, the AFP Printer Driver has to be tested with each product and color setting separately.

The PrinterDriver also allows to generate the document index information to be used for later bundling with the centralized generated business documents.



The **Papyrus Document System** offers the central switchboard for all document applications. In difference to typical products Papyrus generates the business documents from the document request and the data.

Advanced processing capabilities become available:

The Papyrus PrinterDriver generates text and fonts in difference to other printer drivers which just generate images. This has a great impact on the network and on printing speed. It also generates full color documents.

The following output formats are generated by the Papyrus AFP PrinterDriver:

- AFP document files
- AFP Overlay's
- AFP with Fonts
- AFP with Indices
- AFP in full color

Existing AFP fonts can be automatically mapped to Windows fonts. There is no font substitution due to using either existing fonts from the library or the Papyrus AFP PrinterDriver generates the required AFP fonts on the fly.

Incorporating PC Text Documents into a Global Output Strategy

Once all documents are generated and stored electronically with index information in the central Papyrus PrintPool, output management for different channels is easy.

The **Papyrus Postprocessing** functionality offers the bundling, sorting and merging of different document applications, adding additional information like page numbers, OMR and Barcodes. The document index information can contain a destination flag with i.e. e-mail address or fax number. At time of print, Papyrus generates transparently the required printer format or PDF/GIF and TIFF formats for viewing and archiving. No manual interaction is required.

Incorporating interactive on-line business documents generated by the user:

Papyrus Client with the Desktop offers an excellent choice to incorporate the user into the global output strategy.

Why use Papyrus Client instead of a PC text product for business document applications:

- 1 Upward compatibility** - Papyrus can load AFP documents today which have been generated 15 years ago. ISIS guarantees upward compatibility. **Windows Documents change with each product release.**
- 2 Platform independent** - All Papyrus generated documents are platform independent. **Windows based documents are locked into PC formats and codepages.**
- 3 Printer independent** - all Papyrus generated documents are printer independent and look identically on all printers with the same resolution. **Windows document output cannot be managed, as it is done by the printer driver which is not under system control.**
- 4 Central resource library** - Papyrus offers a central resource library for versioning, automated distribution and user access authorization. **The format instabilities of the Windows world make the use of a library irrelevant.**
- 5 Central output management and print** - Papyrus Client generated documents can be sent to the PrintPool with index information for later distribution to different channels. **Windows documents and output come in so many formats that it is impossible to collect and process them centrally.**
- 6 Programming and maintenance cost** - Papyrus Client applications are simply defined with the Designer and assembled using object templates without programming. Distribution is automatic! **MS-Word can only be customized by complex VB programs using 10,000+ APIs. YOU have to maintain and distribute these programs.**
- 7 Corporate Design** - Papyrus enables the definition of corporate design rules, which are controlled by the system for all documents. **As every MS-Word user can do with the document what he likes, a corporate design cannot be achieved.**
- 8 Process Support** - Papyrus offers a very simple approach to control the document process. Also workflow-like document routing to the user can be defined. **Similar functionality requires the implementation of a workflow product which has to control Word via complex program APIs.**
- 9 Document Archiving** - Archiving is an integral part of business document applications defined with Papyrus. Each document is archived automatically either within Papyrus or using a standard interface and standard formats such as AFP, PDF or TIFF. No special coding needed! **Archiving a PC document requires in most cases complex programming for index extraction and format conversion.**
- 10 Business data interfaces** - Papyrus Designer and the Adapter interfaces enable the data interfaces for document generation to business applications without programming. **With MS-Word either an EAI integration product has to be implemented, interfaces have to be hardcoded, or very likely BOTH!**

In the early times of data processing, there were two areas of computing which were considered expert territory - reading a magnetic tape and printing. In the latter years, PCs were responsible for seemingly reducing printing to a no-brainer. Install the driver and print ... or so most people still think.

Unfortunately, all that is in vain in a corporate environment when one has to print to a device other than the locally connected printer. As long as it is a printer in the same network, Windows allows you to install a remote printer and then a local driver is installed to create a file for this particular printer.

What if I do not want to print locally, or just want to spool the print to a file and then select the printer at time of print? The drama starts right here!

But, what if I do not want to print immediately, or just want to spool the print to a file and then select the printer at time of print? The drama starts right here, as either the application output program, the formatter or the printer driver have to produce a known printer datastream using known fonts, a known resolution and a certain color quality. This is virtually impossible for a larger corporation!

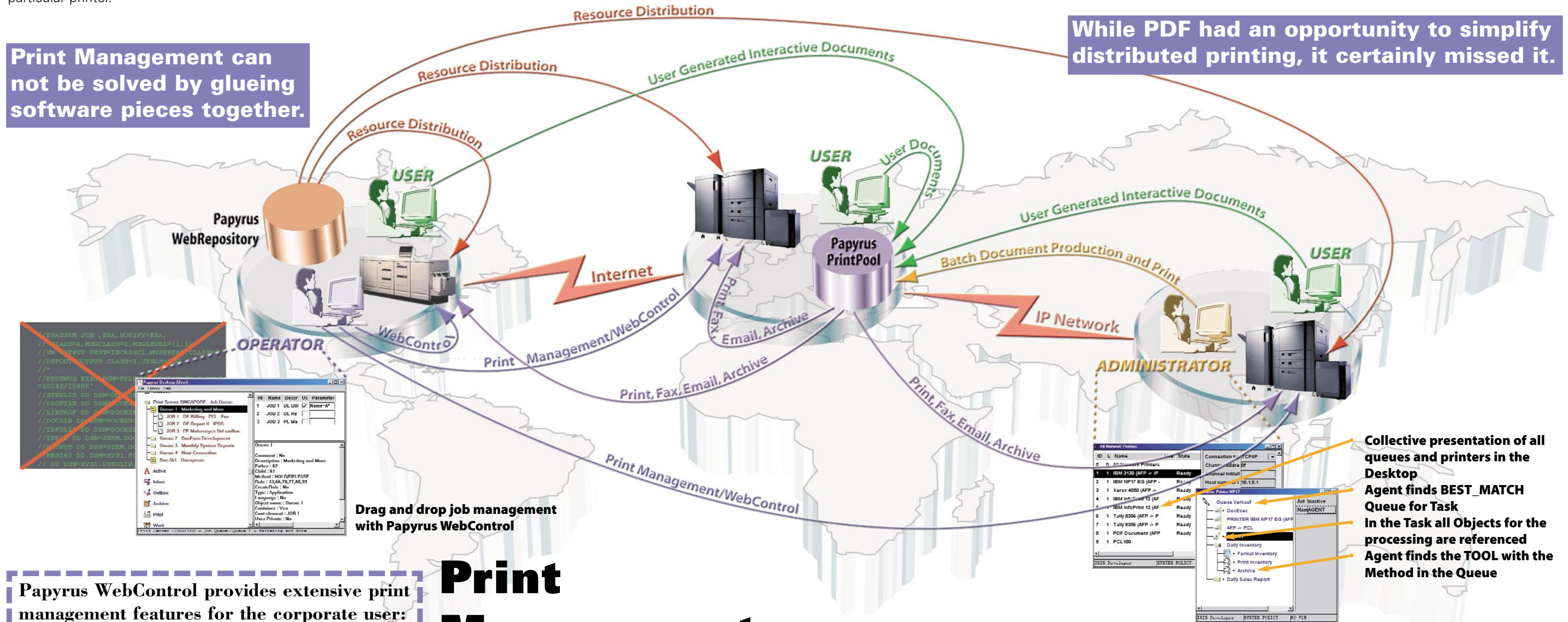
While PDF had an opportunity to solve that problem, it certainly does not, as you can only print it just about on a Postscript Level 3 printer, strongly limiting printer choice and speed. To get the file size to a reasonable level, substantial reductions in print quality and tricky games such as font substitution have to be used. So we are back to square one and corporate PC networks have actually made printing the worst nightmare for the IT manager. There is only one way to resolve it.

For enterprise wide printing, a management and - even more important - a datastream standard has to be defined!

The problem is actually not just the printing, but the required management. Not only do the print files need to be queued, but the jobs to produce the print files have to be defined. Operators need to release those jobs and verify their status, activate and manage the physical printers.

Print Management can not be solved by glueing software pieces together.

While PDF had an opportunity to simplify distributed printing, it certainly missed it.



Drag and drop job management with Papyrus WebControl

Collective presentation of all queues and printers in the Desktop Agent finds BEST_MATCH Queue for Task In the Task all Objects for the processing are referenced Agent finds the TOOL with the Method in the Queue

Papyrus WebControl provides extensive print management features for the corporate user:

- ★ Printer and queue definition and administration through the network
- ★ User, admin and operator authorization
- ★ Job and queue operator control via network access
- ★ Multiple queues per server and multiple printers per queue
- ★ Visual representation of server, queue and printer status
- ★ Automation of Standard Jobs
- ★ Automatic queue and printer selection based on forms, color, ...
- ★ Print Stream conversion
- ★ Seamless conversion of fonts, forms and images to printer formats
- ★ Automatic resource distribution with version control for the printer
- ★ Cost control and accounting information

Print Management with Papyrus WebControl

Printing is truly digital today: If you lose CONTROL, it will turn to complete CHAOS!

Papyrus Server has been available since 1994 to support the printing of Papyrus documents and all other standard AFP documents to different print technologies. The goal was to provide a system which would enable free printer selection and subsequent transparent printing to IPDS, PCL3/4/5, Postscript, Xerox Metacode, IJPDS, PDF, and other printers. It offered basic queue management and was also available in a Java version for the print management GUI. Lack of portability and stability required us to abandon the Java version and to return to our native C++-platform-independent class libraries.

... or simply submit a print job with an EMAIL.

Papyrus Webcontrol uses today the **Papyrus Objects** management environment and user interface, thus enabling complete flexibility in configuring and interfacing your printing requirement.

Using the **Papyrus WebControl** predefined object types, server configuration, printer installation and user authorization is simple. Job setup can be done by dragging items into a task folder. Once this job has been assembled, it is queued for later release by the operator. Jobs can also be submitted by timer events, by application messages or simply by an email!

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, Vietnamese.

An Award Winning Full Color Application at Clarica



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

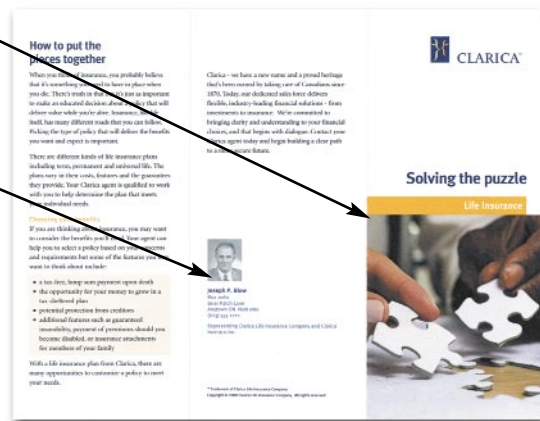
- ① Artwork was done using Quark Xpress and Photoshop to produce 600 dpi full color TIFF CMYK images.
- ② Papyrus Document Application reads batched 'Order Request' data records. Agent picture and address is read from a mainframe database to generate composed document copies customized with Agent information (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."



Papyrus AFP Printer Driver

ISIS has developed a completely new Windows printer driver, which produces high quality native AFP for application development with the Papyrus Designer. This enables the developer to use, for example, Word or other Windows documents as background forms for Papyrus applications.

Papyrus Client Enhancements

- ★ DOCDEF Text Editor only mode
- ★ Browser Plug-In Option
- ★ Papyrus Objects Integration with the Desktop

Papyrus WebArchive

- ★ Native non-image PDF generation with compressed fonts

Papyrus Server

- ★ Email Server - enables the sending of print requests via SMTP
- ★ Scitex IJPDS Support for highlight and full color
- ★ WebControl for Job and Spool Management using Papyrus Objects

Papyrus Objects Environment for V6

- ★ Oracle Type Manager
- ★ MQ-Series Adapter
- ★ Papyrus Repository for NT, AIX, Linux

Document Quality Options

- ★ Full color support for AFP FS45 images with IOCA compression
- ★ AFP IOB Support with TIFF and JPG compressions
- ★ Euro Support in all components
- ★ BMP, GIF, JPG and TIFF import for Image Editor

Performance and Usability Enhancements

- ★ New DB (PAS) structure for Postprocessing and PostCalc
- ★ Improved Postcalc performance for high volumes 5 times
- ★ Improved SORT performance for DOCDEF internal tables
- ★ 20% performance improvements for complex DocEXEC runs
- ★ Higher conversion speeds for most printer drivers
- ★ New GUI features for Designer tools such as:
 - multiple tree select
 - direct data drop into document view
 - new DOCDEF functions CASE/SELECT and TABLE and more ...

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In 2001 ISIS Papyrus America Inc. celebrates its 10th Anniversary!

The celebration is marked by moving into ISIS own office facilities after 10 years of renting office space in places as far apart as New Jersey and Texas.

The ISIS Papyrus Group has invested in 2000/01 approximately US\$5 million into the US economy from its own cashflow to grow the market and the support in the United States. Much of that happened through the investment of the soon-to-be opened 'ISIS Solutions and Competence Center' building in Southlake, TX between Dallas and Fort Worth.

A team of US based consultants has been extensively trained and provides high quality professional services and project work for our US customer base. A modern training center and comfortable presentation facilities will improve our service quality substantially. We look forward to inviting our US customers to a Open House Event in early 2002. Rumor has it that Arnold Schwarzenegger may show up as a surprise to meet a few Austrian friends. But hey, its just a rumor ...



*ISIS Solutions and Competence Center
Southlake, TX*

