The ACORD Information Model

Empowered by Papyrus Adaptive Case Management (ACM)

KEY INSURANCE APPLICATIONS
- Policy Administration
- Product management
- Claims management
- Collections and disbursements
- Underwriting
- Incentives and commission
- Channel Management System
- Interface to Accounting (Finance)

PAPYRUS VALUE PROPOSITION
- Total implementation effort as low as 10% compared with other solutions
- Business empowerment for knowledge work
- Adaptive Processes: Goal-driven, decision-based
- Consolidated view of customer / case
- Integrated omni-channel business correspondence
- Consolidation of ECM, BPM, CRM
- Operational transparency
The Papyrus Platform Solution leverages the ACORD Information Model and integrates the following elements:

- **Beyond BPM – Papyrus is fully BPMN 2.0-compatible and innovates with Adaptive Process:**
  - Goal-driven vs. process-driven
  - Decision-based vs. rule-based
  - Flexible vs. rigid
  - Empowered vs. enabled

- **Efficient, goal-oriented processes**
  Create, modify and securely execute knowledge gathered during runtime. Each process instance is completely transparent and contains SLA and business goal values. Then the process owner can set cost thresholds that will trigger corrective goals for this in real time or be relevant for future processes.

- **Design by Doing**
  "Business people do not just influence the design, they actually create the process on the fly." - Max J. Pucher

- **Compliance**
  Each process instance can be instantiated from a process template that contains the compliance rules. Each goal that is added can have the related compliance rules linked.

- **Assembly by the actor (not IT)**
  While even the easiest-to-use BPMS mostly require IT to do the development to build a complete process, in Papyrus users can define activities for each goal and add all resources. These are data, content received and sent, user-defined business rules, forms and all actors that are called upon to perform in the process.

- **Every implementation is unique**
  Every product, process and rule implementation is as individual as your business. ACM task libraries are provided by the framework.

- **Papyrus Platform**
  **State- and Event-driven Processing**
  Business case-specific event handling: State/event-driven processing is much easier to define than workflows and is capable of virtually unlimited process complexity.

- **RULES & COMPLIANCE**

- **CONTENT**
  inbound and outbound

- **PERFORMERS**
  Task Management

- **PROCESS or CASE TEMPLATE**

- **USER INTERFACE**
  Portal/Mobile

- **DEFINABLE**
  GOALS
  EFFICIENCY

- **BENEFIT**
  Event mechanism

- **Rules link to data item**

- **Case**
  family
  father
  rule
  mother
  question
  child
  rule

- **PERFORMERS**
  Task Management

- **ACORD Information Model**

- **User Interface**
  Portal/Mobile

- **Task Management**

- **Goals library**
  Rules in natural language

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Smart document design for business-empowered text and letter administration

Batch/Online production
- Contracts and policies
- Statements and bills
- Marketing mailings
- Serial letter

User-interactive Output
- Different types of letters and ACORD forms - e.g. Cover, Acceptance, Rejection, Cancelation, Request for Info
- Call center correspondence
- On-demand output
- Online quote / proposal
- Online reports
- Online order confirmation

ACORD Forms Support
- Can be pre-filled with data
- Manually filled
- Submitted data immediately recognized as inbound mail content

Omni-channel real-time customer response
- Structured/batch, online, user interactive, ad-hoc correspondence and omni-channel consistency
- Diverse printers, fax, PDF, HTML, e-mail, web, mobile
- Link with marketing systems
- Targeted marketing messages
- Ensure compliance and quality
- Authorization, audit trail, workflow and policies, re-use text and building blocks
- Improved output efficiency
- Balancing document production across distributed printers and electronic devices
- Post-processing (bundling, sorting, inserts)

Papyrus Inbound Mail Process
Intelligent cross-channel data and document/forms capture integrated with human workflow and case management. Recognition and classification of structured, unstructured content and handwriting. Integrated archiving and distribution workflow.

The Mobile Insurance Office
Real-time collaboration with the back office. Full integration with backend systems. Role-based user access and experience. Application is defined and maintained on the server side.
Consolidate: The Papyrus Platform

The technical installation of the Papyrus Platform is surprisingly simple. Business application setups, however, require a more project-oriented implementation approach.

The result is a solution as individual as your business to amplify your competitive edge. Before we install a new business application, you tell us what you need, your expectation, your standards. Then we define, interface, and in some cases even enhance our software components, so they become a standard, completely integrated system matching your blueprint.

**ACORD**

The standards organization for the insurance industry has been creating insurance standards for more than 40 years. The ACORD Information Model provides the relationships among insurance concepts, such as Policy, Product, Party and Claims. It can be used to jump-start application development. Concepts come from the IBM donation of the Business Object Model, along with refinements suggested by many cross-domain insurance industry experts.

**ISIS Papyrus Software**

Medium-sized global software innovator • founded 1988 • self-financed • grew from personalized cross-channel business correspondence solutions • integrated machine learning capture/extract • delivered Papyrus platform in 2000 • dynamic ECM, CRM, BPM business applications • model preserving OO & rule-based definition • 2300 customers globally, 290 Papyrus Platforms installed.

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