EXCELLENCE IN BUSINESS COMMUNICATION SERVICES

ISIS Papyrus

AUSTRIA

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PAPYRUS
SOFTWARE

> *By using the Papyrus integrated solution framework approach and the ACM-enabling technology, Papyrus customers can jumpstart rapid creation of unique business services and solutions that are not available anywhere else on the market.*

From insurance and banking to government, utilities and service providers, Papyrus technology supports service organisations by enabling business and technical teams to effectively integrate, interact and innovate across functions, departments and geographies. Over the past 30 years, the company has evolved into a global organisation with four development centres and 16 local offices worldwide serving world's largest organisations and implementing corporate software solutions across 42 countries.

With core capabilities in customer communication management, adaptive case management, intelligent capture and content services, Papyrus is a new breed of software – flexible end-to-end business communication and process platform natively designed to empower business users and enable business solutions for digital transformation, operational enhancement and omni-channel customer engagement. The system provides built-in RPA & AI with full support for digital, online channel, omni-channel, high connectivity, mobile, social and cloud, enabling companies to quickly respond to business and technology advances and new business communication requirements.

Customer communication is delivered across any channel – traditional and digital – engaging customers and prospects across departments, touch points and channels via two-way, personalised communication in real time – online via live chat, SMS, email, social, Mobile or Web or traditionally via paper – all based on clients' preferences, one document definition and one-time effort, saving companies time and money.

The Papyrus 'Business First' approach enables the business to choose where to improve, whom to empower and how to scale – gaining the knowledge and supported by intuitive tools to create, manage and enhance business applications across enterprise with reduced IT dependence.

Already now, by using the Papyrus integrated solution framework approach and the ACM-enabling technology, Papyrus customers can jumpstart rapid creation of unique business services and solutions that are not available anywhere else on the market. The new Papyrus Converse high-productivity low code technology, expected to hit the market in 2018, will be the next game changer. It will revolutionise the process of business service innovation, helping companies efficiently digitalise their most valuable customer journeys and value streams in a conversational style manner, while promoting business agility, securing compliance and cutting months of innovation delivery down to days.

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