ISIS**PAPYRUS**™

US Open House and User Conference
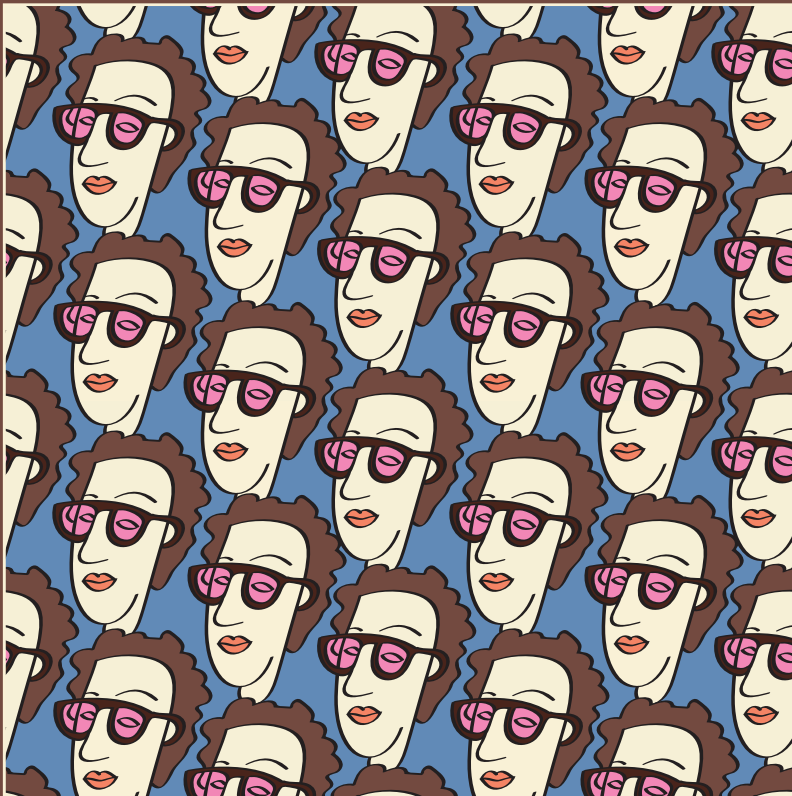
SEE HEAR

TOUCH TALK

Omnichannel Communications

Document Strategy

Correspondence Wizard

Mobile Office

Adaptive Case Management in Use

Digital Insurance Platform

Capture and Workflow

Southlake, Texas • May 15-17, 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	Sunday, May 15	Monday, May 16	Tuesday, May 17
ISIS Open Golf Tournament	14.00		
Opening Event	20.00		
Conference Sessions		9.00 - 13.00	9.00 - 13.00
Management Circle Seminar		9.00 - 17.45	9.00 - 15.00
Workshops		14.00 - 17.00	14.00 - 16.00
Solution Showcase		9.00 - 18.00	9.00 - 18.00
Analyst Report/Case Studies		12.00 - 13.00	12.00 - 13.00
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.
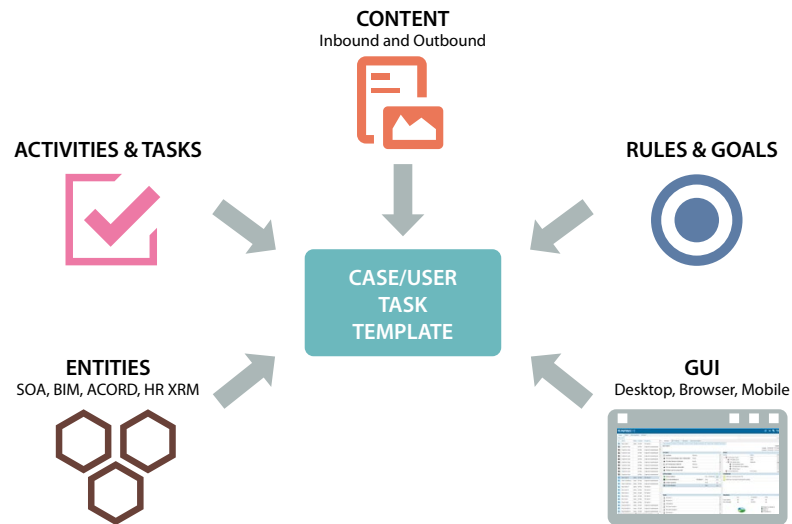
Adaptive Case Management in Use

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
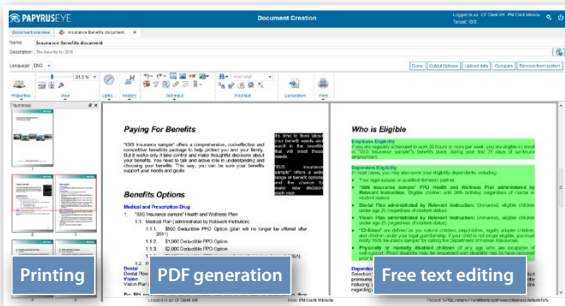## The Document Wizard: A thin client application
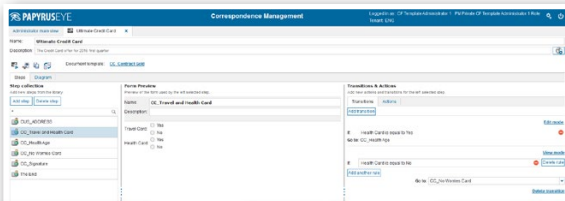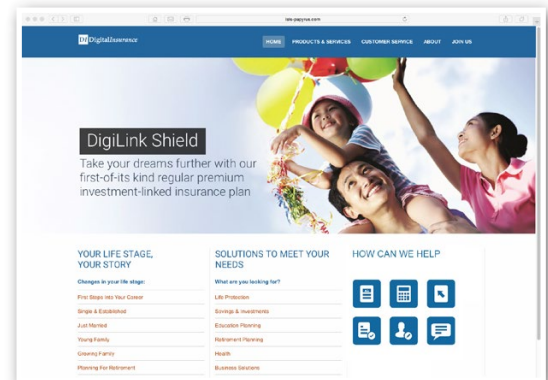
Generate Document process steps

Form for data input

Define transitions between steps

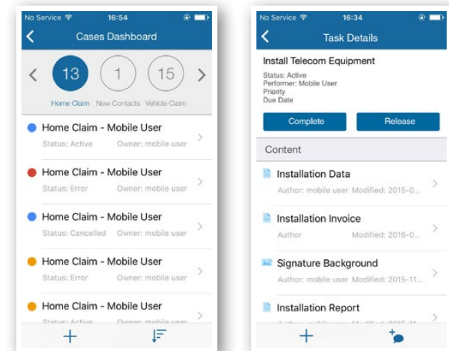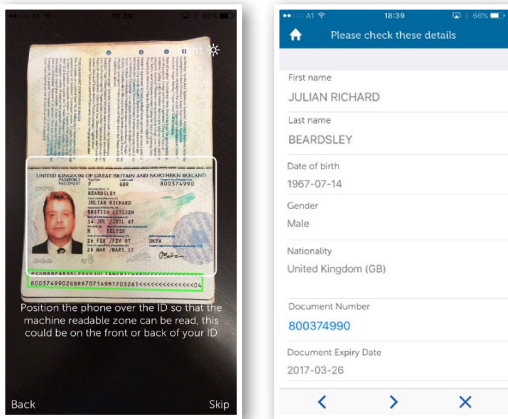*Template administrator creating a document business process*

Printing

PDF generation

Free text editing

Clerk: Free Text Editing in Papyrus Client

TOUCH
Mobile Capture

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

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

TOUCH
Change management/Deployment: Release flows can be defined

TOUCH
Online Business

DigiLink Shield
Take your dreams further with our first-of-its kind regular premium investment-linked insurance plan

TOUCH
Case Management on Mobile

TOUCH
Monitor and Track
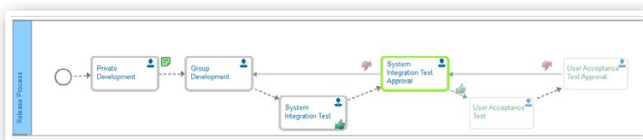
TOUCH
Reporting
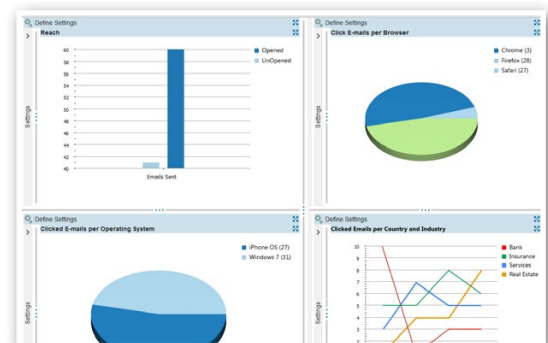
Monday, May 16 - Sessions

9.00   Keynote: The Art of Strategy

HEAR

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

HEAR

SEE

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

11.00   Business-enabled document design, maintenance and administration

HEAR

SEE

- 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

HEAR

SEE

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   Analyst Session: Workflow Management Coalition (WfMC)

HEAR

Are You Ready for Digital Disruption?
Nathaniel Palmer, Executive Director

12.30   Sharing Practical Experience

HEAR

To be announced

Tuesday, May 17 - 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 Sharing Practical Experience - Beat Partners

HEAR

Achieve a breakthrough in managing your products for enhanced long-erm financial returns
Jonathan Clark, Managing Partner

12.30 Sharing Practical Experience

HEAR

To be announced

13.00 Lunch

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

ManagementCIRCLESeminar

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 …

Nathaniel Palmer - Executive Director, Workflow Management Coalition (WfMC)

Jonathan Clarke - Managing Partner, Beat Partners

Rolf Kemmerich - Insurance Correspondence Expert, Germany

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

Monday, May 16

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	**Analyst Session - Nathaniel Palmer, Workflow Management Coalition (WfMC) -** Are You Ready for Digital Disruption?
12.30	**Case Study**
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, May 17

10.30	Networking coffee break
11.00	**Solution Showcase:** The new way of working mobile
12.00	**Case Study - Beat Partners** - Achieve a breakthrough in managing your products for enhanced long term financial returns
12.30	**Case Study**
13.00	**Lunch**
14.00	**Discussion:** From multichannel to omnichannel

Workshops & Labs

Monday, May 16

14.00 Business document solution for business teams and IT

TOUCH
- 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

TOUCH
- 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

TOUCH
- 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

TALK
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, May 17

14.00 Output Management – Omnichannel print and e-communication

TOUCH
- 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

TOUCH
- 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 Ylapatou, Systems Analyst, CYTA - Cyprus Telecom

Real-World Reports

Monday, May 16

12.00 - Workflow Management Coalition (WfMC) - Nathaniel Palmer, Executive Director

Are You Ready for Digital Disruption?
This fast-paced and informative session will illustrate how digital disruption is changing business and creating unprecedented new opportunities – and what you need to do to be a disruptor rather than disrupted. Beyond the hype, this session will clearly articulate not the wave of change facing every business today, but how Adaptive Case Management can fundamentally transform the way we connect with customers, bring products to market, and manage operations.

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

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.

Tuesday, May 17

12.00 - Beat Partners - Jonathan Clark, Managing Partner

Achieve a breakthrough in managing your products for enhanced long term financial returns
Product Suite-Spot delivers an innovative concept to product management within financial service companies, accelerating time to market for new product initiatives within a risk-free and fully compliant product management workspace. Product Suite Spot recognizes that understanding and managing the essence of the product is central to empowering streamlined, seamless services that deliver long-term customer relationships.

12.30 - UBS - Manuela Maier, IT, Product Manager, Output & Forms Management (Austria)

Output Consolidation Strategy – Best Practices by UBS
Rather than having multiple systems that deal with content – ingestion, analysis, processing and generation – multiplied by the number of interaction channels, UBS is taking the approach to consolidate to reduce internal efforts to develop content-centric processes, while presenting a more seamless customer experience across all channels. This is particularly important for personalized outbound documents, whether transactional (e.g., statements), ad-hoc (online presentment) or resulting from a business interaction (e.g., contracts), since the customer needs to receive the same information regardless of which interaction channel they choose.

💬 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: Golf and Gala Dinner

You are cordially invited to join us for the annual ISIS Open Golf Tournament on Sunday, May 15 starting at 2.00 pm, followed by our traditional Gala Dinner.

A shuttle bus to the events will be provided for guests staying at the conference hotel.

General Information

Conference Location

ISIS Solutions and Competence Center Southlake
301 Bank St
Southlake, TX 76092

T: 817-416-2345, F: 817-416-1223
E-mail: info@isis-papyrus.com

Enrollment

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

Fees

The Open House and User Conference is free of charge. Registration is required.

Meals

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

Conference Hotel

We will provide a shuttle bus to the opening events on Sunday and to the ISIS Solutions and Competence Center on Monday and Tuesday from the conference hotel.

Hilton Southlake Town Square
1400 Plaza Place
Southlake, Texas 76092
T: (817) 442-9900 or (800) HILTONS (800-445-8667)
Rate: $183 (+ tax) per night
www.hiltonsouthlaketownsquare.com

Once registration is confirmed, attendees should book directly with the hotel **by May 2** to receive the preferred rate package - **Group Code: ISIS14** - booking early is suggested to ensure availability. We will provide a list of area hotels upon registration, should alternative options be required.

Travel Information

The ISIS Solutions and Competence Center in Southlake, Texas, is located near the Dallas/Fort Worth Airport
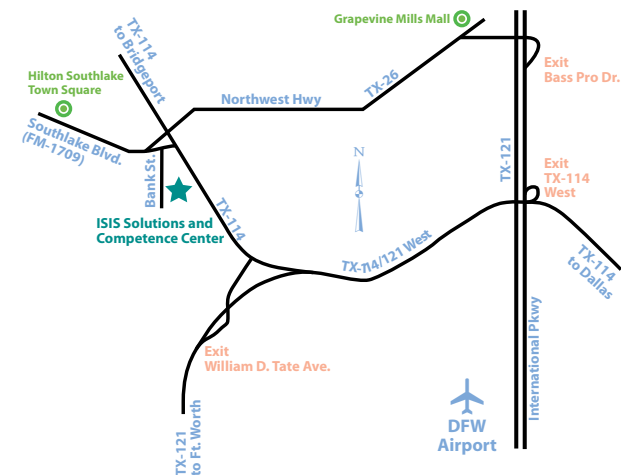
Directions

Coming from DFW Airport:
Take International Pkwy to the North exit of the airport • exit TX114 West • take exit Southlake Blvd • stay in the left lane until Southlake Blvd • make a U-Turn at the Southlake Blvd bridge onto the eastbound 114 service road • after 300' turn right onto Industrial Blvd and immediately right onto Private Drive • turn left onto Bank St and immediately turn left into the ISIS Papyrus parking lot

Coming from the Hilton Southlake Town Square hotel:
Exit the Southlake Town Square area on Federal Way to the West and turn left onto Carroll Ave • turn left on Southlake Blvd (FM1709) • follow Southlake Blvd for 1.8 miles • turn right onto Bank St • the ISCC will be on your left after 0.1 miles

For more information please contact:

Ms. Stephanie Mayo Lestingi
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US Open House and User Conference

SOUTHLAKE, TEXAS | May 15-17, 2016

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