ISIS Papyrus Recognized as a Customers' Choice in the 2020 Gartner Peer Insights 'Voice of the Customer': Customer Communications Management

Vienna Austria, May 11 2020 – ISIS Papyrus, a leading provider of Omni-channel Customer Communications and Process solutions, is proud to announce that it was named a Customers' Choice in the April 2020 Gartner Peer Insights 'Voice of the Customer': Customer Communications Management as reviewed by customers.

The Gartner Peer Insights Customers' Choice Distinction is based on the Feedback and Ratings from End-User Professionals Who Have Experience Purchasing, Implementing and/or Using the Papyrus Business Communication & Process Platform Solution and Service.

As of 31 March 2020, reviewers gave ISIS Papyrus an average of 4.5 out of 5.0 stars based on 55 reviews with ratings in all categories, including Papyrus Service & Support. We think that the 'willingness to recommend' percentage validates ISIS Papyrus as a long-term strategic partner of choice for companies who have purchased, implemented and use the Papyrus Business Communication & Process Platform solution.

"From our view, it is absolutely great to be recognized by your own customers, in fact, for me there is no greater distinction", said Annemarie Pucher, CEO ISIS Papyrus. "We are honored to be named a Customers' Choice and are overwhelmed with quality of ratings and the feedback. We believe that this recognition reflects our longstanding commitment to providing value to the customers through our industry-leading business communications and process platform with customer-specific solutions that can continually grow and develop with the customer's business, along with first-rate customer service to support it. Everything we do here at Papyrus Software is designed to help companies improve and this is what we will continue to do - meeting the needs of our customers and equipping them for ever-changing business and technology demands in the future."

Please see: 'ISIS Papyrus Receives Best Marks in Gartner Peer Insights for Customer Communications Management'.

The following are some examples of the ISIS Papyrus customer reviews:

- 'It is a platform with the power to generate all our communications for our customers, by email, printing, fax, interactive documents, integration with other backend systems. We have a great support from ISIS Papyrus, allowing us to create new solutions quickly for any new application we want to create. Very positive experience in terms of software, support and innovation.' - All our customer communications in one Digital Platform, Consultant, Healthcare

- 'I work with Papyrus for 18 years. We have implemented many different solutions with this software and they have covered always our needs. It is very powerful creating processes. We have many different tasks to send emails, fax, print... The post processing we do with Papyrus is the most performant that we have seen. Generation times are really fast and with one license you can grow exponentially in one server, as big as you can. We are very satisfied with the Platform.' - Very fast generations and very flexible processes, Analyst, Enterprise Architecture and Technology Innovation, Healthcare
- A really robust and reliable cross-platform software. For each need the company has, regardless its size and function, Papyrus offers a solution - A safe bet. Great Software IT Manager, Enterprise Architecture and Technology Innovation, Finance
- My experience with Papyrus: I would say that it is excellent, due to the solidity of the platform and the high quality service they have always provided. - Best option: managing the processes and communications in a single and transversal solution, Systems Manager, Data and Analytics, Finance
- The platform itself is a great value for each business using it. - Papyrus Web Repository - A strong process management platform, Manager, Enterprise Architecture and Technology Innovation, Services

Related Links:

- See all ISIS Papyrus Customers' Reviews
- Click here to learn about the Papyrus CCM technology and how we can help you achieve your goals

Note: Gartner defines Customer Communications Management as "both a strategy and a market-fulfilled by applications that improve the creation, delivery, storage and retrieval of outbound and interactive communications. It supports the production of individualized customer messages, marketing collateral, new product introductions and transaction documents. It is a collection of computer programs that composes, personalizes, formats and delivers content acquired from various sources into targeted and relevant electronic and physical communications between an enterprise and its customers, prospective customers and business partners. It delivers targeted communications through a wide range of media including mobile, email, SMS, Web pages, social media sites and print. The CCM market has evolved from the convergence of document generation/composition and output management technologies. Current CCM solutions include the core elements of a design tool, a composition engine, a workflow/rule engine and multichannel output management."

Disclaimer*:*

Reviews have been edited to account for errors and readability. Gartner Peer Insights Customers' Choice constitute the subjective opinions of individual end-user reviews, ratings, and data applied against a documented methodology; they neither represent the views of, nor constitute an endorsement by, Gartner or its affiliates.

About ISIS Papyrus Software:

ISIS Papyrus Software enables business applications for digital transformation, operational enhancement and customer engagement in an Omni-channel world. From insurance and banking to utilities and telecom to government and service providers, Papyrus technology supports organizations by enabling

business and technical teams to more effectively integrate, interact and innovate for real-world results across departments, functions and geographies. With Papyrus Platform for Business Communication and Process, they can choose where to improve, whom to empower and how to scale - gaining the knowledge and tools to create, manage and enhance business applications with reduced IT dependence. For more information, please visit www.isis-papyrus.com.