ISISPAPYRUS™

Global Open House and User Conference
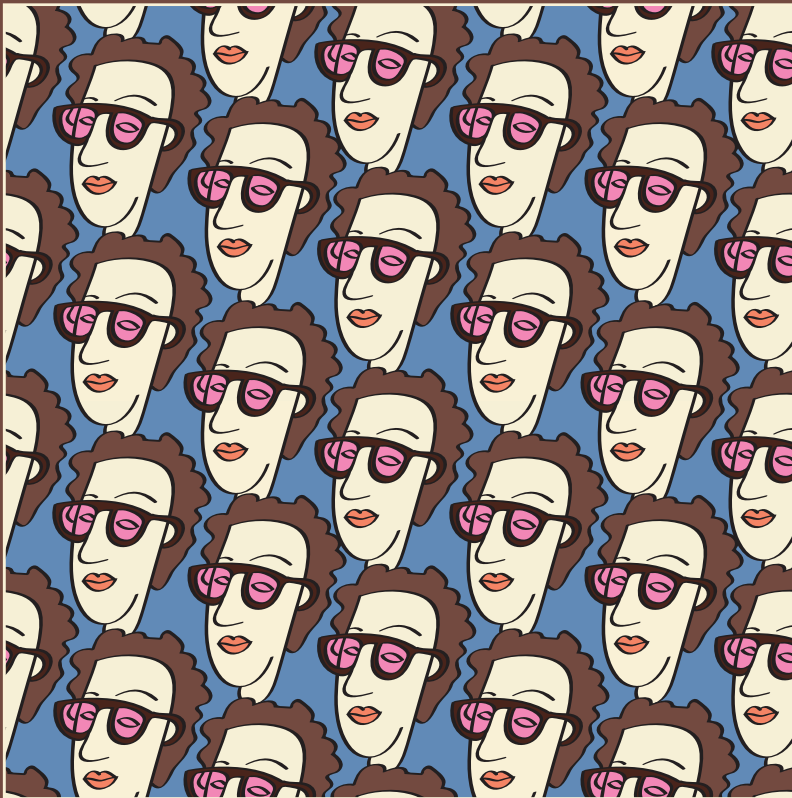
SEE HEAR

TOUCH TALK

Omnichannel Communications

Document Strategy

Correspondence Wizard

Mobile Office

Adaptive Case Management in Use

Digital Insurance Platform

Capture and Workflow

Vienna, Austria • 24-26 April 2016

Dear Ladies and Gentlemen!

We are pleased to invite you once more in 2016 to our ISIS Papyrus Open House.

This event has become a must for customers, prospects and experts on their busy IT schedule each year. Relaxed networking, radical ideas and real-world solutions presented by our customers and a glimpse into the future of our products draw a large and diverse crowd.

In 2015, ISIS Papyrus had one of its strongest years in growth. We never had a venture capital induced hype period, but simply based our 28-year success on actually living our customer relationships instead of just advertizing them.

But we did not go easy on ourselves because radical innovation is our differentiator - not the lowest price. Our sales cycle is more like that of an evangelist than a tit-for-tat exchange of RFPs and proposals. We prefer that our prospects test the solutions rather than choose the fanciest glossy or select from an analyst shortlist. Despite that, we seem to find more and more visionary managers who partner with us to be ahead of their competitors rather than just follow in their footsteps.

Since 2010 we offer solutions for cutting out the many middlemen on the route from strategy to execution. We discuss with executives how to deliver customer-focused digital transformation directly from well-defined value streams, capability maps and data models.

Apparently that time has come, as Gartner recently predicted that by 2018, model-driven, high-productivity platforms will be the dominant technology for transforming into an adaptive and responsive business. While Gartner sees BPM as a mainstay of such a platform, we consider industry standard ontologies - such as ACORD - which enable rules in business language in that place. Orthodox BPM bureaucracy will never drive transformation nor innovation because it emphasizes cost and perfect repetition, but never perceived customer value.

This is one of the innovations that will be discussed and shown at the ISIS Papyrus Open House 2016. Join us to share the excitement!

Annemarie Pucher
CEO, ISIS Papyrus

Max J. Pucher
CTO, ISIS Papyrus

Conference Overview:	English language			German language		
	Sunday 24	Monday 25	Tuesday 26	Sunday 24	Monday 25	Tuesday 26
Opening Event	17.00			17.00		
Conference Sessions		9.00 - 13.00	9.00 - 13.00		14.00 - 17.45	14.00 - 17.00
Management Circle Seminar		9.00 - 17.45	9.00 - 15.00		9.00 - 17.45	9.00 - 15.00
Workshops		14.00 - 17.00	14.00 - 16.00		9.00 - 12.00	9.00 - 11.00
Solution Showcase		9.00 - 18.00	9.00 - 18.00		9.00 - 18.00	9.00 - 18.00
Customer Case Studies		12.00 - 13.00	12.00 - 13.00		16.00 - 16.30	
Brainstorming Session		17.45 - 18.45				

Hot Topics at the Open House and User Conference 2016

Holistic Solutions for today's Customer Communication environment, achieving a seamless Customer Experience, business-enabled smart document design and maintenance for print and digital

- Document output consolidation (batch, online, interactive, on-demand)
- Avoiding multiple disparate systems
- Omnichannel capabilities and mobile focus
- Device responsive documents (HTML5)
- Multimedia personalized documents
- Facilitated integration with business data
- Transforming MS Word documents into a holistic output strategy

WfMC

Global Awards for Excellence in BPM and Workflow

WINNER 2015

The Document Wizard

Award-winning business process-driven technology
Supported by a thin-client browser architecture, clerks can now easily create documents that cater directly to each customer's needs by simply answering prompted questions. The associated document processes dynamically connect to various back-end services and provide required data on the fly, note the clerk's decisions and perform any required work - automatically assembling the document that will exactly match the customer-specific situation, while taking all relevant regulations into consideration and avoiding mistakes or omissions.

Multichannel Inbound Mail Capture and Customer Workflows

Intelligent cross-channel data and document capture is a remarkable technology, reading document and message content; extracting and interpreting document data of structured and unstructured content and handwriting; validating it faster than any human; eliminating bottlenecks in manual workflows; and enabling instant transfer of captured information to the archive and the inbox of your knowledge workers.

The Mobile Office

Many business leaders talk about the importance of a mobile-first approach, citing the growing reliance on smart phones and tablets. We will show and discuss how to implement a mobile-first strategy supporting business users with direct mainframe and back-office connectivity and a user-friendly, on-the-go mobile experience.

Innovation: Building the next-generation Digital Insurance Platform

The Papyrus Platform is disruptive technology that innovates the insurance software application market with a product much more affordable and simpler to use than what currently exists. Insurance applications are simpler and less expensive to build and maintain, resulting in a radical improvement in performance.
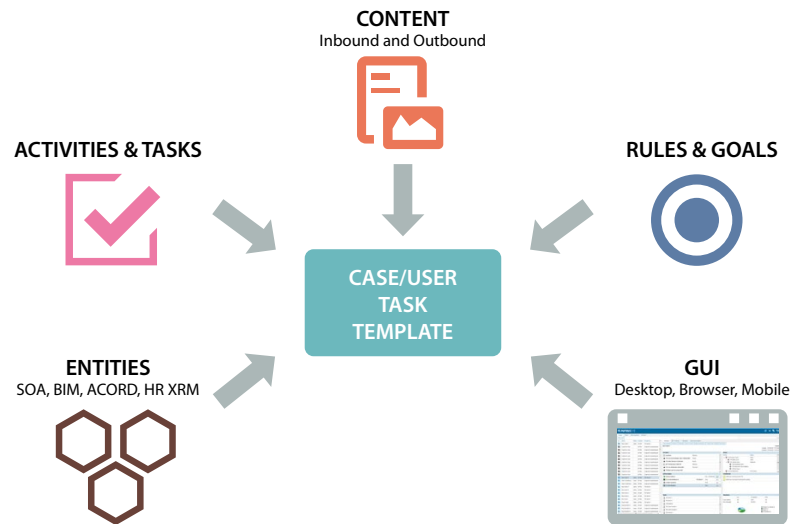
Adaptive Case Management in Use

See customer-focused service and corporate environments benefit from Adaptive Case Management applications on browser, mobile and cloud. The Papyrus Platform and the ACM solution framework is geared for knowledge work and designed to enable rapid development of goal-driven, adaptive business applications and accommodate change, growth and innovation without limitations.

Explore Innovation – Creating Future Value

New Breed of Software: The Papyrus Platform

The Papyrus Platform is built from one source and seamlessly integrates enterprise content with business processes and customer communications for a One Company-One Voice approach. This unique capability results in significant cost savings and short-term results when implementing an advanced case management solution for responsive service environments. Our software and solution frameworks are geared for knowledge work and designed to enable rapid development of goal-driven, adaptive business applications and accommodate change, growth and innovation without limitations.

CONTENT
Inbound and Outbound

ACTIVITIES & TASKS

RULES & GOALS

CASE/USER TASK TEMPLATE

ENTITIES
SOA, BIM, ACORD, HR XRM

GUI
Desktop, Browser, Mobile

Papyrus integrates 5 essential elements needed for every Business Application.

The Papyrus Platform with its service-oriented architecture leverages open source information models to build the next generation of business applications.

Business Solutions for Customer Engagement

- Key Insurance applications (claims, first notice of loss)
- Account opening
- Customer on-boarding
- Loan/mortgage operations
- Campaign Management
- Contract creation & management
- Customer service & care
- Incident management/inspection

Business Solutions for Corporate

- Project Management
- Purchase to payment processing
- Lead Management/Marketing
- HR time management
- Travel expense requests
- HR recruitment and on-boarding
- Project Information Management
- Change Management

Key Platform Features

- 360° Communication Hub
- Adaptive BPM - real-time, event-based
- Collaborative Case Management
- Closed-loop business communication
- Integrated security/auditing/LDAP
- Data Capture: scan, extract, process
- Business-enabled document design
- Adapters – loosely coupling data
- Omnichannel capabilities
- Portal, desktop, mobile, cloud

Value Proposition

- A solution much more affordable and simpler to use
- Less expensive to build and maintain
- Radical improvement of performance
- Business empowerment for knowledge work
- Adaptive processes: goal-driven, decision-based
- Consolidated view of customer/case
- Consolidation of ECM, BPM, CRM

We go home with many great ideas. - Hermann Kleber, Team Leader Document Management, BG Phoenics, Germany

The Solutions Center is the heart of the Open House conference.

Experience an overview of Papyrus solutions and business applications designed to address the challenges and needs of your specific industry.

The ISIS Papyrus Solutions Center is available for our guests during the full duration of the two-day conference.

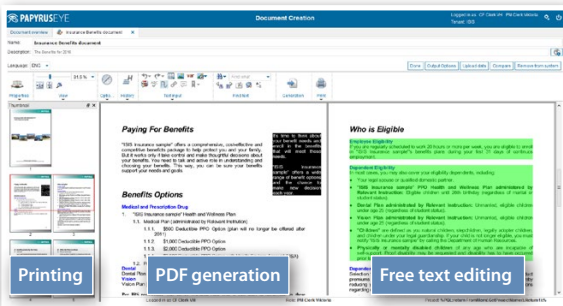---

TOUCH — The Document Wizard: A thin client application
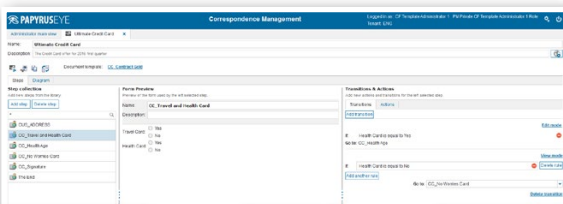
Generate Document process steps

Form for data input

Define transitions between steps

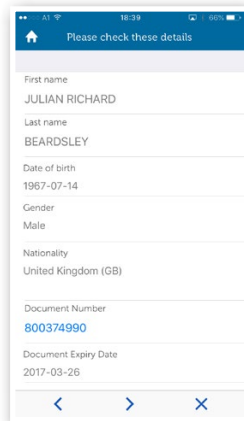*Template administrator creating a document business process*
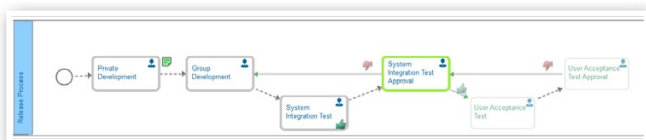
Printing

PDF generation

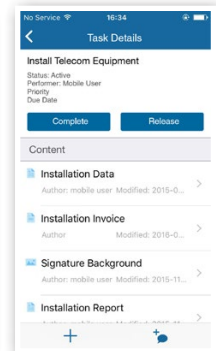Free text editing

Clerk: Free Text Editing in Papyrus Client

TOUCH — Mobile Capture

Position the phone over the ID so that the machine readable zone can be read, this could be on the front or back of your ID

Back — Skip

Please check these details

First name
JULIAN RICHARD

Last name
BEARDSLEY

Date of birth
1967-07-14

Gender
Male

Nationality
United Kingdom (GB)

Document Number
800374990

Document Expiry Date
2017-03-26

TOUCH — Change management/Deployment: Release flows can be defined

TOUCH — Online Business

TOUCH — Case Management on Mobile
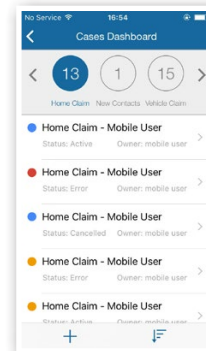
TOUCH — Monitor and Track
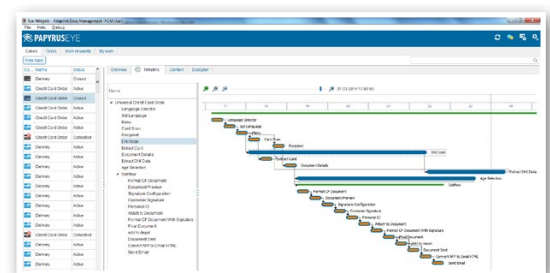
TOUCH — Reporting
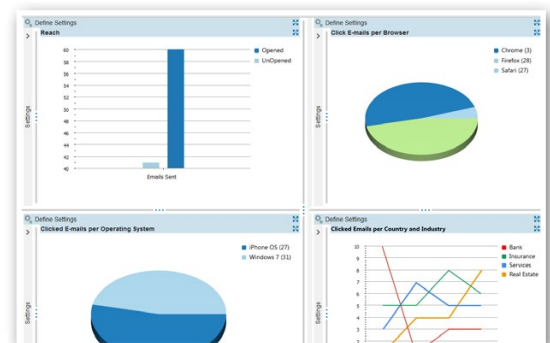
Monday, 25 April - Sessions

8.30 Welcome with coffee

9.00 Keynote: The Art of Strategy

The most important knowledge work in the top hierarchy of the business is defining a STRATEGY. In 2010 Max J. Pucher wrote several blog posts saying that management -- and certainly creating a business strategy -- has a strong link to ART. This strategy should as quickly as possible be translated to supporting software applications. No such thing is on an executive's mindset today. 'The Art of Strategy' is adapted from 'The Art of War' by Sun Tzu (approx. 500BC) who said: "Creativity must go beyond generation of new ideas; it must become an ongoing activity."

10.00 Consolidate! The Papyrus Platform

Incoming and outgoing mail becomes an essential part of the context in Customer Engagement, and adaptive, goal-oriented service processes will result in a positive customer experience.
This session will discuss real-world benefits:
- Business can rapidly build new digital-process driven applications using ready solution frameworks
- Integrated ECM/BPM/CCM provides a 360º view of the customer
- Any data format and style can be used, also legacy – not limited to XML only
- Collaborative work uses chat, e-mail and mobile
- The platform's omnichannel capability is used for a successful Customer Experience
- Integration with existing backend systems can be facilitated

10.30 Networking coffee break

11.00 Business-enabled document design, maintenance and administration

- Manage all corporate document templates and related processes with one system
- Integrated document design and speedy creation of new document templates
- Ensure change management and versioning for fast-paced document updates
- Automate data exchange between existing business applications
- Integration of various delivery channels directly into communication process
- Global support for multilingual workspaces, templates and customer documents

11.30 The Wizard: Award-winning application

Experience a new "dual-level approach" with a process-driven working style that empowers each player to focus on their strengths and promotes collaboration along clearly defined lines of responsibilities.
- A thin-client browser architecture
- Clerks can easily create documents that cater directly to each customer's needs by simply answering prompted questions
- The associated document processes dynamically connect to various backend services and provides required data on the fly
- The system allows multilingual business staff to work in their language of choice regardless of the recipient's preferred correspondence language
- The document can be optionally edited by the clerk and locally printed, exported as PDF or delivered to customers by e-mail or fax per selected delivery channels

12.00 Sharing Practical Experience – P&V Insurance

Transformation and modernization of the P&V correspondence platform
Rudi Serron, IT Architecture Excellence Manager

12.30 Sharing Practical Experience - BNP Paribas

Document Strategy: Best practices by BNP Paribas - Business teams create and maintain 95% of all document applications
Alexandre Coupin, Project Coordinator ECM & Paperless

13.00 Lunch

14.00 Solution Showcase and Workshop Program

14.30 Management Circle Seminar

17.45 Brainstorming Session

Tuesday, 26 April - Sessions

8.30 Welcome with coffee

9.00 Mobile First

HEAR *SEE*

"Mobile first" is a common buzzword when it comes to building new business applications. But to tap the full potential of mobile for improving customer service and satisfaction, you need a new perspective. Meeting customer expectations means addressing the dual challenge of keeping up with the pace of innovation while providing a seamless cross-channel experience. But legacy systems and silos stand in the way of faster innovation and multichannel product and service delivery. Without addressing those backend issues, mobile could become just one more siloed channel, entrenching the organizational and IT gaps that prevent organizations from delivering the experience that customers demand. Learn about best practices for going mobile, plus real-world success stories and cautionary tales.

9.30 Multichannel Inbound Mail Capture

HEAR *SEE*

All your inbound communication channels can be commonly managed by one single definition and by events – routing mail through the different steps of classification, recognition and data extraction to validation and distribution to users in different departments. Our integrated workflow capabilities and the supervised learning of our intelligent data capture technology continuously improve the system to get smarter results in reduced cycle time, lower labor costs and maximized human capital.
- Every mail received in the organization is a known incoming event
- An intelligent capture process starts extracting relevant information from structured and unstructured forms
- A new case is automatically opened or content is routed to an existing case
- Archiving of complete case, full text search, quick access to documents on all devices

10.00 Omnichannel communications for online business and print

HEAR *SEE*

This presentation will show how collaborative work between business and IT results in flexible and high-quality output, unified and consistent across multiple communication channels - all possible using dynamic formatting capabilities in combination with powerful output management.
- Two-way online communication capabilities with response options and e-signed documents
- Collect documents of batch/online/interactive/Word/Excel origin in the central document pool
- Powerful reformatting options allow for unique final document composition for print and digital
- HTML5/PDF/SMS/e-mail/mobile, printing considerations and available solutions
- Reporting on bounced e-mail, clicks and opened e-mail, printing and archiving

10.30 Networking coffee break

11.00 Adaptive Case Management delivers significant business benefits

HEAR *SEE*

See the full range from straight-through processes through dynamic processes to completely unstructured processes driven by rules and ad-hoc content arrival, such as scans, e-mails, PDFs, and mobile content.
- On-boarding, recruitment, time management, work task management, lead management
- Adaptive and goal-oriented business processes supporting exception handling
- Enhanced quality and speed on case completion in Customer Service
- Collaboration and knowledge work; Desktop, browser, mobile, cloud

11.30 Building the next-generation digital insurance platform

HEAR *SEE*

Industry analysts highlight that Papyrus can import external information models, such as ACORD to jump start a process design. As a single, organically developed stack, there is a central point of management that draws on process data from one object repository.
- Business empowerment – Knowledge work is innovative and exploratory
- Adaptive Processes: Beyond BPM – Goal-driven, decision-based, flexible
- Consolidated view of customer case; Integrated omnichannel business correspondence (inbound and outbound)

12.00 Analyst Session - Forrester Research

HEAR

Customer Experience Technology - Trends and Insights
Clay Richardson, Principal Analyst, Enterprise Architecture

12.30 Sharing Practical Experience – PFA Pension

HEAR

Cross-channel Capture and Output Management meet the growing demands of the Business at PFA
Jan Bjerg Pedersen, IT Output and Archiving (see page 10)

13.00 Lunch

14.00 Solution Showcase and Workshop Program (See pages 5 and 9) / Management Circle Seminar (see page 8)

The Management Circle Seminar contains inspiring interdisciplinary topics and connects discussions in a relaxing atmosphere.

This seminar is dedicated to enterprise management and directors who like to exchange experience and ideas with their peers on strategic IT subjects. The ISIS Papyrus Executives will present four short presentations including different perspectives of important current and future IT topics and how to leverage more of your current Papyrus investment. This will lead into a moderated, interactive communication exchange and later open discussion.

Moderated by industry experts ...

Jonathan Clarke - Managing Partner, Beat Partners

Rolf Kemmerich - Insurance Correspondence Expert, Germany

Manuela Maier - IT, Product Manager, Output & Forms Management, UBS

David Schaffert - Document Management Services Lead, Director, Helvetia

Clay Richardson - Principal Analyst, Enterprise Architecture, Forrester Research

Monday, 25 April

9.00	**Opening Keynote:** The Art of Strategy
10.30	Networking coffee break
11.00	**Solution Showcase:** Building the next-generation digital Insurance platform
12.00	**Case Study: P&V Insurance -** Transformation and modernization of the P&V correspondence platform
12.30	**Case Study: BNP Paribas** - Document Strategy : Best practices by BNP Paribas - Business teams create and maintain 95% of all document applications
13.00	**Lunch**
14.30	**Discussion:** Creating profit from employee mobile connectivity
15.30	Networking coffee break
16.00	**Discussion:** Business communications in the digital age – challenge and opportunity
17.00	**Discussion:** Improving unstructured processes

Tuesday, 26 April

10.30	Networking coffee break
11.00	**Solution Showcase:** The new way of working mobile
12.00	**Analyst Session - Forrester Research** Customer Experience Technology - Trends and Insights
12.30	**Case Study: PFA Pension** Cross-channel Capture and Output Management meet the growing demands of the Business at PFA
13.00	**Lunch**
14.00	**Discussion:** From multichannel to omnichannel

Workshops & Labs

Monday, 25 April

14.00 Business document solution for business teams and IT

- Data interface definition
- Template, content, rule creation
- Central resource management for corporate fonts and images
- Change management – from development to production
- Sign-off, text and content compare

15.00 Implementing business driven online and user interactive communication channels

- Incoming online request generates on-demand digital e-policy/contract
- Business users in front office, laptop or tablet use prompting functionality
- Text and data entry, decision execution
- Creating Wizard forms and its processes
- Seamless integration with back office

16.00 ACM Adaptive Process and Case Management

- Learn the fundamentals of Case setup
- Define event-driven Business Processes
- Use ACM framework solution on desktop, mobile and cloud
- Integrate Correspondence and inbound Capture into process driven business applications

17.45 Brainstorming Session

Discuss with ISIS Papyrus management and solution architects:
- Translating company goals into a strategy that consolidates ECM, CRM and BPM
- Optimizing your investment by building an agile communication platform for the future
- Discuss the requirements for the business graphical user interface (GUI)
- Integrating inbound and outbound communication as a business need

Tuesday, 26 April

14.00 Output Management – Omnichannel print and e-communication

- Bundle and sort outbound mail in the central pool
- Learn how to further automate document delivery and save cost
- Setup delivery rules, allow for feedback loop and reporting
- Experience how documents are optimized with channel specific content at time of delivery
- Get an introduction to creating responsive HTML documents

15.00 Incoming Mail – Capture, manage and distribute

- Intelligent classification, content extraction and automated distribution
- Self-learning with user-trained processes
- User-supported 'Lasso' functionality
- Embedding inbound mail into Case Management
- Archiving

💬 An exciting event, full of surprises. An opportunity to solve all queries and listen to all new features.

- Toula Yiapatou, Systems Analyst, CYTA - Cyprus Telecom

Real-World Reports

12.00 - P&V Insurance - Rudi Serron, IT Architecture Excellence Manager

Transformation & modernization of the P&V correspondence platform
P&V Insurance implemented a strategy to consolidate customer communications achieving a One Company - One Voice image, to improve customer service and satisfaction, responding to customer channel preferences and leveraging the cost advantages of reduced printing and mailing and the rationalization of multiple correspondence platforms.The Papyrus Platform with its Business Correspondence Solution is used by business teams to create document templates and mailings under the control of the integrated change and delivery management. The Papyrus Automated Document Factory delivers all output to print and e-channels based on customer preference.

12.30 - BNP Paribas - Alexandre Coupin, Project Coordinator ECM & Paperless

Document Strategy : Best practices by BNP Paribas - Business teams create and maintain 95% of all document applications
BNP Paribas BDDF (Retail Banking France), Papyrus user since 1997, decided in 2014 to fully implement the CCM platform with WebRepository - to reduce time and costs through template specification, design and development for batch and online/SOAP/Web processing applications with a minimum of IT involvement. Templates, content and rules are built directly by business users as building blocks based on the Papyrus Correspondence Framework solution. Adaptive Case Management (ACM) from ISIS Papyrus supports the collaborative work on documents and change management. This new successful BNP Paribas strategy is future proof for the increasing amount of documents needed by the different departments and branches to be ready for the digital age.

16.00 - Helvetia – David Schaffert, Leiter Dokumenten Management Services, Mitglied der Direktion

Outputmanagement im Wandel (German language)
Kundenbedürfnisse ändern sich rasant! Verändertes Kundenverhalten, neue Technologien und die zunehmende Regulatorik sind die neuen Treiber des Output Management. Multikanalstrategien prägen die personalisierten und individualisierten Kommunikations- und Vertriebsstrategien. Die Kunden sind Hybrid, die digitale Kommunikation steht im Vordergrund. Neue Technologien eröffnen Helvetia hierfür neue Möglichkeiten. Wie geht Helvetia damit um? Wie nimmt sich die Helvetia als größter Schweizer Allbranchenversicherer dieser Herausforderung an.

Tuesday, 26 April

12.30 - PFA Pension - Jan Bjerg Petersen, IT Output and Archiving

Cross-channel Capture and Output Management meet the growing demands of the Business at PFA
The Papyrus Capture solution automates incoming documents, e-mails, scans and PDFs at PFA Pension. For outbound business documents in batch and online, the Papyrus document formatting capabilities were extended by implementing a departmental structure for Business Correspondence users. The long-term goal for PFA Pension is to optimize customer experience using the highly adaptable Papyrus solution platform to achieve an innovative and comprehensive communication system to stay ahead in the complex world of pension management.
Jan Bjerg Pedersen will also discuss how the Papyrus Business Correspondence Solution was evaluated, which steps were taken to implement it and how the solution is linked to the back-end print system.

💬 Great presentations covering new possibilities and innovative ideas, and not least, meeting other customers for the exchange of different issues.

- Flemming Bengtsen, ATP, Denmark

You are cordially invited: ISIS Papyrus Gala Dinner

Your are cordially invited to a gala event at the oldest Austrian winery on Sunday, 24 April. Since its inception in 1114 Klosterneuburg Abbey is one of the largest and most prestigious wineries in Austria and has at the same time a significant place in the history of the country. We look forward to the evening together with a guided tour, wine tasting and subsequent seated gala dinner. We ask for your kind registration.

A private bus shuttle will take guests from the conference hotels "Austria Trend Eventhotel Pyramide" and "Babenbergerhof" to the event. The bus shuttle will depart the hotels at 17:00 and return around midnight.

General Information

Conference Location

ISIS Papyrus Solutions and Competence Center (ISCC)
Alter Wienerweg 12
A-2344 Maria Enzersdorf, Austria

Enrollment

To register for the ISIS Papyrus Open House and User Conference 2016, please register online:
www.isis-papyrus.com/register-OHA

Language

Sessions will be held in English and German.

Meals

ISIS Papyrus will provide lunch on both conference days at the ISIS Papyrus Solutions and Competence Center.

Fees

Participation at the Open House and User Conference and the Management Circle Seminar is free of charge.
Registration is required.

Currency

The local currency is the Euro. Most leading credit cards are accepted.

For more information please contact:

Christian Berchtold
ISIS Papyrus Europe AG
Alter Wienerweg 12
A-2344 Maria Enzersdorf
T: +43-2236-27551
E-mail: events@isis-papyrus.com

Hotel Reservations

We have reserved blocks of rooms at two hotels (subject to availability):

Austria Trend Eventhotel Pyramide
Parkallee 2, 2334 Vösendorf
The Eventhotel Pyramide is located close to the ISCC and 30 minutes from Vienna's city center by train.

Costs: € 98 for single deluxe room, € 121 for double deluxe room - both per night including breakfast buffet.

Babenbergerhof
Babenbergergasse 6, 2340 Mödling
The Hotel Babenbergerhof is located close to the ISCC in Mödling, on the outskirts of Vienna.

Costs: € 85 for single comfort room, € 115 for double comfort room - both per night including breakfast buffet.

On Monday and Tuesday mornings a shuttle bus will bring guests from both hotels to the ISCC in Maria Enzersdorf/Vienna.

Travel Information

By plane:
From Vienna International Airport you can take a taxi or rental car to get to the ISCC and hotels in Vienna and Mödling. The trip takes about 30 minutes. Airport taxi service starts at € 32.

By car:
In general follow the signs to GRAZ on the Autobahn coming from the airport (A4 to S1 to A2, Exit 7 - Mödling/ SCS) or from the West Autobahn (A1), take A23 to Exit 36 - Brunn am Gebirge.

Travel Maps: www.isis-papyrus.com/travelinfo

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VIENNA, AUSTRIA | 24-26 April 2016

www.isis-papyrus.com

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