



Papyrus Software

Papyrus Software is a long-standing enterprise software company that has recently pivoted hard into the AI-driven automation space, marrying its low-code and business-user-friendly design ethos with an embedded AI agent layer, Owlfi.e.ai. This tackles the corporate nightmare of finding, interpreting, and acting upon information buried in countless documents while staying within the access control, compliance, and content repository integration guardrails that Papyrus has spent decades perfecting.

Founded 1988 | HQ Vienna, Austria April 2026



The Company

Papyrus Software is something of a quiet veteran in the enterprise software space. Founded in Austria in 1988, the company boasts more than 35 years of expertise in business process management (BPM), customer communications management (CCM), and content services. With headquarters in Vienna and offices across the US, Europe, and Asia, Papyrus has cultivated a loyal customer base of around 2,800 large enterprises, primarily in highly regulated sectors like finance, insurance, and healthcare.

For decades, Papyrus's business process technology flew under the radar, losing on global brand recognition. Yet the company has always prided itself on its "low-code" and "business-user-friendly" design ethos – long before those terms became industry clichés. In recent years, Papyrus has made significant investments and pivoted hard into the AI-

driven automation space. The company's AI credentials are not new — it holds patents on task automation (user-trained agent) and intelligent capture dating back to the 1990s. What is new is the emphasis: with Converse and Owlfiie, that foundational work now takes center stage. Owlfiie.ai, launched in late 2025, represents the culmination of that strategy – a move to wrap the company's robust back-end capabilities in a modern, conversational interface powered by a significant partnership with IBM watsonx.

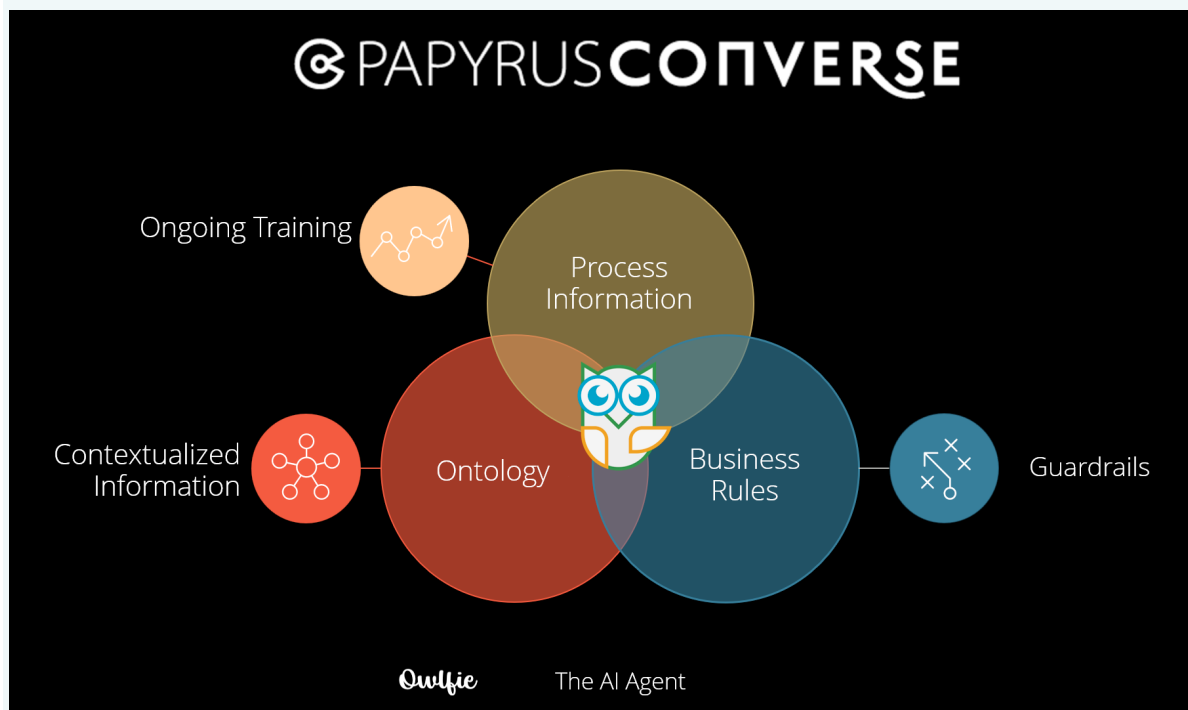


The Technology

To understand Owlfiie, one must first understand the platform upon which it sits. For years, Papyrus has been developing its Converse Platform, a unified low-code environment designed to model, automate, and monitor complex business processes (see Figure 1). The platform is built around a central

Figure 1

Papyrus Converse Platform



tenet: that business users should be able to interact with and modify processes without constant recourse to IT. This is achieved through a tiered toolset: For management and citizen developers, **Converse Designer** offers a simplified, no-code interface for building and adjusting higher-level process flows. Building on these foundations, **Converse Composer** serves as the primary environment for business analysts and process experts. It enables the detailed definition of stages, goals, business rules, and actions in natural language – enabling dynamic, non-linear value stream processing within the **Converse Client**.

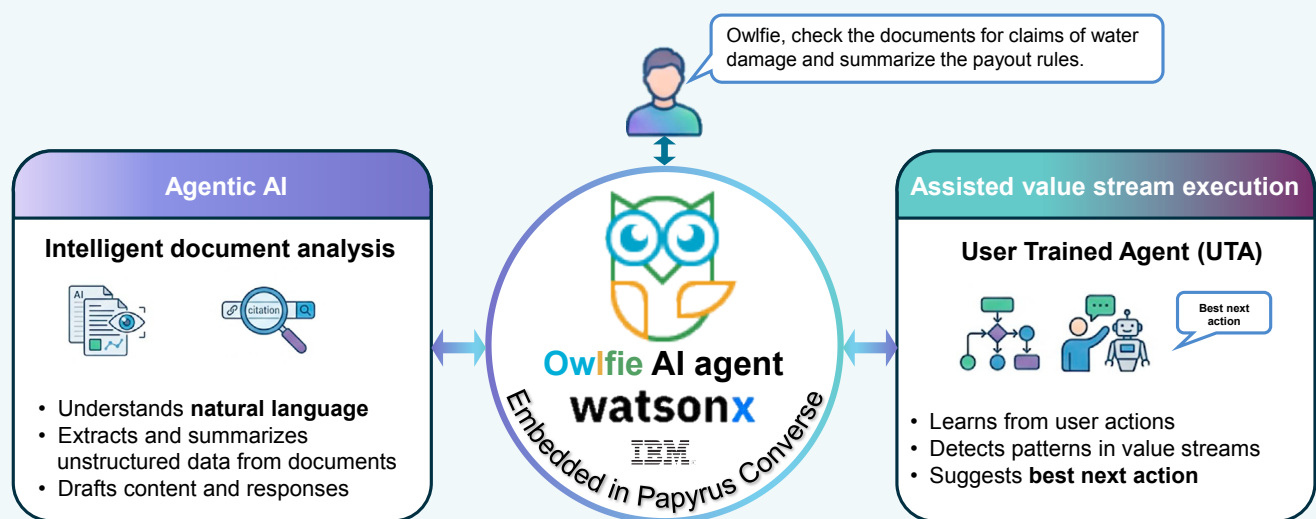
Owlfie, then, is not a standalone product; it is an embedded AI agent layer that breathes life into the Converse process and execution environment. It is explicitly designed to tackle what Papyrus rightly identifies as “the document problem” – the difficult task of finding, interpreting, and acting upon information buried in thousands of pages of committee reports, claims forms, or legal contracts. By integrating with the Converse Platform, Owlfie gains access to the full

context of a user’s work – the central business knowledge ontology, the active case, the pending task, the historical data – allowing it to deliver assistance that is relevant to the moment.

Technically, the architecture is worth noting. Rather than building its own large language models (LLMs) from scratch – a fool’s errand for most companies – Owlfie is “Powered by IBM watsonx.” This is a smart move. It allows Papyrus to leverage IBM’s enterprise-grade foundation models and, crucially, watsonx’s governance tools. This gives Owlfie two core capabilities that go far beyond simple summarization (see Figure 2):

1. **Intelligent Document Analysis.** Owlfie ingests unstructured data from emails, scanned documents, and SharePoint repositories. It doesn’t just OCR them; it indexes them semantically, providing users with summaries that are footnoted with source references – a critical feature for auditability in regulated industries.
2. **Assisted Process Execution.** This is where it gets interesting. Owlfie moves from

Figure 2
Owlfie’s Powerful Core Capabilities



passive analysis to active suggestion. Using what Papyrus calls a “User-Trained Agent” (UTA), the system observes how senior experts handle edge cases and complex workflows within the Converse environment. It then converts that tacit knowledge into “next-best-action” suggestions for junior staff directly within the workflow.

The interface is a conversational UI, built using the company’s Converse automation tools, which ultimately allow users to interact with complex case histories via natural language. Following the value stream model that provides the contextual compass, Owlfiel can draft response emails, create new case entries, or route claims based on the context it has mined – effectively closing the loop between “reading” and “doing.”

From a deployment perspective, Papyrus plays a strong card: data sovereignty. Owlfiel (and the watsonx components) can be deployed entirely on premises, “in a box” as they phrase it. For a bank or an insurer terrified of their data touching the public cloud, this is not a nice-to-have; it is the price of entry.

Our Opinion

Let’s cut through the noise: Owlfiel is not a revolution in artificial general intelligence; it is a well-executed evolution of BPM and adaptive case management, seamlessly integrated with a proven communication platform. And that is precisely why it might succeed where others fail.

For years, we at Deep Analysis have warned enterprises about the dangers of “bolted-on” AI – taking a best-of-breed LLM and trying to duct-tape it to a legacy BPM suite. The results are usually brittle, insecure, and ignored by users. Papyrus has avoided that trap. Because Owlfiel is embedded into the Converse platform, it inherits the granular access controls, compliance rules, and content repository integrations that Papyrus has spent decades perfecting.

The “User-Trained Agent” concept is also noteworthy. The market is littered with “expert systems” that tried to codify human knowledge and failed. However, the combination of LLMs observing user behavior and suggesting actions (rather than automating them entirely) strikes a realistic balance. It acknowledges that complex case management is often non-linear and requires human judgment.

Ultimately, Owlfiel is a compelling story for a wide audience. It is not the flashiest AI on the block, but rather offers a secure, practical path forward for the Fortune 5000 company dealing with the drudgery of document hell.



Advice to Buyers

If you are in the market for AI-driven process automation, your evaluation of Owlfiel should hinge on two specific criteria.

First, are you in a highly regulated industry? If you are in Banking, Insurance, or Life Sciences – and you require on-premises deployment to satisfy regulatory requirements (GDPR, HIPAA, etc.) – Papyrus should be on your shortlist. Very few vendors offer the combined power of enterprise LLMs (via watsonx) with the iron grip of on-premises data control. Don't waste your time with pure-play SaaS vendors if this is your reality.

Second, distinguish between “co-pilot” and “agent.” Many vendors are currently rebranding simple Q&A bots as “AI agents.” Push Papyrus (and its competitors) for a demonstration of Assisted Process Execution. Ask them to show you the “User-Trained Agent” learning a workflow and suggesting a next action. If the demo stops at document summarization, they are selling a co-pilot, not an agent. Owlfiel appears to offer the latter, but you need to verify the depth of that capability in your specific use case.

In short, don't buy Owlfiel for the AI; buy it for the secure, governed, and auditable way it applies AI to your specific, messy reality.



SOAR Analysis

Strengths

- Owlfiel's primary strength lies in its deep integration with an innovative, secure, and on-premises-capable Converse process environment, offering highly regulated industries a governed path to AI adoption that pure-play SaaS vendors cannot match.

Opportunities

- By leveraging the “User-Trained Agent” capability, Papyrus has a significant opportunity to differentiate itself in the crowded automation market by converting tacit institutional knowledge into actionable, best-next-step suggestions, thereby moving beyond simple content summarization.

Aspirations

- Papyrus aspires to finally capture the mindshare of its user community by positioning Owlfiel not just as a feature update, but as a top performing AI agent that seamlessly bridges the gap between legacy document repositories and modern, conversational process automation.

Results

- As a recent innovation still carving out its place in the market, Owlfiel is already delivering tangible results for early adopters by dramatically reducing the time knowledge workers spend searching for information and enabling them to flexibly process complex, document-heavy cases with the guidance of an AI trained by their own experts.

About Deep Analysis

We Research Innovation



Deep Analysis is an advisory firm that helps technology vendors, buyers, and investors understand and address the challenges of innovative and disruptive technologies in the enterprise software marketplace.

The firm's work is built on decades of experience advising and consulting to global technology firms large and small, from SAP, Oracle, and HP to countless start-ups.

Led by Alan Pelz-Sharpe, Deep Analysis works with technology vendors, buyers of enterprise technology, and investors in the ECM and enterprise automation market to improve their understanding of the information management technology landscape and provide actionable guidance.

Deep Analysis' timely book, "Practical Artificial Intelligence: An Enterprise Playbook," outlines strategies for organizations to avoid pitfalls and successfully deploy AI.

Contact us:

info@deep-analysis.net
+1 978 877 7915