

The ISIS Times

The Magazine for Business Document Automation and Management

Fall/1999

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Playing Cards? Take no chances!

Real time document formatting
at the worlds largest plastic
card processor

Hands On Experience

Introducing the ISIS Solutions and
Competence Center

Papyrus Objects

The End of Programming.™

Solution Reports

Letter System

Strategic Document Solutions

Customer Care Solution

Direct Mailing

Telephone Bills

Dallas, Texas

ISIS Papyrus America provides enhanced support
capabilities to a fast growing number of US Papyrus users.

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Ladies and Gentlemen!

The ISIS Times is back.

It has been much too long for us to have any excuses whatsoever. We were simply too busy. So many things have happened. We went from being the new kid on the block in this business to become the technology leader worldwide and the revenue leader by far in Europe and Asia with a projected revenue of US\$ 55 million for 1999. We have quintupled our revenue in the United States in 1998. When we moved to the US in 1998 we would not have thought that things would take off so quickly.

*We will continue to move fast. You will see things from ISIS that you might never have thought possible. We are fully committed to give the large corporation the **TOTALLY INTEGRATED** business document solution from design to production, distribution, print and output management, to workflow and archiving. With the acquisition of Improx AG, a leading document recognition vendor we now have the capability to also manage the incoming documents and feed them into a business process.*

*In May 1999 we announced **Papyrus Objects**, the infrastructure component of the Papyrus system, based on our amazing **OMS - Object Meta System**. It is a revolutionary way of application interfacing, which is similar and even compatible to OMG's BOCA and IBM's EJB. Both are "Business Object" concepts for a component view of different applications and can even map legacy data to new applications. But just this view is not enough, as these applications need to run in a distributed environment. Therefore an object repository, management, database, service and archive are implemented in OMS.*

ISIS has always been on the forefront of object oriented technology. Papyrus was developed from the ground up in C++ and today has more than 10 million lines of code. An essential advantage of our technology is, that all code can be compiled to run on 11 different operating systems including OS/390. This is why we were really excited by the strategic direction of Java in which we have strongly invested. As it turned out, Java applications - not just the code - are less portable than our own C++ code. While the concepts of CORBA, EJB and Java are theoretically perfect, the current implementations are much less so. We have developed a native business object technology that surpasses Java by leaps and bounds in performance and still offers the full multi-platform capability. While Java will most probably be an important element in our direction we will not depend on it. Our quality criteria can not be fulfilled with Java today. Obviously there are exceptions and fully blown Java systems exist - but take a serious look at what effort and hence cost!

You will say: "Here they go again! ISIS is against everything, no Microsoft, no PDF, no XML and now not even Java?" It is shocking! How do we even make money at all? Good question, because we certainly do not do it with "buzzword selling", so our solutions must be really working, right?

*With **Papyrus Objects** our trademarked slogan is "The End of Programming!" and one can not be more controversial than that.
So you better check where we are going.*

With our very best regards,

*Max J. Pucher
CEO, ISIS Holding AG*

*Annemarie Pucher
President, ISIS Papyrus Software AG*



The most effective way to reduce the amount of unnecessary printing and to enable the printing of business documents anywhere and anytime you need them, is to manage your documents in one format in one place - in the Papyrus PrintPool.

Output distribution in most cases is considered a one-direction process. The application writes files and the output product is programmed to cut them into little pieces and reassemble them as needed. This is a very static and complex process that is not destined to be practical for much longer.

Use the power of AFP Indexing:

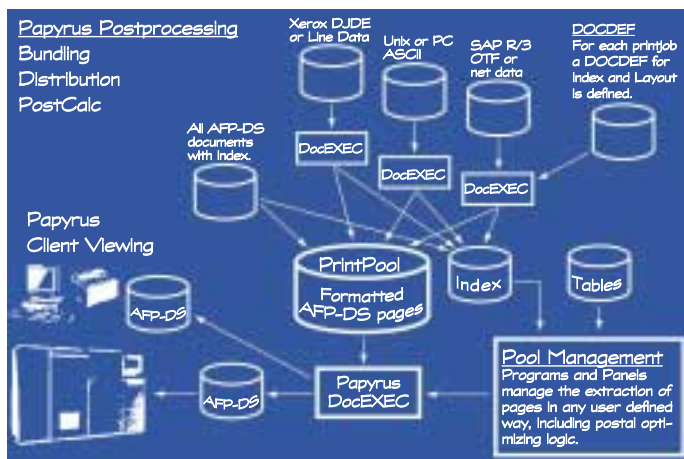
Papyrus DocEXEC like other document products enables the generation of document index information at formatting time. This information can and should be used to manage your output management process. It is not sensible to have to write complex programs that only work with one print job at a time to do output distribution, splitting and bundling. With a standard indexing structure, any document application will be automatically compatible with the output management - without programming.



Using Just-In-Time Bundling and User Subscription:

Now that we got rid of writing the complex splitting, we need to get rid of the complex bundling and storing the output to be printed for each of the users. **Done! There is no such thing!** Each user has a profile of authorization, which can be taken partly or completely from systems such as RACF or ACF2, NDS or LDAP. *Papyrus* user profiles can add user authorizations based

Output Distribution for AFP Documents



One Format in One Place - the PrintPool:

If you want to manage your documents, you need to know about them. The only way to achieve that is to store them individually. The *Papyrus PrintPool* has this capability, using the index information of the AFP documents. Naturally one could store anything to a modern database that supports BLOBs (Binary Large Objects) but that will not provide the flexibility needed. Now you have a place, where all your business documents and lists go - now do as you please!

on a role model. Now the user has a defined default printer, a subscription list and a preferred document format. His role defines his subscription rights. Based on the available index values he can now define a default document selection, which will be used to query the *PrintPool* when the user logs on. Alternatively, it can be executed at certain times - mostly at night - to perform a collection process which will generate a bundled document for the user and distribute it to him via printer, email, Internet or fax. Any document defined in the *PrintPool* can be used!

Any-to-Any Output Management:

Now we just need to get rid of the one-way street HOST TO USER. How about USER TO POOL? The user can direct any document he generates with the *Papyrus Client* to the *PrintPool* and add processing options for printing, enveloping, bundling, inserting and archiving. In a more limited manner also PC print driver generated documents can be sent to the *PrintPool*. Unfortunately Microsoft print driver techniques do not allow for a simple handling of this.

Integrated Output and Print Management will change the way your company works. The decision for such a system has the same strategic value as selecting ERP, database or networks solutions!



...Reasons stated for choosing Papyrus were the powerful WYSIWYG design tool with the library facilities to enhance and promote re-use of document objects...

Lutheran Brotherhood's Total Correspondence Solution



Based in Minneapolis, Minnesota, Lutheran Brotherhood and its affiliated companies manage more than \$23 billion in assets for the organization's members. Lutheran Brotherhood provides high quality financial products and services to its 1.1 million members through a network of 1,450 general agents and district representatives.



Products and services offered include insurance products such as Life, Health, Property and Casualty, other financial products such as mutual funds, annuities, and asset management accounts.

perotsystems™



Lutheran Brotherhood contracted Perot Systems to partner with them to accomplish a three-year reengineering effort. Blended teams of Perot Systems and Lutheran Brotherhood employees are developing new technology to enable redesigned service and support processes and organizational structures to refocus on the customer relationship. The customer should be able to see the company not as a series of individual departments but as a single entity focused on providing complete service.



The correspondence system, closely related to electronic forms and process automation,

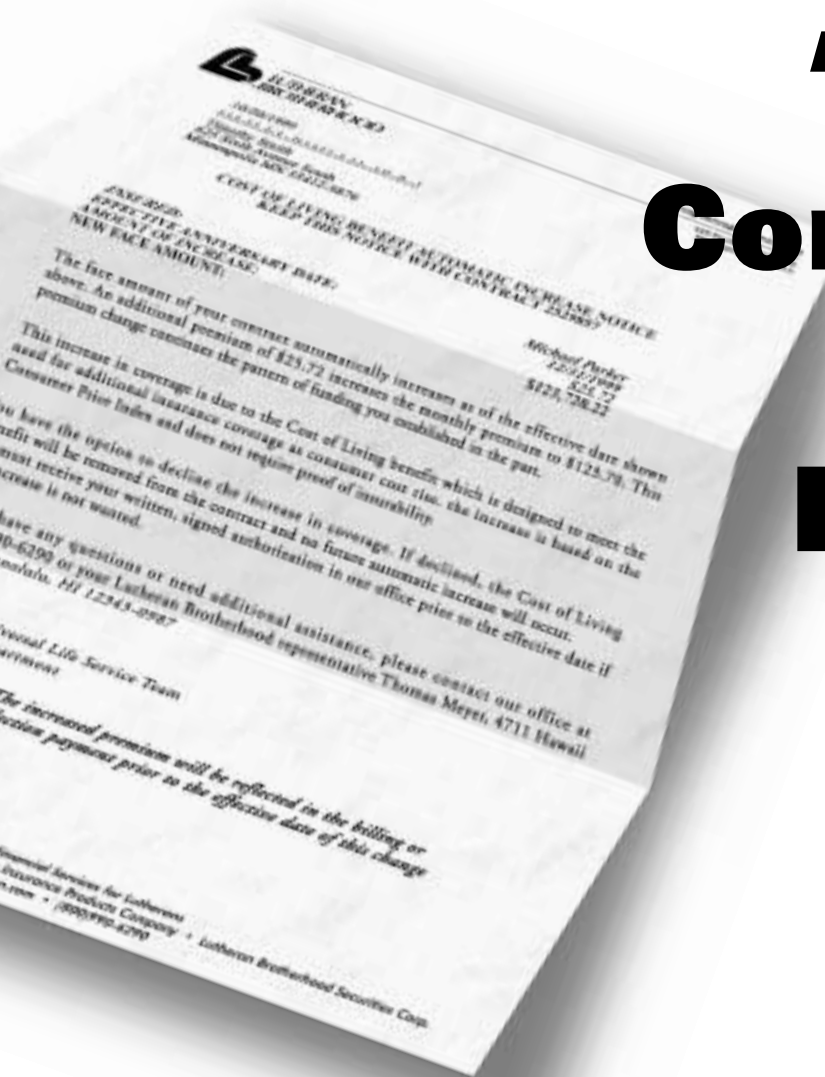
was one key area of intended functional improvement. Correspondence was performed by 15 separate software packages including several PC text products, causing an inconsistent feel with extensive manual labor for preparation and post processing. The lack of automated version control caused substantial coordination and management effort as documents went through their change cycle. Of the 1,000,000 letters generated each year, more than 90 percent included some manual processes before they reached the mail center.

The project team identified a number of key issues including the need for technical integration with legacy systems, archiving and retrieval of documents, letter evaluation, standardization, common letterhead and templates to achieve the "One Voice and One Look" corporate objective.

The "Request for Solution" process produced a short list of three vendors that were invited to present their solution on site. Supplemental demos to user and IT departments and reference checks with current Papyrus users completed the selection process. ISIS suggested and performed a three week Proof-Of-Concept Workshop in which a sample letter set, a user GUI, letter bundling and printing to the Xerox printers was implemented and verified.



"External Consistency - Internal Efficiency"



Lutheran Brotherhood at the ISIS USA Roadshow:

At the ISIS Papyrus Roadshow, Cory Pederson of Lutheran Brotherhood and Roy Brandt of Perot Systems were asked some tough questions by participants. One question was if they felt that the system functioned satisfactorily and if there were any differences between what ISIS had promised and what was actually delivered. Both speakers felt that ISIS Papyrus worked as promised. Roy Brandt stated that the technical support received on-site from ISIS consultants was critical to the success of the project. To date, ISIS has provided five weeks of on-site support as well as their standard Help Desk and on-line support.

Reasons stated for choosing Papyrus were the powerful WYSIWYG design tool with the library facilities to enhance and promote re-use of document objects, the ability to perform administration by business users rather than by IT professionals, and the strong output management features with sorting, grouping and enveloping controls with OMR and barcode. The integration of the existing Xerox 4135s and PCL network printers, with the option for future fax and e-mail distribution from a SINGLE DESIGN, were essential simplifications to Lutheran Brotherhood and Perot Systems.

The first phase of mainframe automated letter generation was successfully completed and Lutheran Brotherhood, Perot Systems and ISIS are now implementing the Windows NT based individual letter solution with centralized bundling and sorting through the Papyrus PrintPool on OS/390. Approximately 15% of the total volume of correspondence is currently using the new system.



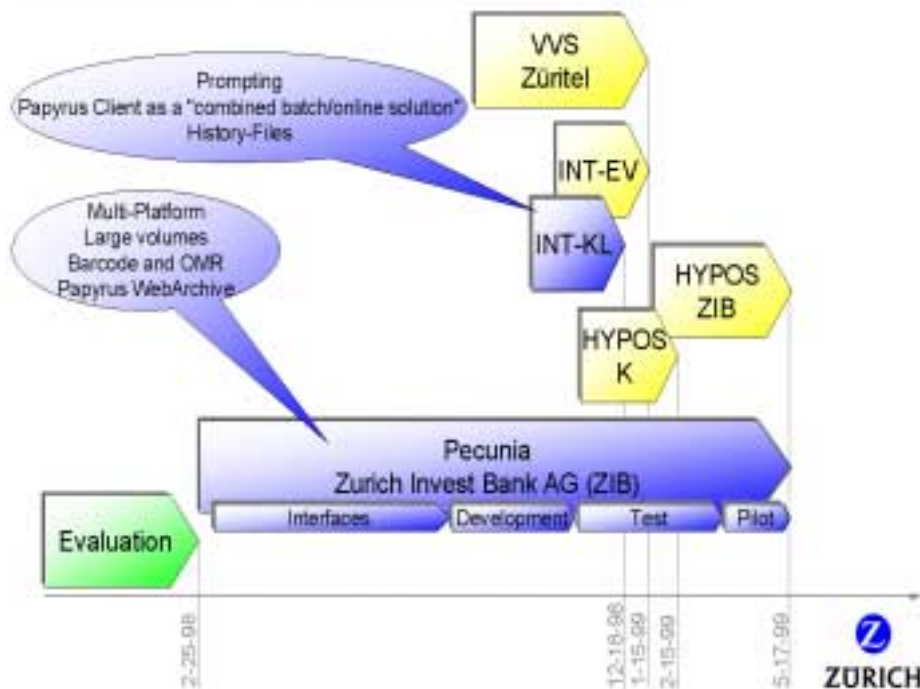
The business benefits achieved - in addition to the improved quality of communication with the members - include increased automation and reliability, substantial reduction in labor costs and postal costs and simplified system maintenance.



Zürich Group

ZÜRICH

Project Execution 1998/99



In 1997 the Zürich based IT service unit of the Zürich Group, being one of the largest financial institutions worldwide, had a long list of document related applications to build. The most complex and important was the Pecunia Project at Zürich Invest Bank AG. After some evaluation the Papyrus Document System was chosen for the projects, planned to be realized on OS/390, Sun Solaris and NT platforms.

The Pecunia Project was started in February 1998, with much of the effort related to the data gathering and the complete document management. The interface design and coding of the applications was finished in November 1998. The data is generated on the Sun Solaris and sent for document generation to the OS/390. More than 200 distinct documents were developed as a next step, of which 70 were implemented in four national language versions of Switzerland.

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More than 200 distinct documents were developed as a next step, of which 70 were implemented in four national language versions of Switzerland. Barcoding and OMR coding for the post processing was also implemented in a very short time using the Papyrus Designer features.

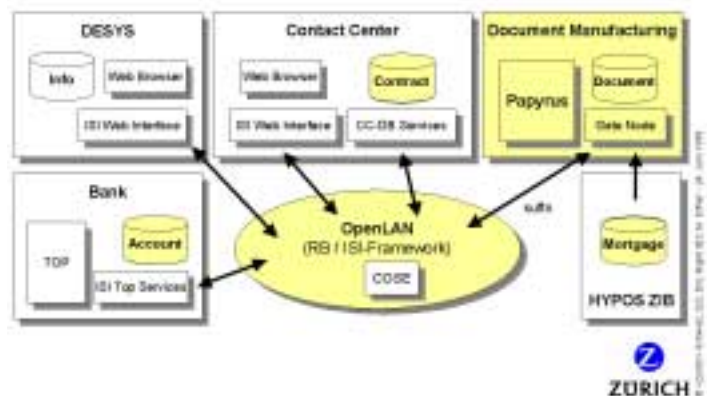
Barcoding and OMR coding for the post processing was also implemented in a very short time using the Papyrus Designer features. The project went into pilot in early March 1999 and went live on May 17th, 1999. Less than FOUR weeks of training and support was required from ISIS to make that project a success, proving the ease of use and speed of development of the Papyrus Designer.

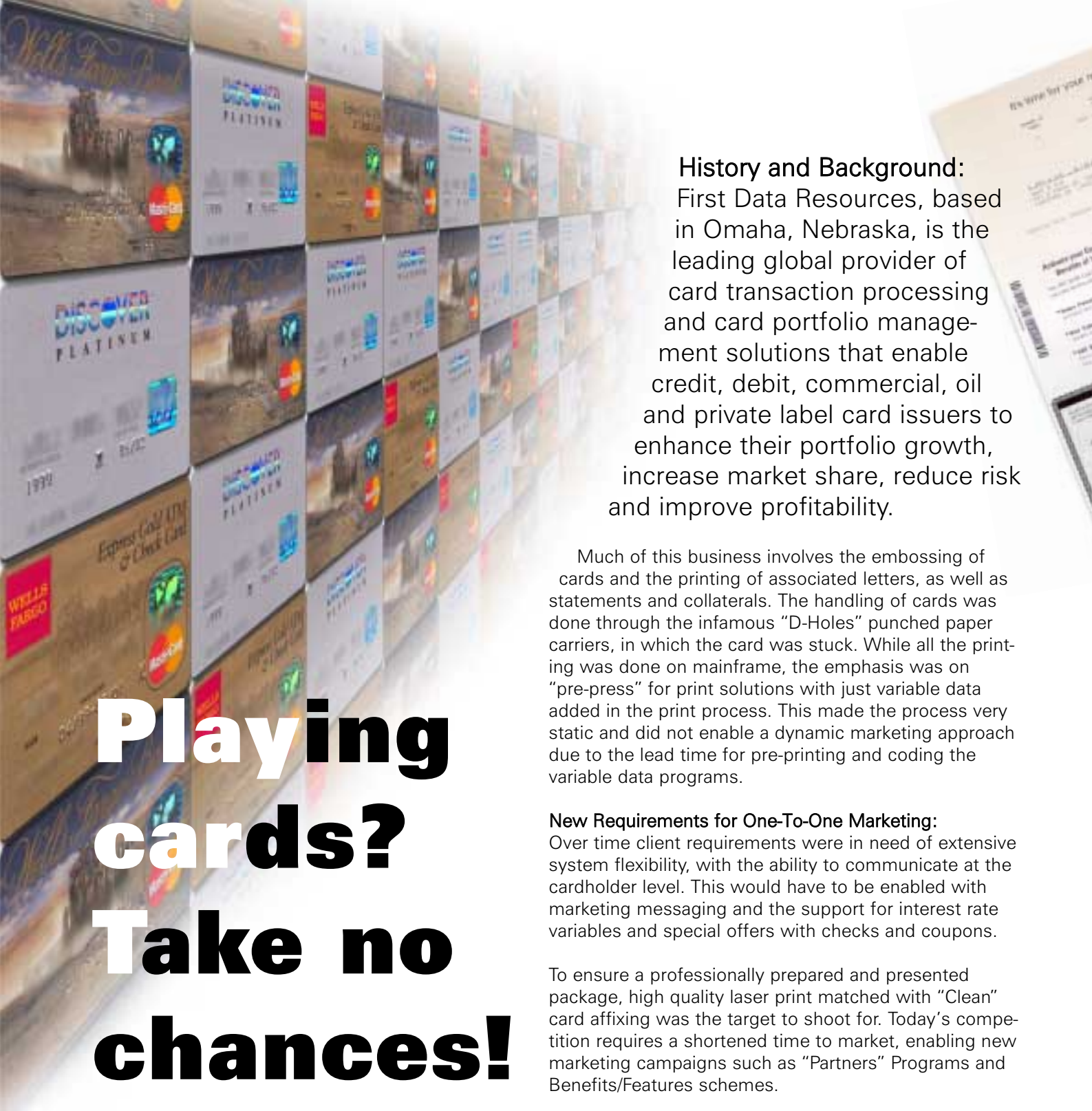
But while all this was going on, five other projects were being realized each of them taking less than 3 months to realize from start to production. This included a main-frame based insurance policy application, a Papyrus Client letter system with data from the AS/400 and the implementation of Papyrus WebArchive for the transform of the documents to PDF.

Mike Elfner was the responsible project leader of the Papyrus projects at Zürich Group and in his presentation at the ISIS Roadshow in July 1999, he expressed his satisfaction with the partnership approach at ISIS and the stability of the products. He stated that a number of further Papyrus projects were lined up at Zürich Group, for example related to output management and color printing.

Zurich Invest Bank AG

System Environment





Playing cards? Take no chances!

Real Time Formatting and Print Server Control by Papyrus: First Data's PlastiCard Enterprise Presentation



History and Background: First Data Resources, based in Omaha, Nebraska, is the leading global provider of card transaction processing and card portfolio management solutions that enable credit, debit, commercial, oil and private label card issuers to enhance their portfolio growth, increase market share, reduce risk and improve profitability.

Much of this business involves the embossing of cards and the printing of associated letters, as well as statements and collaterals. The handling of cards was done through the infamous "D-Holes" punched paper carriers, in which the card was stuck. While all the printing was done on mainframe, the emphasis was on "pre-press" for print solutions with just variable data added in the print process. This made the process very static and did not enable a dynamic marketing approach due to the lead time for pre-printing and coding the variable data programs.

New Requirements for One-To-One Marketing: Over time client requirements were in need of extensive system flexibility, with the ability to communicate at the cardholder level. This would have to be enabled with marketing messaging and the support for interest rate variables and special offers with checks and coupons.

To ensure a professionally prepared and presented package, high quality laser print matched with "Clean" card affixing was the target to shoot for. Today's competition requires a shortened time to market, enabling new marketing campaigns such as "Partners" Programs and Benefits/Features schemes.

As the amount of preprinted paper for these applications rose, reduced inventory costs for the number, types and volumes of preprinted stock became an essential issue. Further it became obvious that marketing required dynamic documents, which utilize numerous data and text elements for a highly personalized approach to the customers needs. The ability to make quick document AND strategy changes without inventory hassles enabled the document to carry the convergence of numerous marketing strategies toward the customer.



FDR stated in its press release:

"The PlastiCard Enterprise Presentation system accesses more than 300 variable data elements from account information to produce a card mailer that is targeted to an individual cardholder.

"This new system enables First Data to expand its world class plastic delivery options for our card issuers."

*Timothy E. Rosenthal
Senior VP PlastiCard Custom Services*

Convenience and balance transfer checks, coupons and selective messages can also be printed on the mailers to help issuers increase card usage and boost revenue."

How it was done:

FDR decided on a Document Management Solution provided through a Partnership with "World Class" Providers.

Xerox provided the paper management and printing systems for cut-sheet duplex printing. BOWE System installed their Card Attaching Base System with the option to utilize their Package, Assembly and Reporting System as an integrated solution when needed.

ISIS Papyrus was contracted to deliver the complete Document Design and Composition, Data Management and Resource Management software. The Papyrus Server was enhanced to communicate not only with the printer but also with the BOWE system to receive the card information which is used to generate one or more printed pages with control codes for verification

at the enveloping stage. The Papyrus Server and PrintPool are the management components for the whole process from the card reader to the final envelope.

FDR decided on a Document Management Solution provided through a Partnership with "World Class" Providers.

The first implementation step was completed in March 1999, where the sophisticated Papyrus functions enabled the marketing approach:

- Conditional Logic within the Document Design
- Graphics, Logos, Images, Signatures, Boxes, Lines and Shading.
- Resource Library
- True WYSIWYG Design with Windows Based Drag & Drop
- Far East Languages such as Chinese, Japanese, Korean
- Index and Control data imbedding for Post Processing

"Issuers using the new system benefit from enhanced decisioning capabilities that give them additional cardholder data needed to effectively use card mailers as a marketing tool," said Timothy E. Rosenthal, First Data's senior vice president of PlastiCard Custom Services. "This new system enables First Data to expand its world class plastic delivery options for our card issuers."

"With the new system, card issuers realize cost savings by using a variety of forms with variable template applications and two-sided printing. In addition, issuers gain operational efficiencies by electronically composing a document without the cost and time needed to replenish large quantities of paper stock."



AXA Colonia Insurance



AXA Colonia Insurance in Cologne, Germany searched for a document solution for their new 24 hour Customer Care Center.

A number of requirements had to be met, mostly related to automation of the letter generation on a server as well as letter collection and sorting for batch printing in the evening. These are not just typical letters, but they can be any kind of document required such as the "Green Card", the European International Insurance Certificate and/or sales related documents.

Papyrus had already been used for other applications and Mr. Tenfelde started off the project with ISIS consultant Ursula Prancz in April '99. The first test with a document was defined and the procedures for the postal processing of sorting, bundling and writing the OMR code were defined. This was done in May '99.

The customer application writes a request file to the Papyrus Server which then kicks off the appropriate document. To merge the data into the document the Oracle interface of Papyrus DocEXEC is used. Only the data needed for



each document is read and the application does not need to know which data is required for each document, as this is defined with the document itself. In June the first set of documents was defined and tested for production.

The formatting run also writes a control record into the PrintPool log, which is used to track each document and control the sorting for the batch process. Once the daily document requests have reached a certain number the operator can manually request a print job and Papyrus will then perform all the bundling and sorting. The actual documents have already been generated and in principle a number of servers could be used to generate documents in the network and the bundling will collect the documents from all servers in the network. The operator can - if he wants to - verify the result with the Papyrus Client and then submit the job to central or network printers.



One of the main reasons to choose Papyrus, was the speed of document development and once a standard framework of building blocks was defined it was very easy to reuse these and define new letters in just a few hours. As the volumes grow Colonia expects to use not just NT but maybe other servers and also a number of different printers as well as the high-speed printers in the data center. Platform and printer independence were therefore a key criteria for long term investment protection.



On the first of July 1999 the project went live and a number of documents are being added to the library on a regular basis by the administration personnel at Colonia.

Given the scope of the project:

- Fast development environment for complex documents
- Data integration from the Oracle database
- Distributed server based production with preview
- Central bundling and sorting
- OMR coding and enveloping
- Printing to any kind of printer with full fidelity



... everyone at AXA was very surprised and pleased that they could go into production after just three months with very little internal manpower.



debitel AG

Successful Outsourcing of Telephone Bills

debitel AG has been successfully involved in telecommunications, the fastest growing sector of the German economy, since 1991. **debitel** offers products and services in the areas of mobile telephony, fixed-line telephony and the Internet.

debitel is already the leading network-independent telecommunications company in Europe with 3 million customers, almost DM 3 billion revenues and over 2,000 employees at the end of 1998. Almost 40% of **debitel's** customers are now gained by subsidiaries in France, Holland, Belgium, Denmark and Slovenia. At the end of June 1999 **debitel** had 3.85 million customers and revenues for the first six months of DM 1.7 billion - the most successful half year in the company's history.

For the production and handling of its telephone bills, **debitel** decided for outsourcing with Debis Systemhaus Drescher, a very successful IT service company, which offers the complete service cycle from document application development to fulfillment.

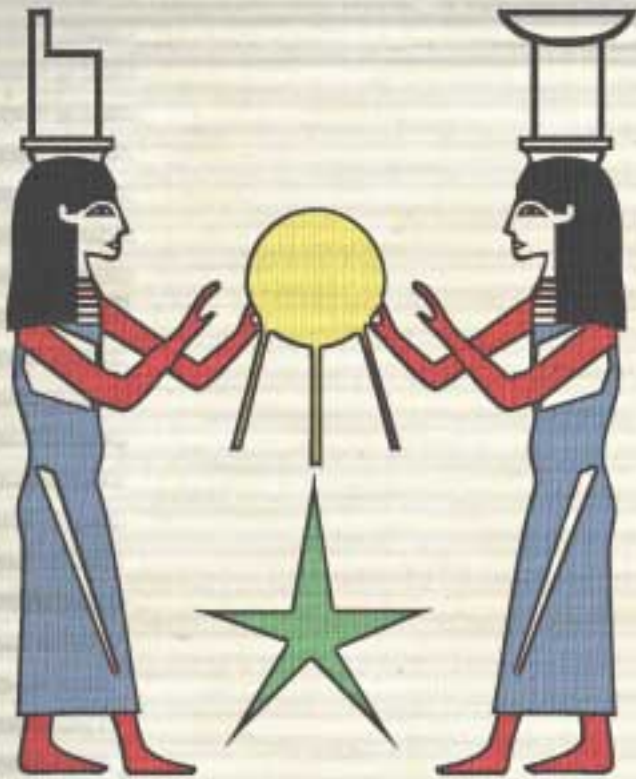
Debis uses the complete *Papyrus Document System* for development, post processing, optimization and printing. **debitel** supplies only the data file for processing. Once the production run has been performed, Debis sends a verification set of pages to **debitel** by email. They use the *Papyrus Client Viewer* to preview and test print the bills for sign-off.

The bill design uses the following features:

- Each bill is a consolidated bill, which is structured completely individually based on the various services the customer uses.
- The bill is structured in an overview page with charts, the actual invoice with the transfer slip and a call detail section. Inserts are added logically during printing and physically by the inserter.
- Two charts are created, one showing the call cost distribution over the month and the other one showing how the calls are distributed over 24 hours.
- The printing is done on an Océ spot color printer, printing logos and other bill details in the company color of **debitel**.
- Debis uses an Oracle based *Papyrus PrintPool* to perform the post processing with OMR coding and inserting and the optimization of the mail stream for maximum discounts from 30.000 envelopes per run.

Debis produces for **debitel** 60 million envelopes per month, which total to more than 200 million pages per year. The design is performed on NT design stations with production formatting and post processing running on Sun servers with Oracle database. The enveloping and inserting equipment used and controlled by barcodes and OMR codes is from Kern.

Debis also runs *Papyrus* production for other mobile phone companies such as **e-plus** and **o.tel.o** and other outsourcing print services.



“You call it an object when you do not know what else to call it!”

One ISIS priest said at one time and made it all clear to us - everything can be an object! Hence OMS came to be - the Object Meta System of “PAPYRUS OBJECTS”.

Papyrus Objects

The End of Programming.™

**A dialog between Pharaoh’s accountant and ISIS (the goddess):
.... freely adapted from Douglas Hofstaedter - Goedel, Escher, Bach.**

Accountant: (working on a piece of papyrus)
“I need to send this invoice out, but I am really puzzled by what data to put where.” He looks around and sees ISIS in thoughtful pose. “Beautiful ISIS - your powers are greater than mine. Can you help me?”

ISIS: (looks up from her meditation and nods)
“For many years I have striven to reduce the effort required for business document applications.”

Accountant:
“You are confusing me already. What, by Osiris, is a “business document”?”

ISIS: (not smiling)
“I would prefer if you do not mention his name when you swear. A “business document” is defined by its relationship to the variable business data. This is much more than: “Type the customer name into the text here ...” and this is why my Papyrus document solution is based on a visually coded script language.”

Accountant:
“I do not understand anything at all! But I need to get the customer information onto this Papyrus somewhere here ...”

ISIS: (even less smiling and exhaling in a deep sigh)
“This is not going to be easy, but I will try anyway, being as patient as I am. I conclude that if you need to produce such a document, you need to get the data to make it a business document. Adding text

hyroglyphs enables you only to define the variable but not how to get it and logically use it. If you need to invoice many people at once, the most practical thing is to actually produce a data file between the business application and the document generating process.”

Accountant: (very puzzled)
“File? Generating process? We do not do it this way, as I do not even know what this means. I send out messengers to the warehouses to query the names of the people that bought produce from us, but I sure will not get them to arrive back in single file.”

ISIS: (her eyebrows raised)
“I do see now, so you need to query the data one by one? You could use the Papyrus SQLREAD/SQWRITE functionality with support for all standard databases on most platforms.”

Accountant: (his face lighting up)
“While I do not know what a database is, I know what a platform is. When we write these papyrus, we stand on these little platforms because it is better than sitting down. I have hundreds of trained slaves to write my papyrus. But I have not only to do that one invoice but also the delivery notes, the checks and statements of account. We want to keep good relations with our customers, so we send them information on a frequent basis. And it is a lot of work to have to write all the papyrus every time again, it would be much more practical if we would have many pre-written papyrus and the slaves could just select the right one and add the data fields where needed.”

ISIS: (with a knowing smile)
“Your request is not new to me. Many accountants





in the land of pyramids have asked me to find a way. So we had to resort to abstraction and simplification to build a solution that is as varied as their documents. Objects are the key. Find out about my amazing Papyrus Objects!"

Accountant:
"Everything is an object? Ahhh, that's what it is but what is an object?"

Isis:
"An object is an entity that you work with. You can see your produce, the customer and the invoice as an object each. Now you just define how they relate to each other, just the way you trained your slaves to write the forms."

Accountant: (with a worried look)
"Well, if you say so then this must be a good thing, no? But how can I and my slaves, not being educated in the power of information, use it. How long do I have to send them to your temple of wisdom to become carriers of knowledge?"

Isis:
"Not long, if at all. They continue to work with their papyrus as today. I would suggest that you start with freeing your slaves. Times will come when these ways are not seen as proper, so you better start now. You should not go as far as the followers of the cult of the "Very Small and Flabby Devil" and his minion "In-Tel", where each freed slave has received magic powers beyond them. Taming these powers becomes self-fulfilling rather than doing productive work. The forces they can not control, change the look of their documents every time they use them. They have become slaves again of their own choice in another way. It is a mystery."

Accountant:
"I heed your warning, oh wise and beautiful one! Your Papyrus Objects are the forces that enable freedom while giving us a stable framework of rules, which to work by - a

natural balance of chaos and order - I must say. But will we not take much too long to organize this and train my former slaves in the new ways?"

Isis: (shakes her head)
"Papyrus Objects represent the real world as you see it. There is not much to learn and common sense will show you the way. To enable your slaves to work with those objects, we have created a single look and feel for all objects on the top of your desks, hence we call it a "Desktop". There is no training required for all future applications you add."

Accountant:
"It sounds more unbelievable by the minute. The storage of objects has been around for long, but it never caught on in a larger sense. Why should it work here? Have not others followed the school of objects for many decades?"

Isis:
"They were not to see, my friend. Thoughts of input, process and output hide the greater picture. Objects in

the world of programming have only two special capabilities, they have methods by which you can ask them to do things and they can also inherit functionality from other objects. You can take the created Papyrus of another person and add your own ways - all without invalidating his view of the object. Papyrus Objects use additional attributes and define how two objects relate to each other and stores them with this META-information."

Accountant:
"But we do this today, as we store a copy of all the papyrus we send out into a folder for this customer and take them to the archive."

Isis:
"Papyrus Objects is more than just archiving, it is a distributed management solution for business objects. You may ask, if you will not need a lot of programming to use them? There is no programming in the usual sense, as you just define the business objects and how you want to work with them. A business object is simply defined by the above - attributes and their constraints, methods, relationships and persistency - and a few more issues like "state transitions", but I am getting carried away here."

Accountant:
"So you are saying, if I free my slaves then they can see and work with Papyrus Objects in the same way, regardless whether it is a piece of template or a data entity? They can work with it in a simple enough manner? That is unbelievable, are you sure that these are not magic powers beyond us too? It seems to me like magic that you have access to my legacy data and give the freed slave access to them."

Isis:
"No magic, just forethought. It is that simple, because we use the principles of the priests of "Cor-Ba" and the language of the land of "UML". This gives us the power to speak to your legacy systems and design the objects according to the concepts of UML. For each and every legacy system you will find an adapter that has been prepared by us to enable your simple mapping into business objects."

Accountant:
"Let me see if I understood. I define my customers and my wares as business objects extracted from my legacy data, my Papyrus templates are laid out in a framework and now I can just drag data objects in the "Desktop" into the document templates. Due to the framework they know how to relate to each other by themselves."

Isis:
"You have found the entrance to data heaven, my now wise friend."

Accountant:
"Sounds too easy, but then you are ISIS - you always make impossible dreams come true! But now I have to consider another problem - will my Pharaoh not expect me and my freed slaves to do so much more in the same time?"





Euro Mail has now been operating successfully in the automation sector for 10 years and clients can make use of our professional and expert computer services with confidence.

Euro Mail offers a complete range of services from Data Handling on OS/390, Database Management, Lettershop, Laserprinting and Fulfillment.

Time-to-mail is essential in the direct marketing business and so is the cost of development. To be competitive a service

company needs the power and flexibility of a graphical design tool, the ability to print an application to any printer and to have the customer review and preview all applications before actual printing.

Euro Mail uses the Papyrus Designer for the graphical layout and the visual coding of imbedded document logic. Papyrus DocEXEC is then executed to produce the electronic format document which can be used by the print services or archived, i.e. to CD-ROM. A subset of the data input is generated and emailed

to the customer who can verify and testprint the documents on his PC and printer using the Papyrus Client with absolute

fidelity. Papyrus Server is then used to print to PCL4/5, AFP or Xerox Metacode printers transparently. All fonts and forms are transformed at print time only, reducing the design and preparation time dramatically and at

the same time reduce potential problem areas.

The Euro Mail Group

The formatting process with Papyrus DocEXEC also adds OMR and barcode as needed to control the post processing equipment for enveloping and inserting, a very important part of fulfillment.

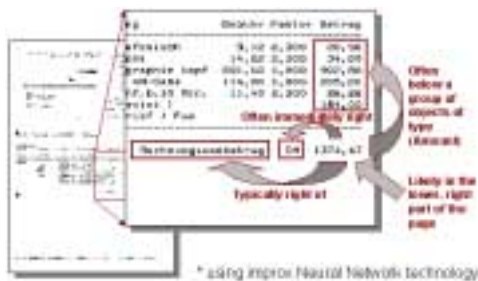
Using Papyrus, Euro Mail has gained a substantial advantage over similar service bureaus, because jobs can be done faster and cheaper and in better quality than before.

For more info e-mail to harry.van.vlijmen@euomail.nl.

The ISIS Group and IMPROX AG Team Up

In December 1998 ISIS Holding AG has become a substantial shareholder in IMPROX AG, an Austria based recognition expert, with an option to acquire a majority ownership within 12 month. ISIS views the IMPROX powerful document recognition software based on Neural Network Technology as a strategic addition to its software portfolio and one step closer towards a total document management solution.

Papyrus Capture, the innovative document recognition system based on IMPROX technology, allows the automatic entry of data from incoming business documents and reads typewriter, printer output (chain, matrix, laser) and hand print. With Papyrus Capture, automatic data entry may be introduced in all business areas which did not previously benefit from capture systems for economic and quality reasons.



Scalability: Papyrus Capture is NT based without requiring any proprietary hardware. The system is available in several performance categories ranging from a

internal affairs

software-only solution on your office PC, to a highly specialized OCR server hooked into a network. This enables major enterprises with many thousands of forms per day to benefit from automatic document capture. ISIS plans to port the capture solution to all major Unix platforms. The Capture Definition Repository will be integrated with the Papyrus Repository and the workflow features merged.

Papyrus Capture - Paper Conversion with Intelligence

Flexibility:

With the graphic tools for defining reading zones and data fields, the adaptation of Papyrus Capture to new forms is a straight-forward task for the user. The powerful script language is used to define the desired processing flow and any post editing activities. A minimal script is created by the push of a button and may be transformed into an intricate validation program which looks for inconsistencies and plausibility breaches.

Future:

IMPROX powerful Neural Network Technology will be used in the next release of Papyrus Capture to LEARN how to read a typical form by feeding it examples. A probability based rule set is generated automatically which is continuously updated and enhanced by providing feedback on the actual extraction performance.

Papyrus Solutions and Competence Center



Located near Vienna, Austria in Maria Enzersdorf, the Solutions and Competence Center (SCC)

provides technical assistance and support to enable Papyrus customers to implement ISIS' latest technology and solutions. With access to the in-depth skills of our software team the SCC acts as a direct line to the Papyrus software development.

We want to introduce to you this unique service that many of our worldwide customers already use today. The SCC offerings focus on current and new technology and solutions available for the Papyrus Document System and to get a glimpse into ISIS future strategy and developments.

Demos

Due to the very modern hardware and software setup of the SCC with 2 IBM OS/390 mainframes, UNIX and NT/OS2 server platforms including AIX, SUN, HP/UX, DEC Alpha, SCO UNIX and a wide range of available printer types we are able to perform solution and technology briefings which are tailored for individual customers or groups of customers.

Topics cover for example:

- Document development and formatting
- Storing documents in the PrintPool
- Papyrus Print Services
- Archiving solutions
- Viewing of documents in the Internet
- Frameworks for online and interactive document applications
- Document Capture Solutions

Application and performance topics can be discussed and solution demos are integrated into the sessions.



Some demos like the Papyrus WebArchive are also available by remote access. If you are interested please apply for a password by e-mail at info@isis-papyrus.com.

Proof of Concept

A Proof of Concept can be done to show that the Papyrus solution works as expected or to support implementation of a specific solution.

A Proof of Concept will for example:

Prove that Papyrus can work with a customer's existing application data file.

Evaluate the support for different platforms and printers by seeing the same document printed on several printers connected to different operating systems.

Show how business documents of a certain customer can be checked into the Papyrus WebArchive and viewed via the Internet.

Provide proof that Papyrus integrates with SAP data.



ISIS is currently building the same kind of SCC in **Southlake/Dallas, Texas**. This new facility will be available later next year and besides being the new office location for ISIS Papyrus America it will offer a wide range of workshops and demonstration facilities for our North American customers.

ISIS Open House

The annual ISIS Open House event is an excellent opportunity to see products and solutions and get your questions answered personally by the product experts. You can follow your specific interests across the Papyrus demo sites featuring real live document applications and print management solutions.

Open House 99

In May 1999 over 100 corporations with 14 nationalities attended the ISIS Open House & User Conference.



Roberto Anzola explains new document formatting functions to Mr. George Goy of La Luxembourgaise



Christoph Ruhsam discussing the Papyrus System Concept with Mr. Alvaro Pozo of Price Waterhouse.



Markus Mayer demonstrates Papyrus PrintPool to Mr. Mitmann and Mr. Abelmann of Volkswagen Financial Services



Markus Kleiber talking to Mr. Steven Bird of Bank of Canada and Mr. Ray Cantu of Xerox.

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Take advantage of the many Papyrus demonstration sites. Our team of experts will be demonstrating the different solutions with the latest features available.

Learn about the immense functionality available in the Papyrus Design Tools including developing document applications for many different data formats.

Learn about the new OMS (Object Meta System) functionality that enables process support at the PC desktop. Featured products are the Papyrus Desktop and the Papyrus Repository.

Explore the different options available to store documents in common archiving systems on the market. See the Papyrus WebArchive solution with the Papyrus document viewing capabilities for the Internet.

Find out how you can maximize on postal savings by taking advantage of the unique functionality available in Papyrus for bundling merging and sorting of documents.



Verify the color options available in Papyrus. True color and spot color AFP printing on IPDS, Postscript, Scitex, Xerox Metacode and PC inkjet printers.

Examine the concept of Papyrus Document Frameworks to migrate from legacy text documents into a new world of document management and workflow.

Verify the print and spool management functions available in Papyrus WebControl and Papyrus Desktop where users print jobs across platforms and printers using Internet technology.

ISIS at Xplor '99 International

At the Xplor show you will have the opportunity to meet our team of experts and to get an in-depth understanding of the solutions we offer with Papyrus.

Conference Session:

Speaker: Max J. Pucher
Monday, November 1, 3:30 p.m.
COL 09 03

"Variable data printing in full color"

Vendor Tutorial:

Speaker: Max J. Pucher
Tuesday, November 2, 5:15 p.m.
VTU 31 *"ISIS Papyrus Update"*

Focused Forums

Speaker: Cory Pederson of Lutheran Brotherhood
Tuesday, November 2, 7:15 - 8:15 a.m.
FOC 39: *"Implementing a corporate letter generation system with Papyrus"*

Find more information about the use of Papyrus at Lutheran Brotherhood on page 4 of this ISIS Times.

New products and features presented:

- New GOCA Vector Graphic full color document development, printing and viewing.
- Outline Font Support
- Graphical Print and Spool Management using Internet technology
- Java for AFP document viewing in the Internet
- 2D Datamatrix barcode support
- HPGL/2 support to imbed AutoCAD generated drawings
- Certified data interface for SAP
- Additional platform support: SCO UNIX
- New printer Support: SCITEX
- Version control of source and objects
- Document Capture Solution
- Papyrus WebArchive on OS/390
- Papyrus Desktop
- Papyrus Repository