

A modern, dark-colored building with large glass windows and a textured facade. The building is surrounded by a field of purple lavender flowers in the foreground. A small, rounded tree stands in front of the building. The sky is clear and blue.

Papyrus Digital
Platform

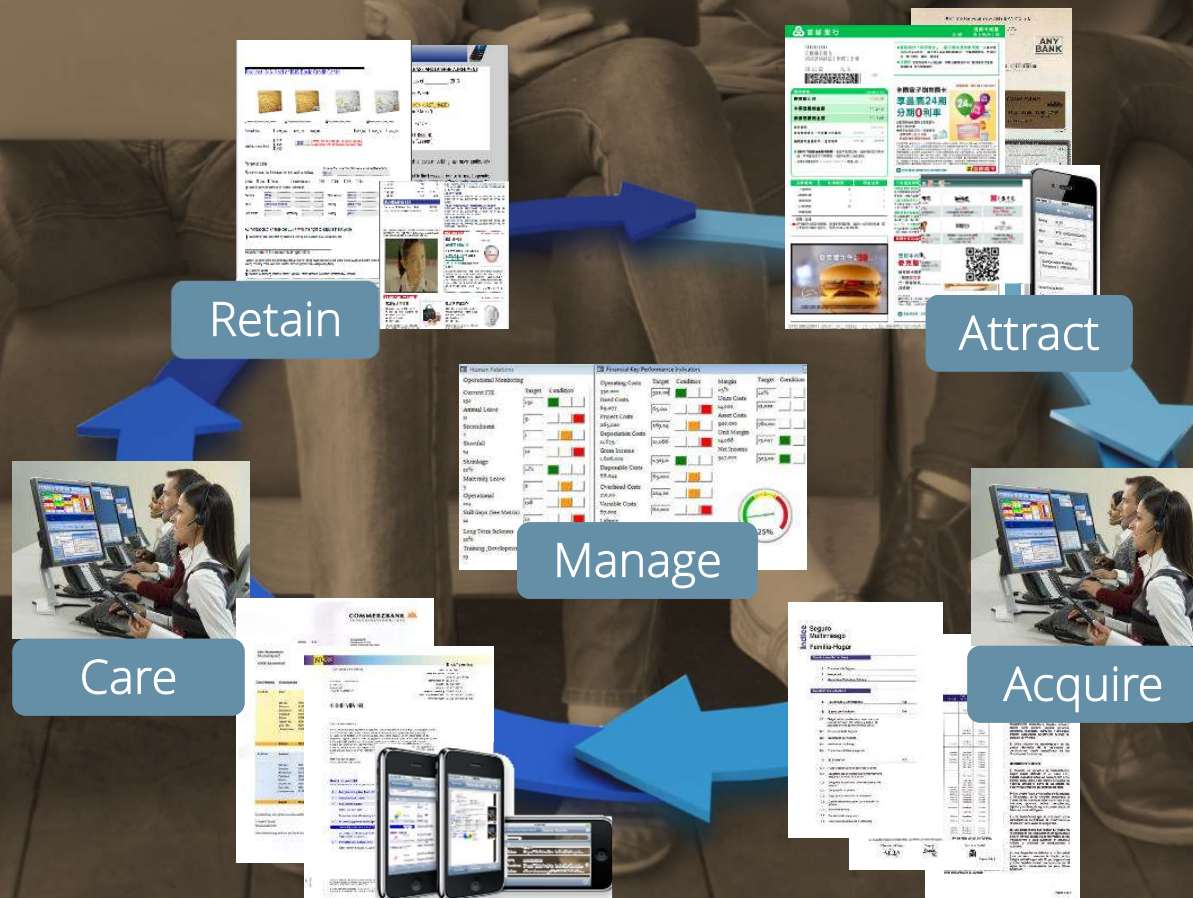
Reliability

Powered by Papyrus
Software

Annemarie Pucher | CEO
Mike Reinhold | CTO

PAPYRUS
SOFTWARE

Customer Engagement



Seamless across digital and traditional business

Corporate Engagement

HR Recruitment

Purchase to Pay

Incident Mgmt

Project Mgmt

Employee Services

Build your Business Value Streams



Handle
Claim



Handle
Registration



Manage
Project



Onboard
Customer



Handle
Request



Handle
Ticket



Process
Order



Onboard
Employee



Underwrite
Contract

Value Stream: Request Service



Request

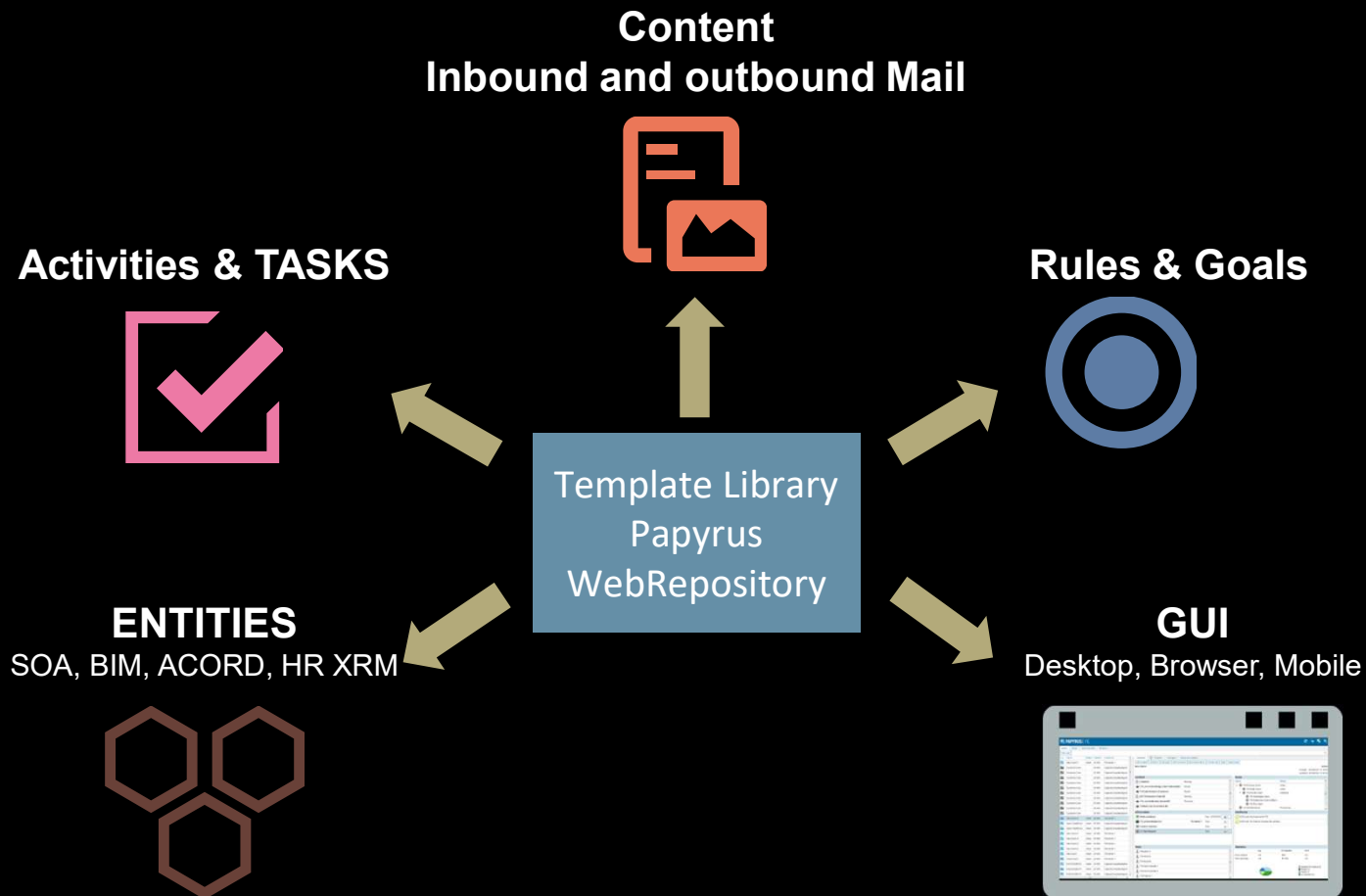
Handling

Case Work

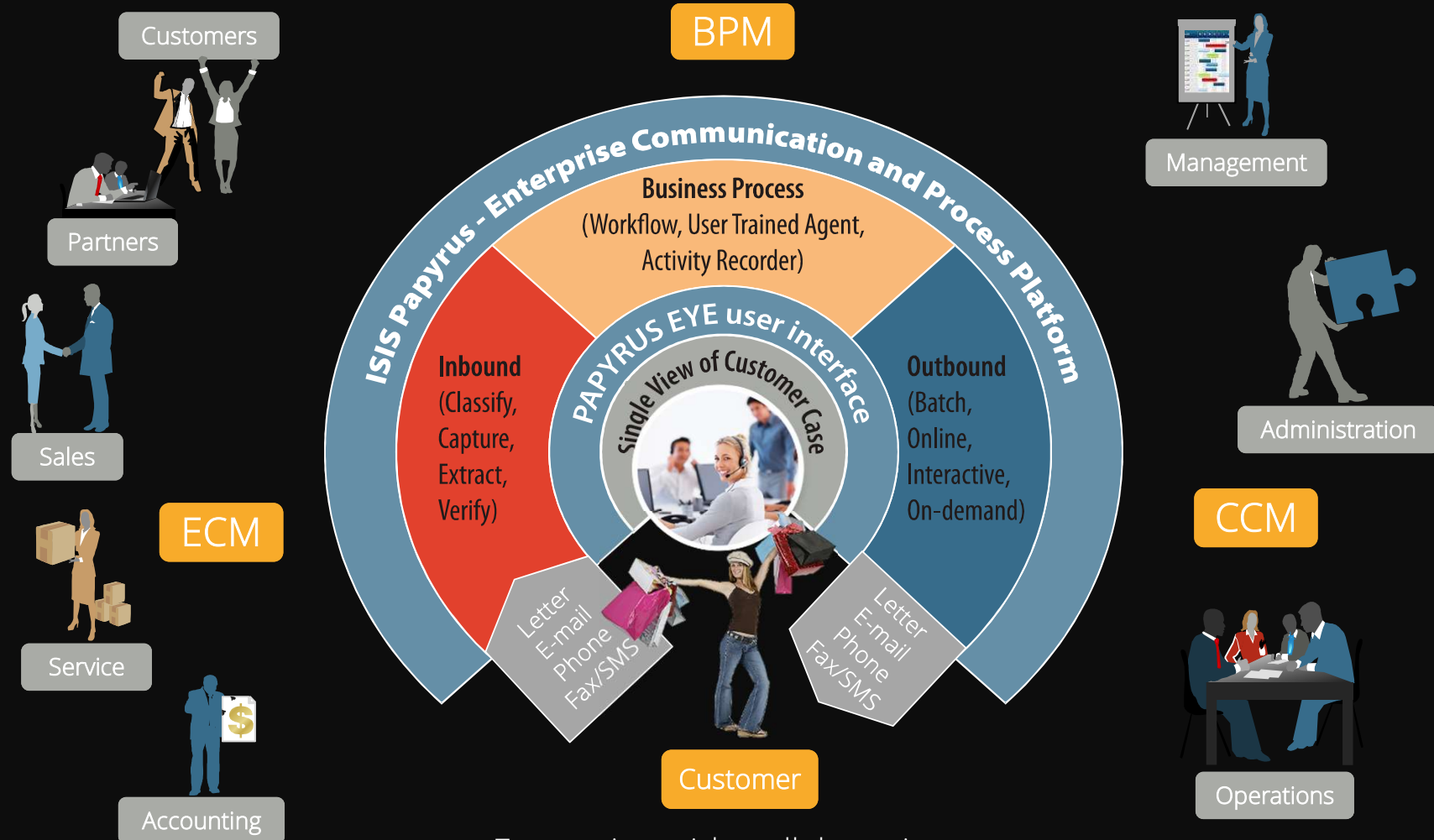
Response



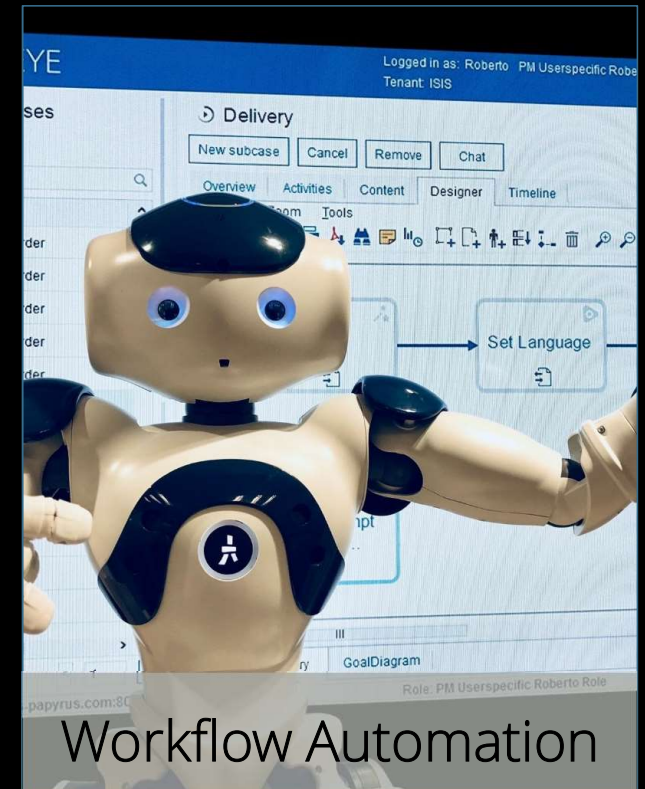
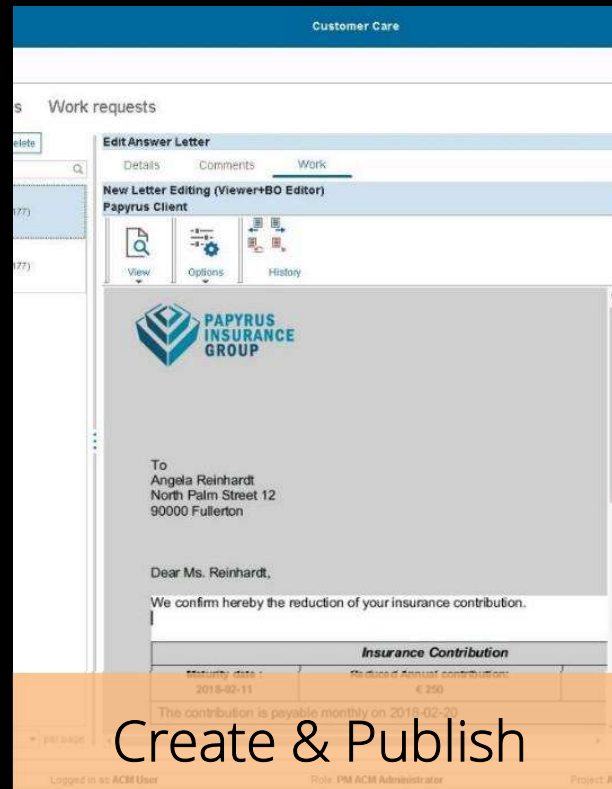
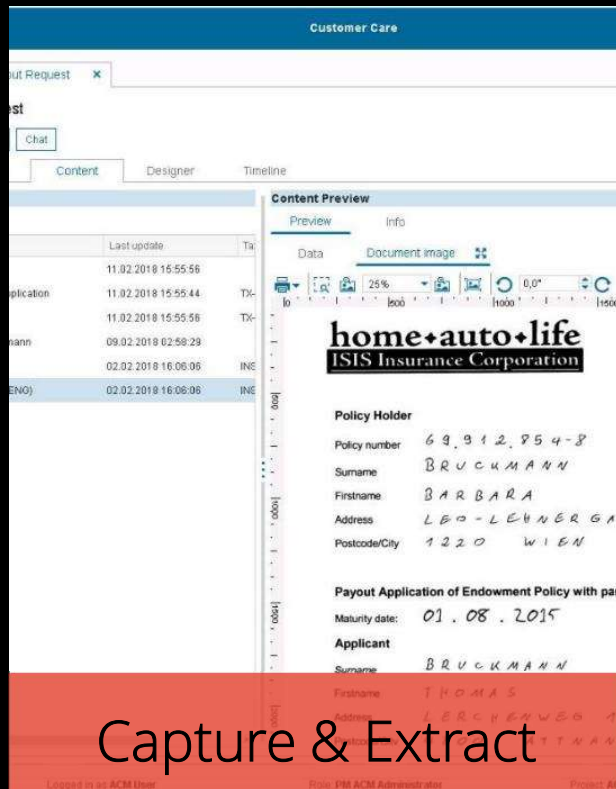
Integrated Elements in a Value Stream



A Single View of all Activity

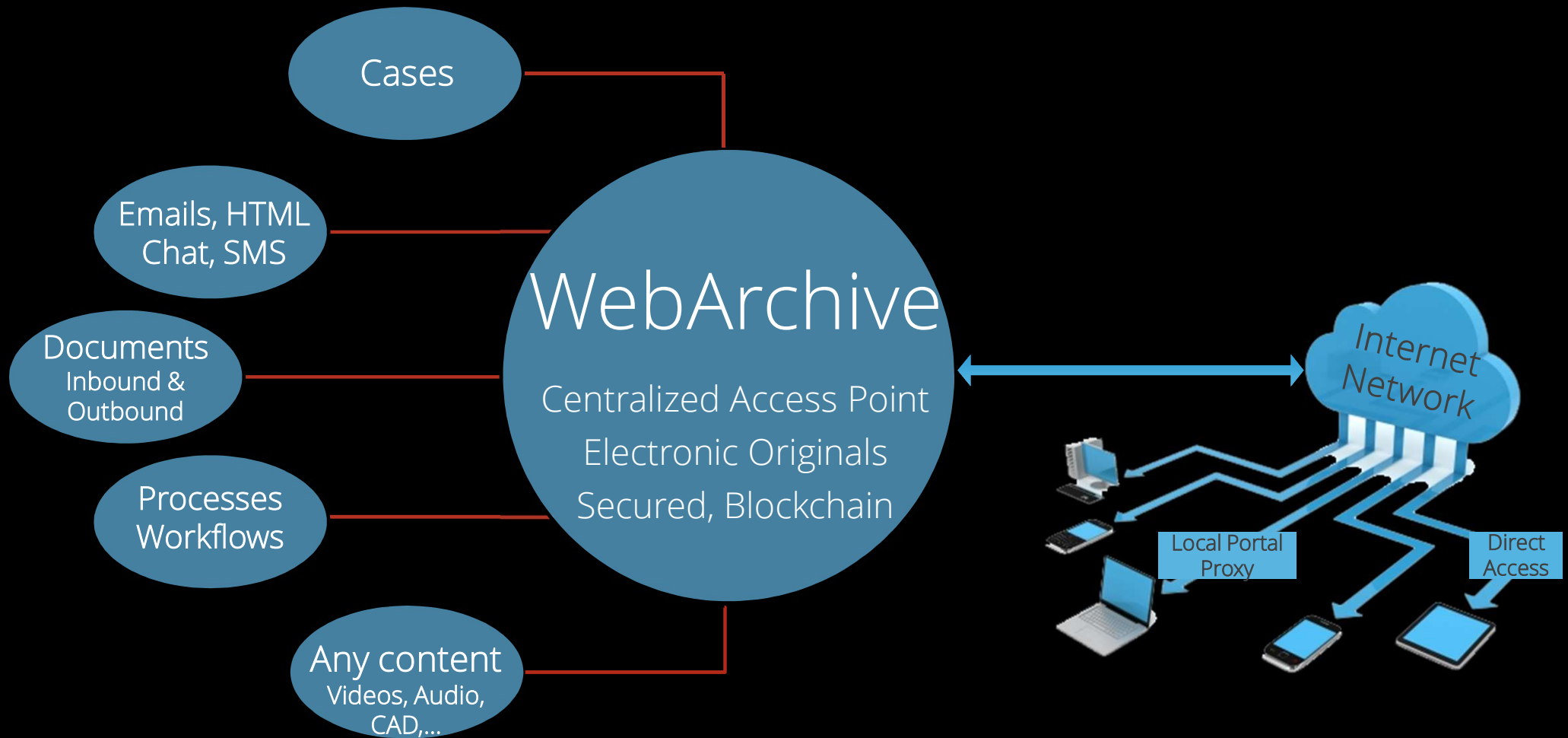


Content Services Platform



High-volume structured and freeform content

Enterprise Content Management



Flexible Integration with Existing Applications



File-based Adapters

Any file format, XML, Line data, Cobol copybook, Delimited, XML, mixed, image formats

Message-based Adapters

MQ-Series
Mainframe – JES 2/3, CICS
SAP Output management (XOM)
HTTP, HTTPS
Webservices - Rest/Json, Soap
MS SharePoint
Social (Twitter, LinkedIn, Facebook)
VOIP

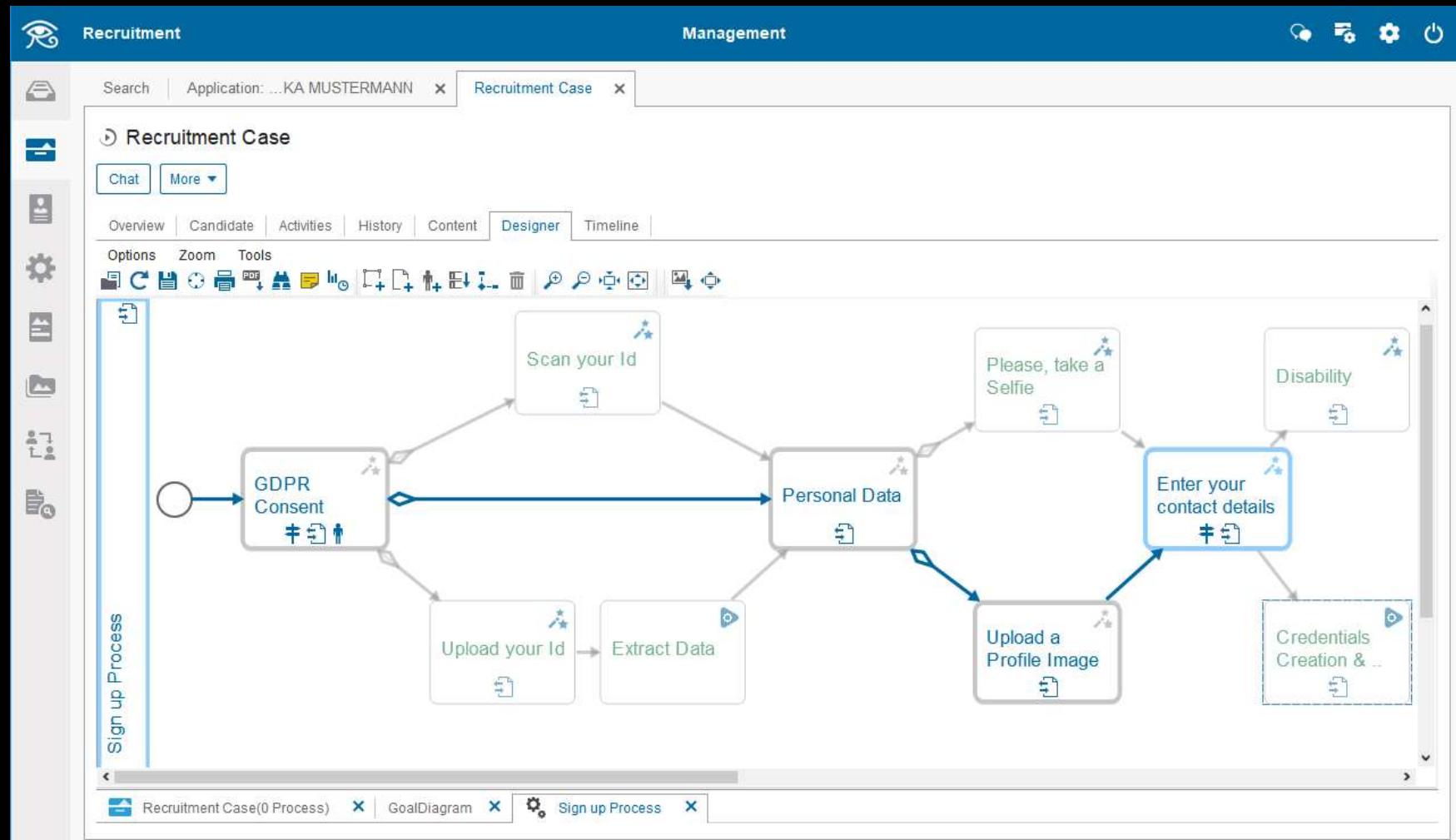
DatabaseTypeManagers

DB/2, Oracle, MS-SQL, ODBC

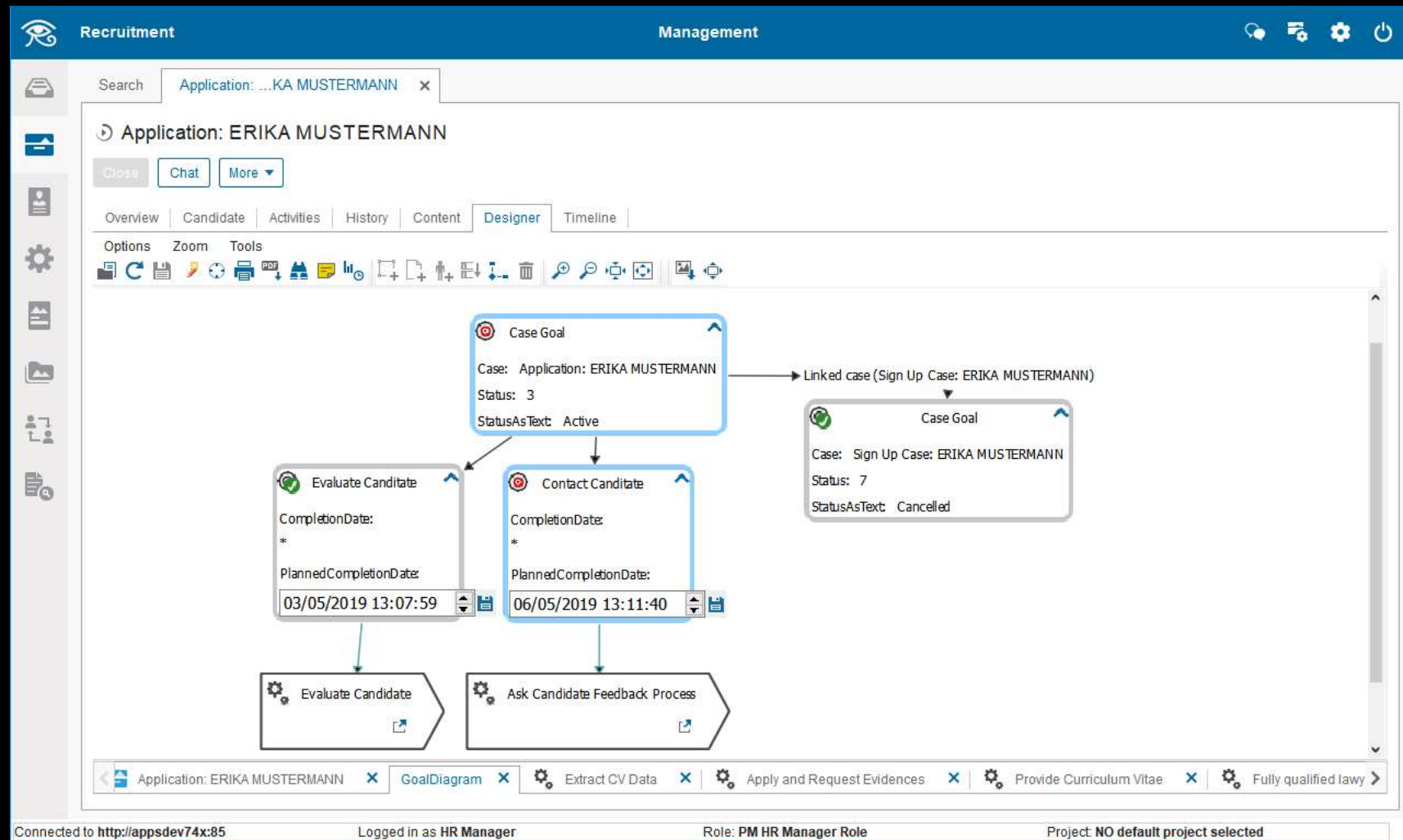
Device Adapters

Fax, SMS, Email (SMTP, POP3, MAPI, IMAP)

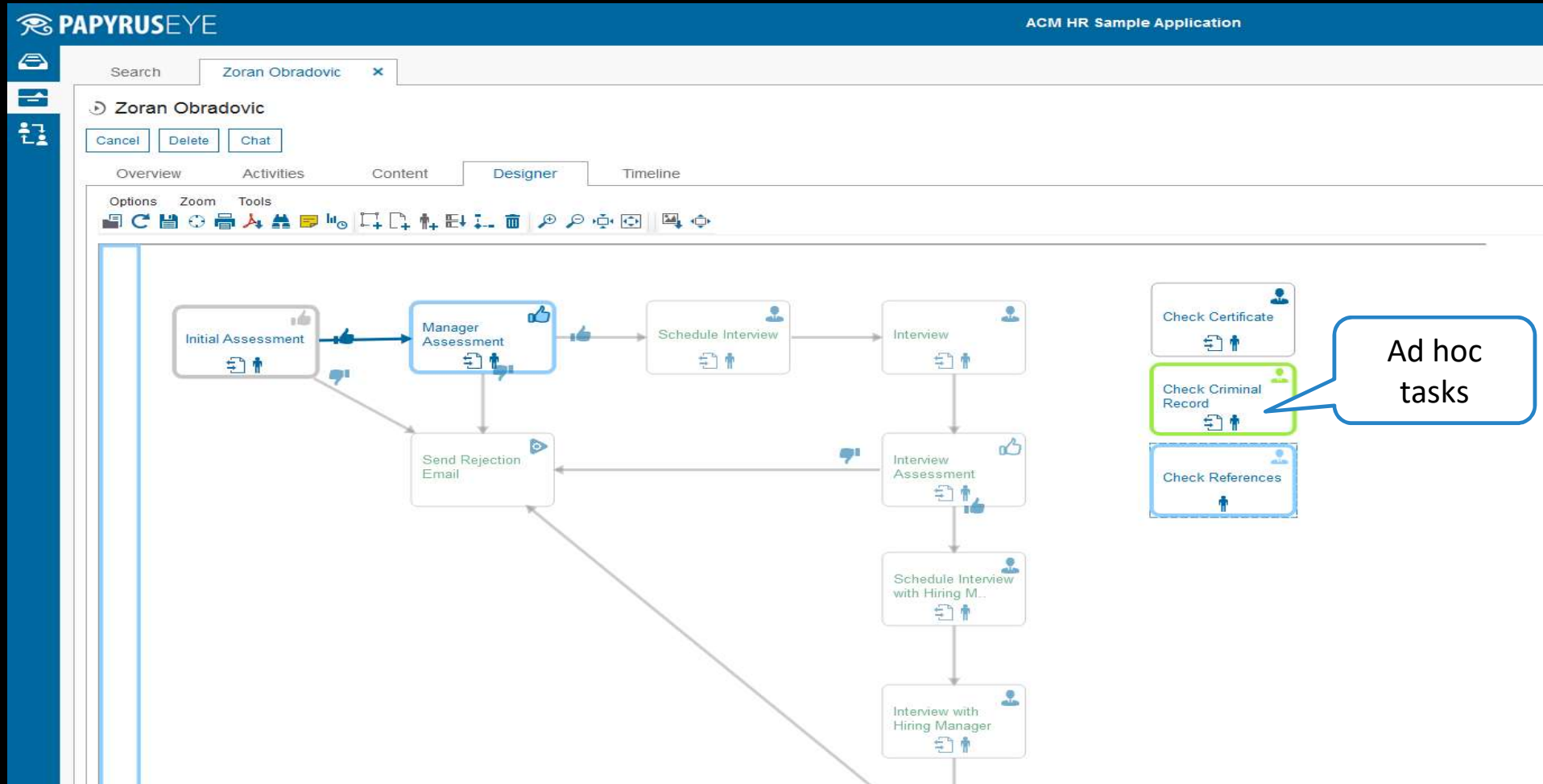
Process Design based on Rules and Goals



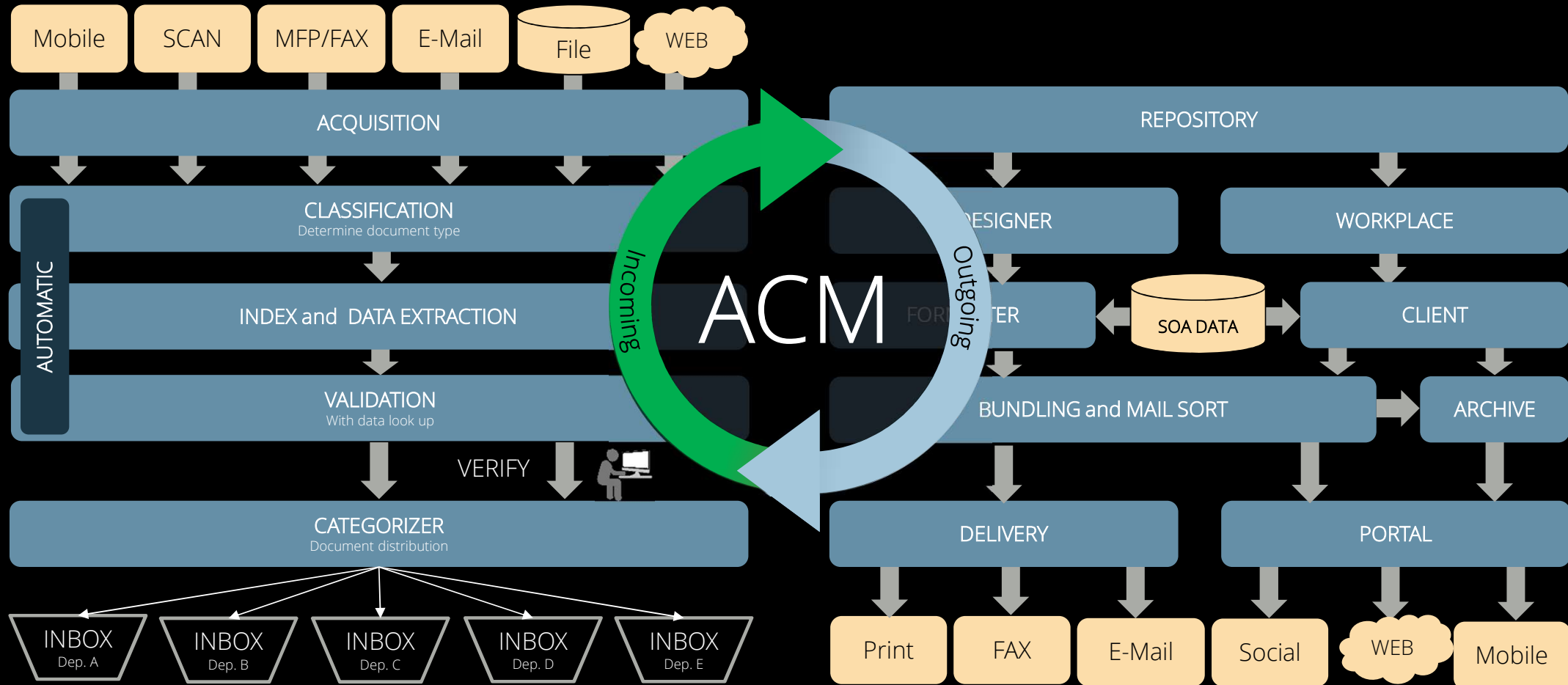
Process Design based on Rules and Goals



Unforeseen Events – Exception Handling

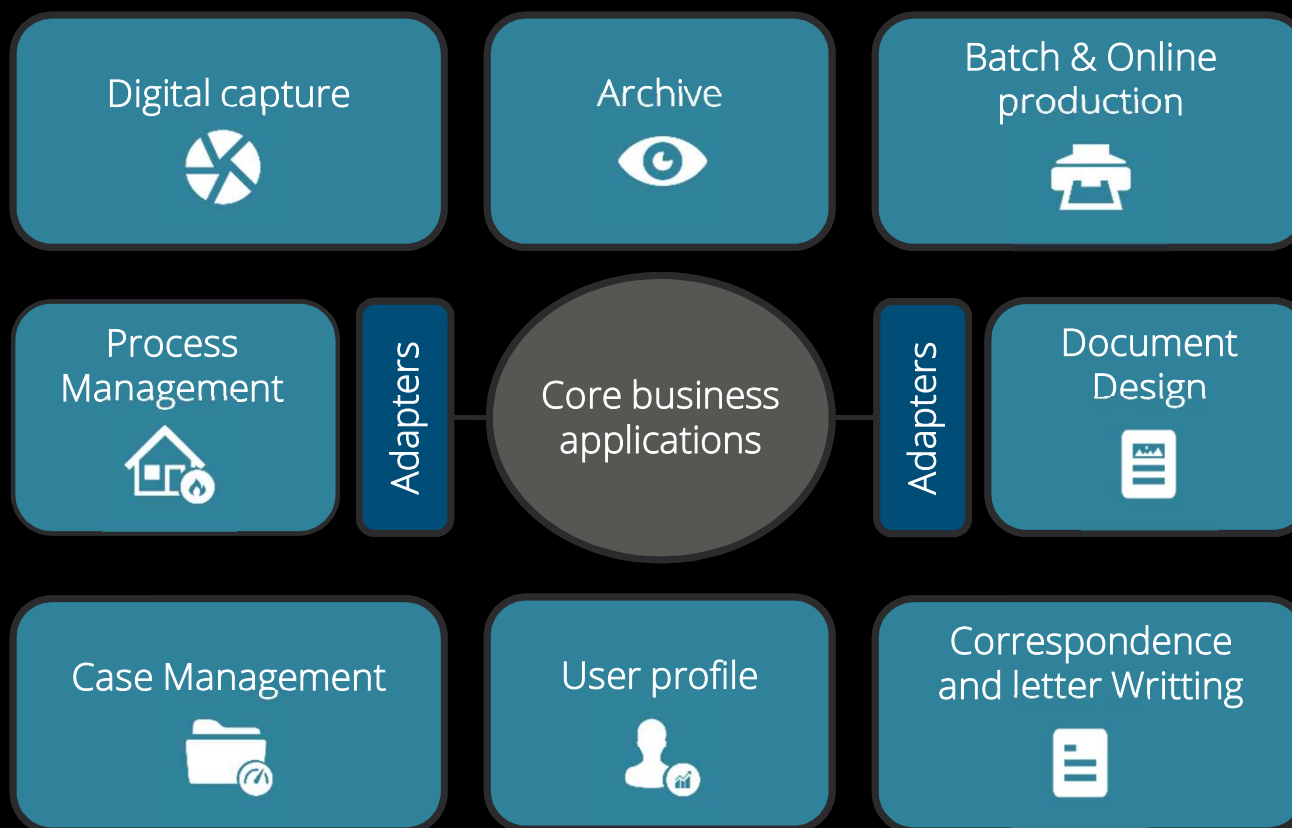


OMNI Channel Communications



Inbound / Process and Rules / Outbound

Papyrus Digital Platform





RELI Group

The Power and Innovation of Papyrus to Drive Business - RELI-Ability Example

Presented by Mike Reinhold CTO, CSO



May 15, 2019

The Dream

- To build a platform (RELI-Ability) that could support the healthcare sector in its many aspects of its billing, quality and medical record review and other workflows.
- Must be adaptable to the many regulatory and legislative changes in healthcare sector – Happens daily
- Must have Advanced Capture Management, ADF function and Correspondence

**MUST BE ABLE TO BE UNDER ONE PRODUCT THAT ALLOWS
MANY CUSTOMER USE CASES**



The CTO Challenge

RELI-Ability Platform

Maintenance

Security

Infrastructure

Development
Time to Market

Support

Stressed.....

Integration

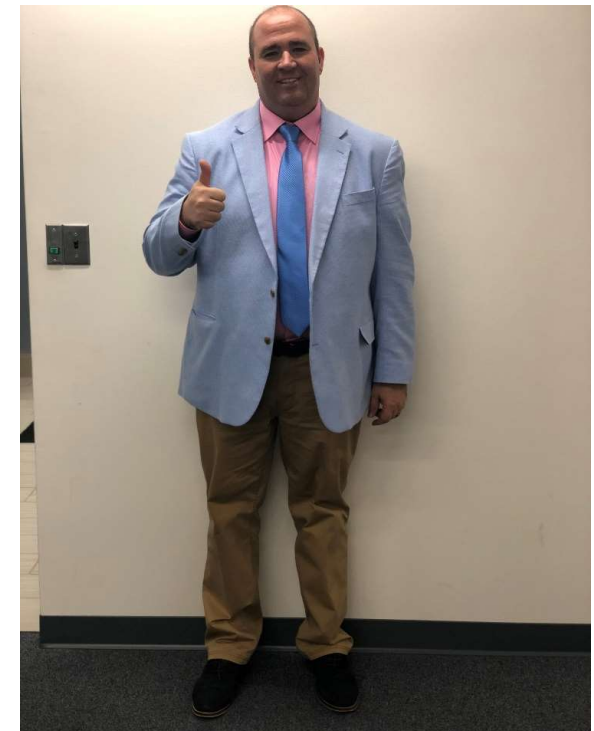
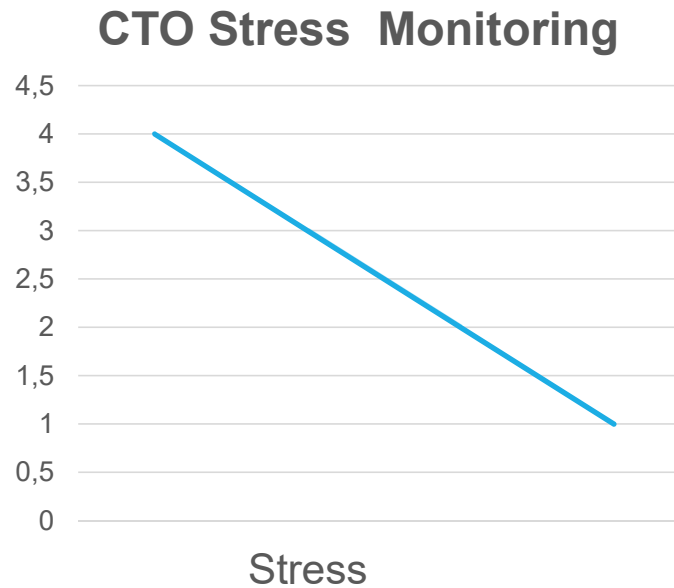
Reusability

Stress Level 

Papyrus Step 1 - Drive CTO Innovated Transformation



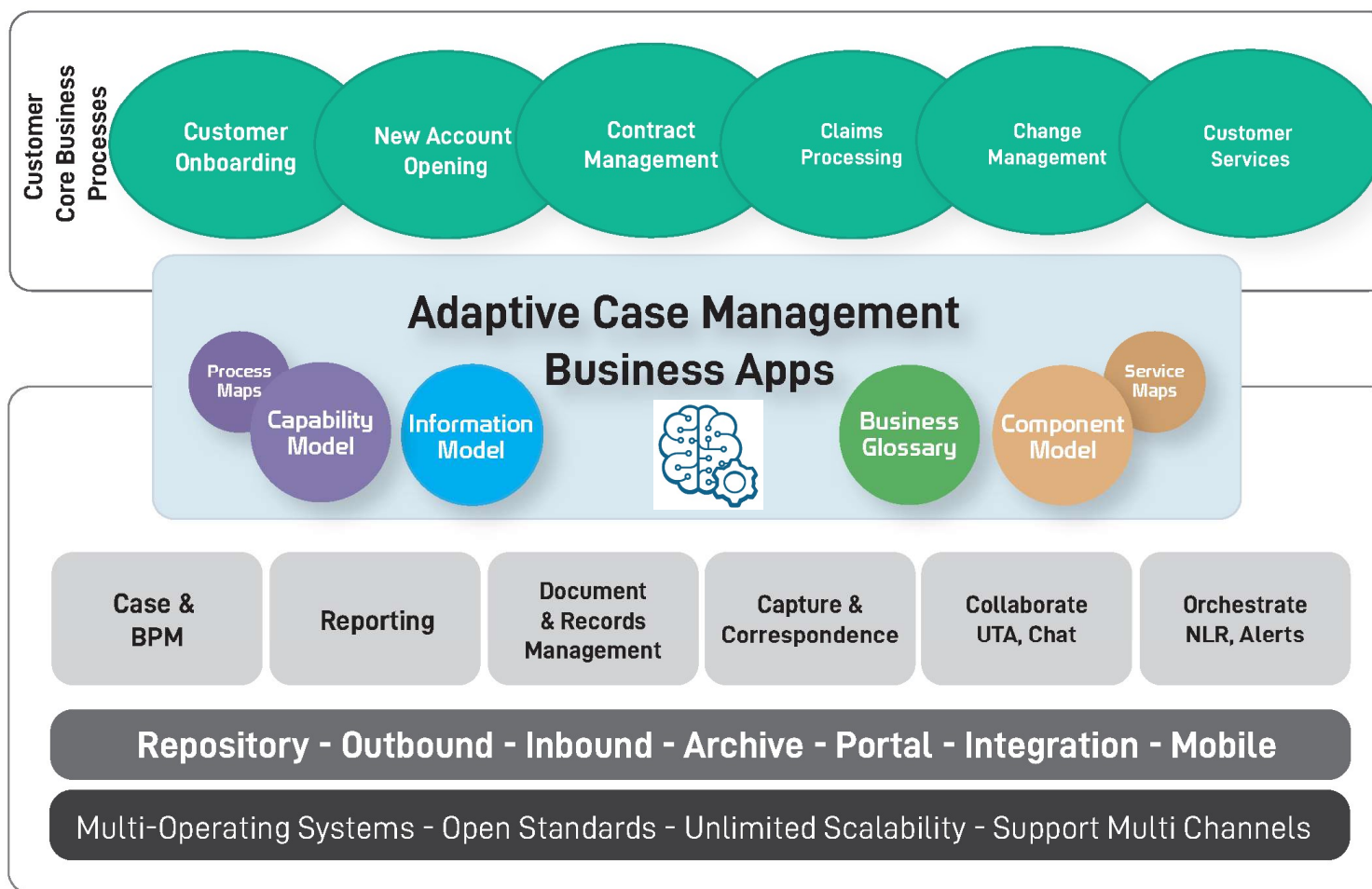
Before Papyrus - 315 lbs.



After Papyrus - 235 lbs.

Papyrus Step 2 – Innovated Technology Platform

RELI-Ability: Unified Platform





7

sprints

3 Months Development to Production

Unique features Papyrus: Advanced **Capture** Capabilities

Confirm

Cancel

Fit image

DEPARTMENT OF HEALTH AND HUMAN SERVICES

MODERNIZATION OF MEDICAL RECORDS

Form Approved
03/08/00 5010-108

END STAGE RENAL DISEASE MEDICAL EVIDENCE REPORT
MEDICARE ENTITLEMENT AND/OR PATIENT REGISTRATION

A. COMPLETE FOR ALL CSD PATIENTS Check one: ☒ Initial ☐ Add ☐ Supplemental

1. Name (Last, First, Middle Initial)
Windows: 68

2. Medicare Card Number
333-333-3333

3. Patient Mailing Address (Include Zip, State and Zip)
10000-0000

7. Sex: ☒ Male ☐ Female 8. Ethnicity: ☐ White ☐ Black or African American ☐ American Indian/Alaska Native

9. Date of Birth (Month/Day/Year)
01/01/1950

10. Current Medical Condition (Check all that apply)
☐ End Stage Renal Disease ☐ Diabetes ☐ Hypertension ☐ Ischemic Heart Disease ☐ Stroke ☐ Chronic Kidney Disease ☐ Other: _____

4. Expired First Identification Number
333-333-3333

5. Patient Number (Including area code)
333-333-3333

6. Description of Origin or Access
Vascular

11. Is patient awaiting for ESRD Medicare coverage?
☐ Yes ☒ No

Part B: Social Security Number

12. Social Security Number (Last 4 digits)
1234

13. Primary Cause of Renal Failure (Last 4 digits of Social Security Number)
1234

Part C: Medical Conditions

14. End Stage Renal Disease (Check all that apply)
☐ Congestive heart failure ☐ Atherosclerotic heart disease (AHF) ☐ Coronary artery disease ☐ Diabetes ☐ Hypertension ☐ Ischemic heart disease ☐ Stroke ☐ Chronic kidney disease ☐ Other: _____

15. Current Medical Condition (Check all that apply)
☐ Congestive heart failure ☐ Atherosclerotic heart disease (AHF) ☐ Coronary artery disease ☐ Diabetes ☐ Hypertension ☐ Ischemic heart disease ☐ Stroke ☐ Chronic kidney disease ☐ Other: _____

B. COMPLETE FOR ALL CSD PATIENTS IN DIALYSIS TREATMENT

16. Name of Dialysis Facility
1234567890

17. Primary Type of Dialysis
Hemodialysis

18. Frequency of Dialysis
3 times per week

19. Date of Last Dialysis
12/31/2000

20. Date of Next Dialysis
01/01/2001

21. Date of Last Hemodialysis
12/31/2000

22. Date of Next Hemodialysis
01/01/2001

23. Date of Last Peritoneal Dialysis
12/31/2000

24. Date of Next Peritoneal Dialysis
01/01/2001

FORM 5010-108 (03/08/00)

Form	
Patient Case Assignment	
Project ID:	Project ESRD Final Test_{ba813b88-1139-ca89-0d76-5670b1e85636}
Facility ID:	GHC
Patient ID:	GHC-PID0001

Patient Details

First Name:

Last Name:

Date of Birth:

Social Security Number:

Phone Number:

Patient Address

Street:

City:

State:

ZIP code:

RELI-Ability

Document Workplace

Completion

Document type: All

Priority: 50

Name:

Result limitation: 10

Search

Reset

Name	Type	State	Invalid documents
1 EHR 2/4/2019...	GenericPatientData	COM	1
2 EHR 2/4/2019...	GenericPatientData	COM	1
3 EHR 2/4/2019...	GenericPatientData	COM	1

Confirm

Cancel

RELI Group Inc.

Patient Data

General

ID: GHC-PID0001

Name: Windows Bill

Language: Spanish

Date of Birth: 09-09-1953

Patient ID. No Results found! Please search manually. (F7)

GHC-PID0001

Form

Patient Case Assignment

Project ID:

Facility ID:

Patient ID: GHC-PID0001

Patient Details

First Name: Bill

Last Name: Windows

Date of Birth:

Social Security Number:

Phone Number:

Patient Address

Street:

City:

State:

ZIP code:

Connected to http://10.11.7.103:8080

Logged in as Admin 2

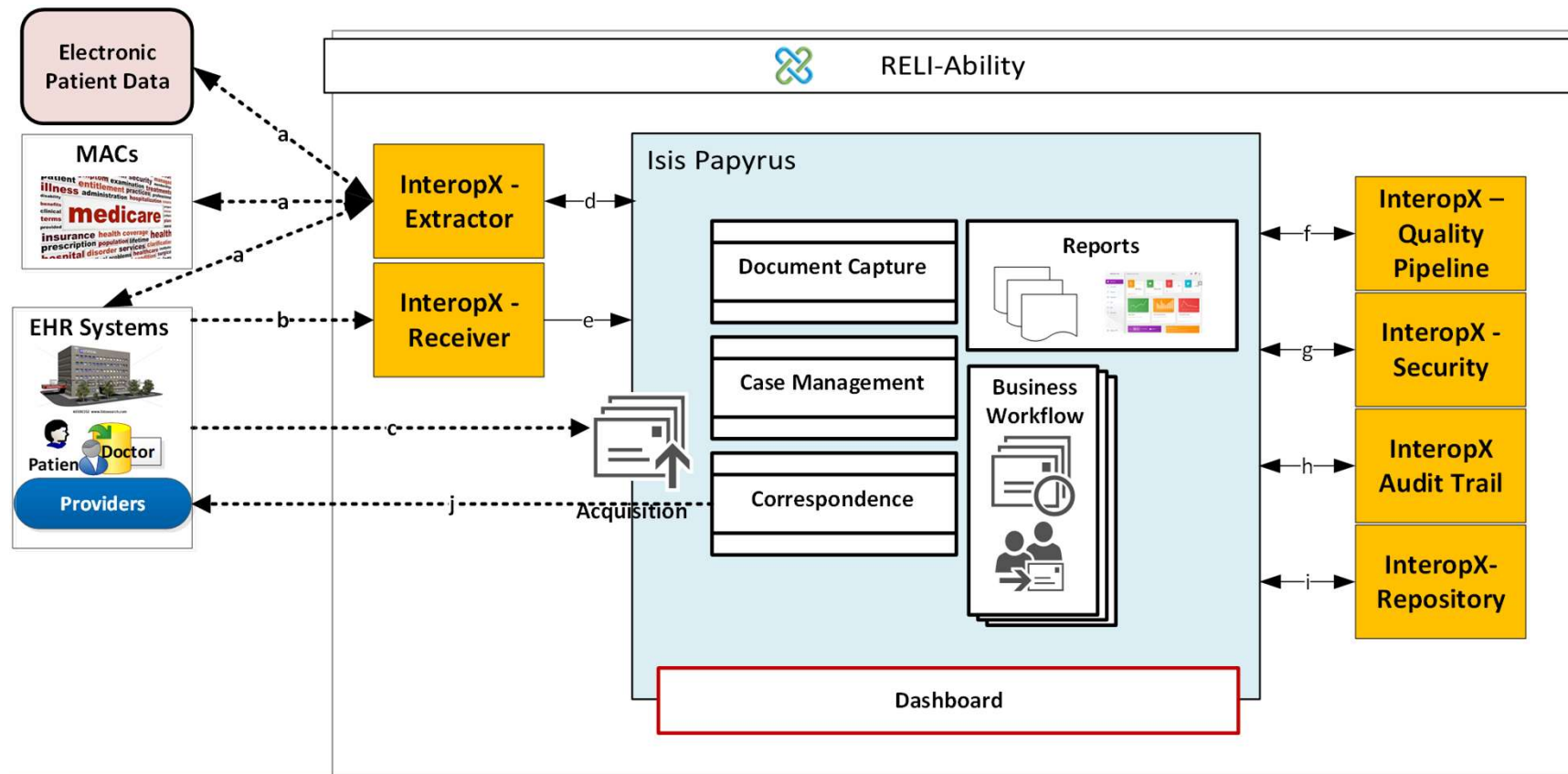
Role: PM RELI-Ability Admin Role

Project: LionH Sprint 1

3 Months Development to Production

7 sprints

Unique features Papyrus: Integration, Interoperability & Connectivity



3 Months Development to Production

7
sprints

Unique features Papyrus:



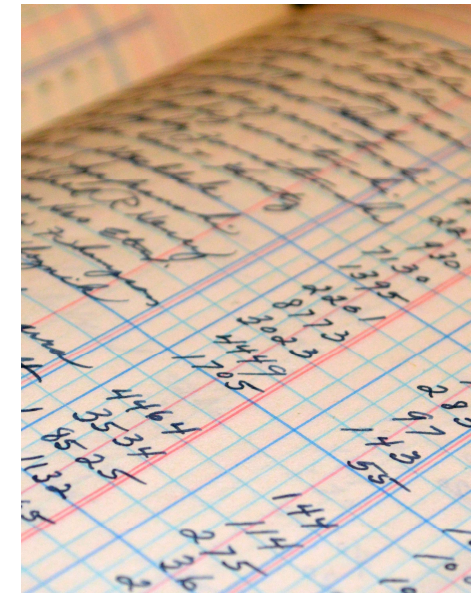
Empowerment of
Business Users



Omni-Channel
Communication



Single Unified
Solution for Digital
& Traditional



Single View of the
Record / Case



Reusability – Just in Communication Delivery



Prior to Reli-Ability

600 labor hours a month

7200 labor hours a year

\$ 720,000 a year

Labor hours on:

Preparing e-mails and templates

E-mail fail recognition

Preparing faxing and templates

Fax fail recognition

Printing and mailing



After Reli-Ability *Factor 20 reduction*

30 labor hours a month

7200 labor hours a year

\$ 36,000 a year

Reuse Case Workflow

Distribute Case Reports to 25K + providers per month

Use E-mail

Recognize fail and send Fax

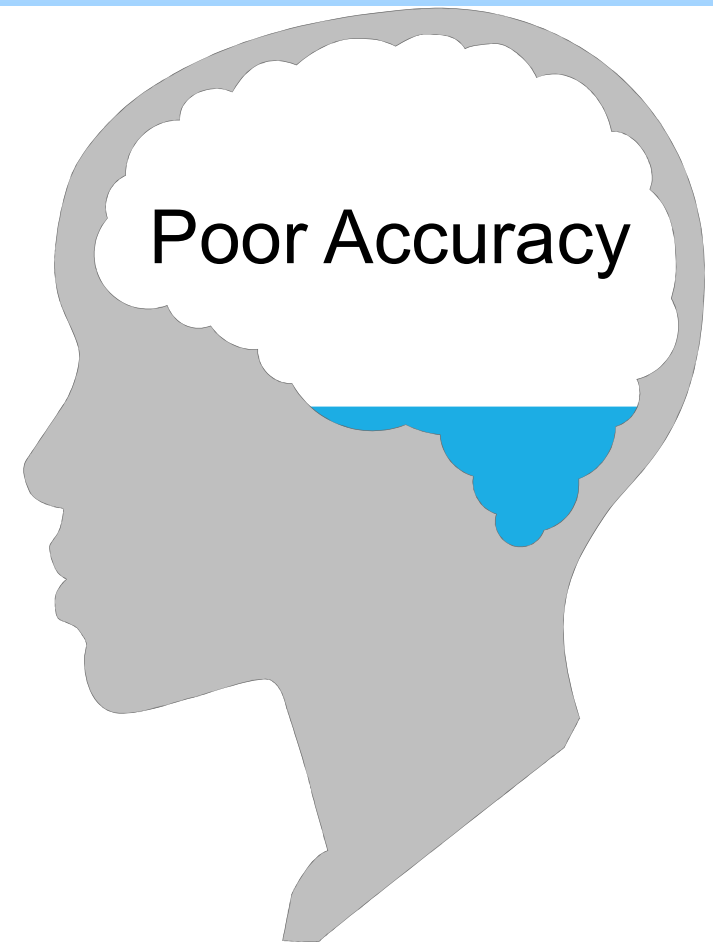
Recognize fail and send mail





Reusability – Just in Case Review Prior to Reli-Ability

- Reuse Case Review
 - 1250 case per month
 - Manual record uploads
 - Lack of linkage to case reviewers
 - Lack of sampling history/data
 - Lack of visibility real-time as to status
 - Multiple platforms and integration failure points

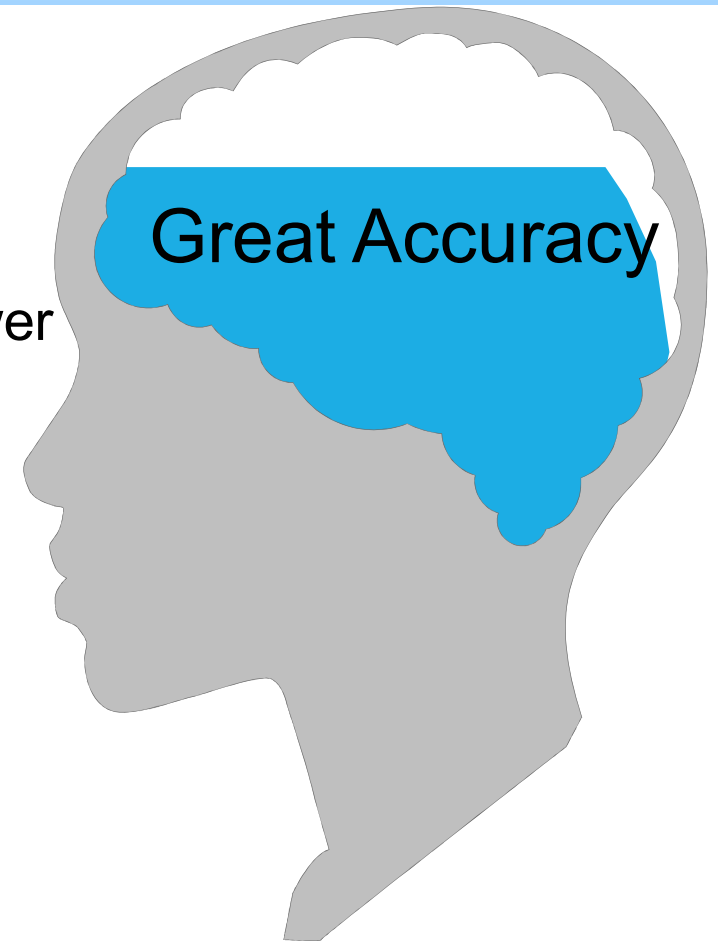




Reusability – Just in Case Review after 16 weeks

RELI-Ability reuse of Papyrus

- Single platform
- 3000 cases per month
- All records linked into single view for case reviewer
- Complete auto sampling and data history
- Auto record uploads – right to case
- Real-time visibility as to status





DashBoards & Reports

Eye Widgets - Reporting Business User Workplace Tree View (Reporting Business User)

File Help

PAPYRUSEYE Reporting Business User

Logged in as: Reporting Business User PM Private Reporting Administrator Role
Tenant: ISIS

Business user

Select a dashboard on the left side, to display it on the right side.

Dashboard overview

Reset to original

Name

- Correspondence workspace
 - Correspondence Reports (6 Dashboards)
- Acm Reporting Samples
 - Acm Report (1 Dashboard)
- Customer
 - Customer report (0 Dashboards)
- Demo
 - Demo reporting (2 Dashboards)
 - Customer transactions
 - Customer trans
 - Customer transactions template ...
 - Customer transactions template ...
 - Customer trans template 2017/11/07 - 15:45

Customer transactions

Define Settings

Customers - updated: 2017/11/07 - 15:45

Filter:

Result 0 of 0

Customerid	Name	Customer...
1	555-01	John Doe
2	555-02	Jane Doe
3	555-03	Max Muster
4	555-04	Maxima Muster

Details - updated: 2017/11/07 - 15:45

Customerid: 555-01

Name: John Doe

CustomerCity: New York

CustomerAddress: 123 Main St

CustomerPhone: 555-0123

CustomerEmail: john.doe@example.com

CustomerGender: Male

Overview - updated: 2017/11/07 - 15:45

Amount

Book Groceries Hardware Software

Connected to http://DOCU1:80

Logged in as Reporting Business User

Role: Reporting Business User

RELI-Ability

Management

Search

Project ESRD final Final

Reassign Cancel Delete Chat

Content: Project ESRD final Final

Overview Activities Designer Timeline

Content

Upload

Name	Last update
Details	1/30/2019 8:18:55 AM
Review	1/30/2019 8:18:55 AM
Documents	1/30/2019 8:18:55 AM
Reports	1/30/2019 8:18:55 AM
Intermediate ESRD Report	1/30/2019 11:12:51 AM

Open

RELI Group Inc.
YOUR TRUSTED PARTNER

RELIAbility Patient Data Alignment

100.00

80.00

60.00

40.00

20.00

0

CMS vs Reviewers

Reviewer 1 vs Reviewer 2

Aligned

Not aligned

In Progress

8.50 x 11.00 in

Papyrus Step 3 – Relax



Open Floor and Thoughts



CTO Transformation 3
months from now !



Thank you for your time & attention

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3 Months Development to Production



RELI-Ability offers a single platform of Omni Channel Adaptive Case Management and Medical and Quality Measures records review platforms. RELI-Ability allows users to access intelligent workflows, superior capture capabilities, rich reporting and simplified integration, all Out Of The Box (OOTB) with no coding ever. (All Powered by Papyrus)

Unique Features:

Advanced Capture Capability including Electronic Health Record (EHR) Integration

RELI-Ability seamlessly integrates with Electronic Healthcare Record Systems to gather and capture data necessary for business support. This platform removes the need for mailing, scanning or faxing claims and medical records. This reduces burdens on the provider community and other stakeholders, thus eliminating their security and privacy concerns.

Simplified Integration, Interoperability & Connectivity

RELI-Ability interfaces with all business systems and back-office users to leverage Service-Oriented Architecture (SOA). This provides the flexibility to integrate via loose coupling and configuration without APIs or hard-coded programming. The RELI-Ability platform is technology and standard agnostic and has over 100 adapters Out Of The Box (OOTB) to integrate with any system.





3 Months Development to Production continued

Additional Features:

Empowerment of Business Users

RELI-Ability puts users at the center of the process. RELI-Ability empowers users to apply their expertise and judgment to intervene and adapt processes to meet their unique and specific business needs. Users are able to efficiently achieve the best possible process outcomes without coding experience.

Powered by Omni Channel Communication

All existing inbound and outbound communication channels (print, e-mail, fax, Web, EHR – HL7 and FHIR, SMS, social media, and mobile) are fully supported by RELI-Ability. The RELI-Ability platform improves customer experience and allows collaboration through closed-loop communication and immediate '2-way' interaction.

Single Unified Solution For Digital & Traditional Business

RELI-Ability is powered by the best-in-breed Adaptive Case Management and Workflow Engine by Papyrus. It provides an integrated Out Of The Box (OOTB) platform for high-value, unique and skill- or knowledge-intensive customer service processes for wide-ranging business requirements across the Healthcare Domain . RELI-Ability supports the most complex workflows and case management activities to empower your business, all on one single platform solution.

Single View of the Record/Case

Through the RELI-Ability platform, users have a full 360-degree view of the customer case at all times and can act effectively and immediately. With direct access to the complete incoming and outgoing content, seamless back-end system integration, flexible document creation and content delivery capabilities, as well as a full support for handling various types of documents and information, Users will know the status of their Case/Review and can be immediately alerted of any issues.