ISIS Papyrus Customer Selected as a Winner
in 2016 WfMC Global Awards for Case Management

Papyrus-based Solution for Leading European Bank Receives Global Honors
for Innovative Customer Communications System

(DALLAS and VIENNA) June 29, 2016 – Enterprise software provider ISIS Papyrus Software is proud to announce that a leading European bank that uses Papyrus for agile customer communications is a winner in the **2016 WfMC Global Awards for Excellence in Case Management.**

Sponsored by the Workflow Management Coalition (WfMC), these awards recognize distinguished projects within the purview of Adaptive Case Management (ACM). Winning projects stand out by achieving excellent outcomes in attaining the long-term strategic goals at leading-edge organizations through leveraging an adaptive approach to business process management and innovation.

Serving more than 70 countries with 180,000 employees, the global bank is utilizing Papyrus ACM technology to streamline and optimize customer communication design and production processes and facilitate productive collaboration between business users and IT. The organization has already achieved sustainable advancements through agile customer communications - significantly increasing quality and achieving long-term benefits in terms of effectiveness and turnaround:

- 50% time reduction in template development high-volume document production
- Up to 90% time reduction in the release phase for printed & online documents
- Cross-department change management enabling flexible document release process
- Corporate identity, consistency and efficiency via large-scale reusability
- Reporting and auditing transparency
- Minimal implementation support from IT

"We are excited for our customer's project to receive recognition for their vision, results and commitment to raising the standard for continuous improvement and innovation in customer communications," said Annemarie Pucher, CEO of ISIS Papyrus Software. "The benefits achieved by using Papyrus technology have not only resulted in desired improvements in internal collaboration and efficiency, but this novel approach to using our software platform also ensures that the bank can react more responsively to customer needs without introducing compliance or accountability risks."

After selecting Papyrus for business user empowerment and collaborative document production across mass batch document production and customized individual online correspondence in hundreds of thousands documents a day, the bank implemented an ACM-based system driven by goals to give business users the power to control the complete document life cycle and facilitate effective collaboration among all involved parties across change management and release process phases.

Award submissions were assessed by a panel of judges using 15 distinct evaluation factors within the criteria of *Innovation*, *Implementation* and *Impact*. The final judging and evaluation criteria are not category-specific, and entries were evaluated against all other submissions across *all* categories. Winners receive additional recognition by having their case studies published in the 2017 edition in the "ACM Excellence Series" by Future Strategies Inc.

ISIS Papyrus Customer Selected in 2016 WfMC Global Awards for CM
Page 2

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. All solution frameworks are currently available to Papyrus customers as part of the standard software purchase to facilitate rapid development and customization. Requests for more information about this European bank's solution or Papyrus technology are welcome at info@isis-papyrus.com.

About WfMC Global Awards for Excellence in Case Management:
The WfMC Global Awards for Case Management recognizes and focuses upon successful use cases within Adaptive Case Management. Case Management represents an adaptive approach to supporting knowledge workers in today's leading edge organizations. Finalists receive additional recognition by having their case studies published in the next edition of the ACM Excellence Series by Future Strategies Inc. This year, winning submissions were published in Best Practices for Knowledge Workers, following previous best-selling publications, "Empowering Knowledge Workers," "Taming the Unpredictable" and "How Knowledge Workers Get Things Done." objectives. Workflow Management Coalition (WfMC) and BPM.com jointly sponsor the annual Global Awards for Excellence in Case Management. The Awards program is managed by Future Strategies Inc.

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 ACORD, AFPC, AIIM, OMG and WfMC, ISIS Papyrus supports and promotes technology and standards benefiting the business user.

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