

PAPYRUS SOFTWARE

Papyrus is Your Award-Winning **CCM/CXM Solution**

How Utmost Life & Pensions Achieved **5x Transaction Growth** and **12.5% Efficiency** with a Unified Digital Platform.

THE CHALLENGE: FROM LEGACY TO LEAD

Digital transformation demands agility, but relying on fragmented tools for customer communication (CCM) and experience management (CXM) results in high costs and slow change. Utmost Life and Pensions needed to replace decades of legacy complexity, migrating over 20 million documents to create a unified customer journey foundation.

AWARD-WINNING PROOF: THE PAPYRUS DIFFERENCE

Papyrus Software, with Utmost Life and Pensions, won the prestigious **Document Manager Project of the Year Award** (Nov 15). The judging panel, including experts like Alan Pelz-Sharpe and Harvey Spencer, recognized Papyrus for delivering a solution that empowers the business. We are the trusted choice because our platform is the only unified solution combining CCM, Adaptive Case Management (ACM), and Content Services — stopping costly systems integration.

“the integrated nature of their solution, being able to bring together all required aspects into one ‘neat’ solution.”

— Utmost’s CEO

- **Business Empowerment:** Our no-code Papyrus Business Designer allows administrators to manage and change all processes, documents, and customer portals (like MyUtmost) without requiring IT coding.
- **Operational Flexibility:** Adaptive Case Management (ACM) handles complex, non-linear customer interactions, giving staff the flexibility needed for high-value service.

THE RESULTS: SUPERIOR CX AND MASSIVE ROI

The Utmost project delivered immediate, quantifiable success, proving that superior CX directly translates to significant financial benefits:

COST REDUCTION

\$1M

in annual IT savings by replacing expensive mainframe infrastructure and reducing print dependency.

EFFICIENCY

12.5%

staff efficiency gain through automated workflows and the MyUtmost portal.

CUSTOMER SUCCESS

25% +

registered customer usage in the first six months. MyUtmost portal: “crowning glory.”

ACT NOW: Choose Papyrus to achieve true business agility, compliance, and award-winning customer outcomes.

Contact us today for a consultation



www.isis-papyrus.com