ISIS Papyrus Drives Adaptive Innovation
in Dynamic Case Management Market

*Independent research firm cites ISIS Papyrus as a Strong Performer,
providing very strong DCM support across all categories*

(DALLAS and VIENNA) April 8, 2014 – Enterprise software provider ISIS Papyrus Software announced it has been named a Strong Performer in "The Forrester Wave™: Dynamic Case Management, Q1 2014", published March 28 to help enterprise architects select the right solution to support launching and scaling enterprisewide DCM.

Overall, Forrester found that advancing DCM products offer more to businesses, implementers and end users. Highlighting two new emerging adaptive features that will help enterprises tackle increasing volumes of varied and unstructured work, Forrester Research, Inc. evaluated 13 software vendors across 38 criteria. Forrester identifies and defines the two adaptive capabilities as key differentiators in the DCM market as:

- **Design Time** case management emphasizes control over highly repeatable processes
- **Runtime** case management supports use cases where the ultimate paths are highly variable

In the evaluation of DCM vendors, ISIS Papyrus received a Strong Performer positioning in each of three Wave evaluations for Overall Capabilities, Design Time Capabilities and Runtime Capabilities, based on its scores in Current Offering and Strategy.

> *"ISIS Papyrus drives adaptive innovation in the DCM market..... It is a Strong Performer overall but a standout Leader in the runtime tool weighting."*
> -- The Forrester Wave™: **Dynamic Case** Management, Q1 2014

Profiling Papyrus as "a powerful development platform that can be targeted at a number of process problems," the 2014 Wave report for DCM cited ISIS Papyrus for:

- Flexibility of its platform for runtime behavior
- Emphasis on business terminology and goal orientation
- Patent for a user-trained agent (UTA)
- Capability that provides recommendations and training based on the latest knowledge gained in case handling

"The model-driven foundation of the ISIS Papyrus Platform provides a powerful environment to address the business needs of today's customer-focused enterprises by using an adaptive, goal-driven process approach," said Max Pucher, CTO of ISIS Papyrus. "It enables the business to finely balance process control versus flexibility for its different levels of skill sets, from the clerk to the decision maker. Strategically, it enables organizations to deliver excellence in customer service operations and improve the customer experience. As we started the ACM process revolution in 2009, it is now very positive to be recognized as a strong performer and for our innovation in the DCM market."

ISIS Papyrus was recently named a Leader in The Forrester Wave™: Document Output for Customer Communications Management, Q1 2014.

"Creating communications with tightly integrated content and process is a key priority in the enterprise, and we continue to demonstrate strong capabilities in the each of the core components of fully functional enterprise DCM/ACM systems," said Annemarie Pucher, CEO of ISIS Papyrus. "The Papyrus DCM offering brings modern case management full circle to ensure the business experts are utilizing the right knowledge in the right places to reach the right customers based on goals and effective collaboration."

The Papyrus Business Communications and Process Platform empowers enterprise business users and knowledge workers to optimize and align processes, tasks, communications and documents in service-based organizations.

Customers and guests are invited to see the latest Papyrus technology through interactive presentations, guest speakers and demonstrations at the 2014 ISIS Papyrus Open House and User Conference events in Europe and North America starting in May 2014.

About ISIS Papyrus Software:
Global software innovator ISIS Papyrus offers a model-driven platform for fully integrated inbound and outbound communications, personalization and process optimization in customer-focused environments in the financial, insurance, utility, telecom, healthcare and public sectors. Knowledge-driven case management applications using ISIS Papyrus standard software can enable customer claims management, contract management, financial account management, purchase-to-pay and fraud investigations, among others. Consolidating ECM, BPM and CRM, Papyrus drives both efficiency and effectiveness, as well as quality and continuous improvement of customer-focused content and processes. As an active member of AIIM, OASIS, OMG and ACORD, ISIS Papyrus supports and promotes technology and standards benefiting the business user.

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