

ISIS Papyrus Receives Best Marks in Gartner Peer Insights for Customer Communications Management

PAPYRUS SOFTWARE

Papyrus customers from the world's leading companies gave ISIS Papyrus an average of 4.5 out of 5.0 stars based on 67 reviews in the Customer Communications Management Market

Gartner Peer Insights is an online platform of ratings and reviews of IT software and services that are written by IT professionals and technology decision makers who have experience purchasing, implementing and/or using specific product or a service. All submissions are reviewed by Gartner staff to ensure quality, validity and maintain the integrity of the forum. This peer perspective is complementary to Gartner expert research with the goal to help IT leaders make more insightful purchase decisions and help technology providers improve their products by receiving objective, unbiased feedback from their customers.

The reviews give insight into not only how satisfied customers are with the software, but also their experience in the long run with the overall planning, installation, support and service during software implementation and beyond. This information together with lessons learned provides IT and Business leaders with a firsthand view on how ISIS Papyrus works with its customers and what you can expect from us.

Gartner defines Customer Communications Management as both a strategy and a market fulfilled by applications that improve the creation, delivery, storage and retrieval of outbound and interactive communications. It supports the production of individualized customer messages, marketing collateral, new product introductions and transaction documents and delivers targeted communications through a wide range of media including mobile, email, SMS, Web pages, social media sites and print. Current CCM solutions include the core elements of a design tool, a composition engine, a workflow/rule engine and multichannel output management.

Since the beginning of the Peer Insights Program, Papyrus customers from some of the world's leading companies gave ISIS Papyrus an average of 4.5 out of 5.0 stars based on 67 reviews in the Customer Communications Management Market with high ratings in all categories and overall a very high satisfaction with the Papyrus Software Support & Service. The high satisfaction and recommendation willingness rate confirms our direction and affirms ISIS Papyrus as the long-term strategic partner of choice for companies who have purchased, implemented and use the Papyrus Business Communication & Process Platform solution.

91%

Reviews of
4 stars or higher



37 5-star reviews

“Very easy to work with, offer great support and quick bug fixes. They have experienced, friendly consultants available to assist with system design and implementation.”

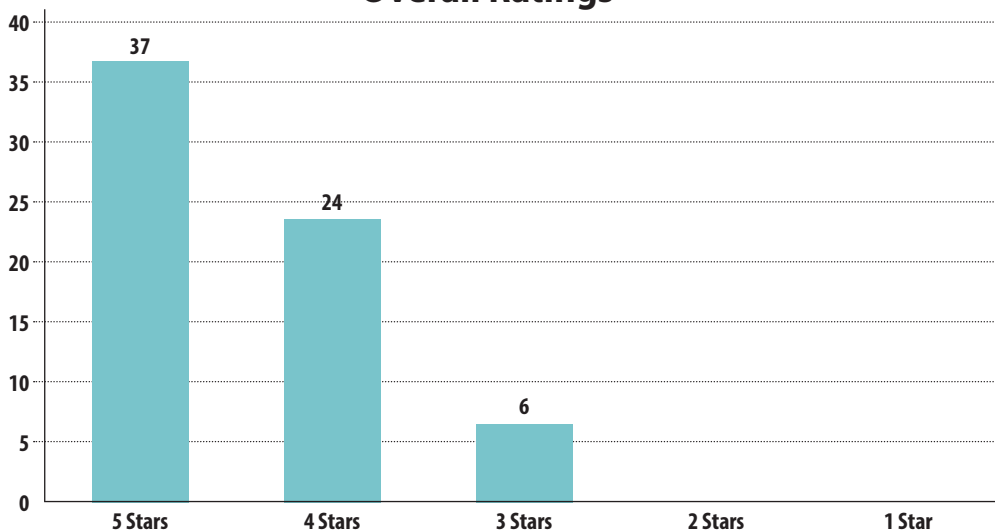
“We are excited and proud to see so many high ratings and very positive feedback,” said Annemarie Pucher, CEO ISIS Papyrus. “We believe that this recognition reflects our longstanding commitment to providing value to our customers through our industry-leading business communications and process platform with customer-specific solutions that can constantly grow and develop with our customers’ businesses along with first-rate customer service to support it.”



The individual reviews and ratings are a valuable source of information for IT and Business professionals and decision makers looking for ways to modernize the CCM software infrastructure and to overcome digital transformation challenges by taking a strategic approach.

“They deliver on-time services while demonstrating the highest levels of professionalism. Overall customer service/support are outstanding.”

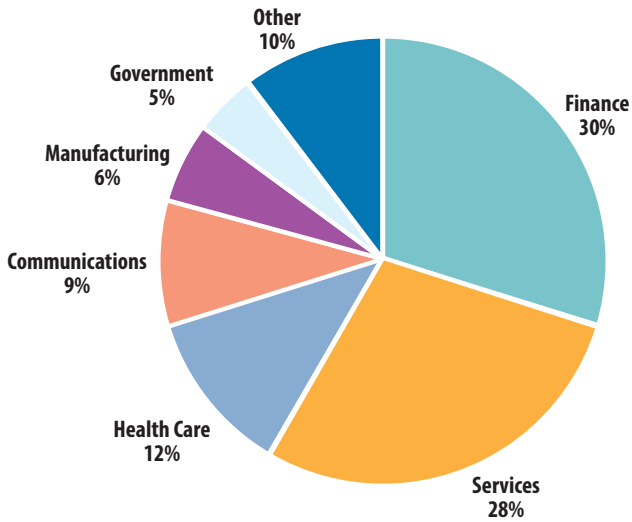
Overall Ratings



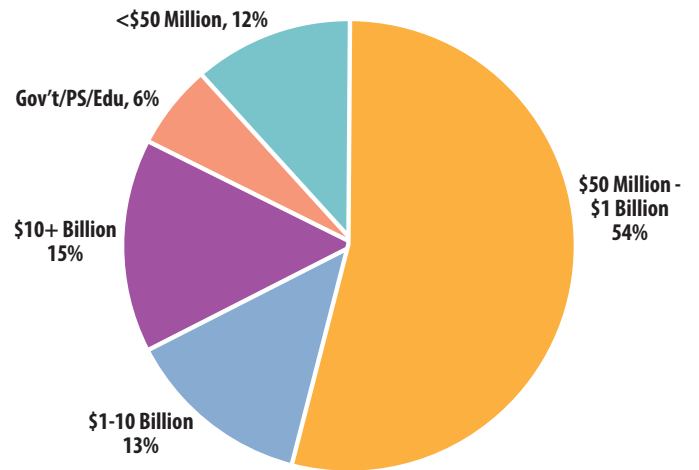
As of March 31, 2020, ISIS Papyrus has an overall rating of 4.5 out of 5 stars in the Customer Communications Management market, based on 67 reviews.

The reviews go across industries, departments, functions and geographies, please see below summarized the demographics of ISIS Papyrus Peer reviews as of March 31, 2020.

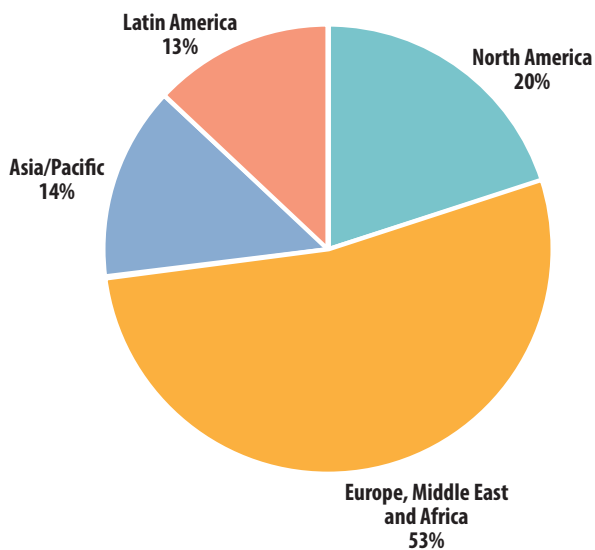
Reviews by Industry



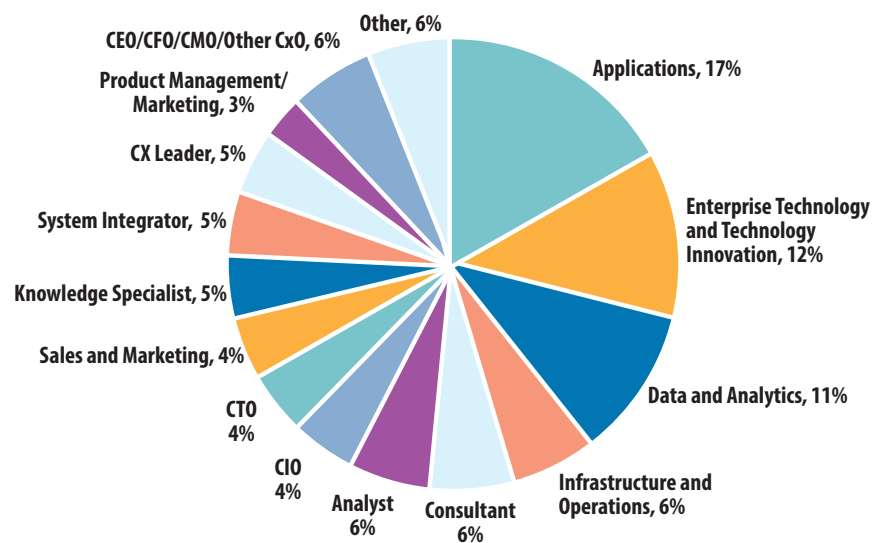
Reviews by Company Size (revenue)



Deployment Region



Reviewer's Job Role



Omni-Channel Architecture

The Papyrus solution is used by world's largest global corporations to introduce flexibility and provide service that seamlessly spans all channels – from physical to digital. A single platform solution provides for the design of any outgoing business document type (high-volume batch, online, on-demand and interactive) and communication of any complexity - from consolidated bank statements and insurance policies, billing and complex contracts to correspondence, and Chat- and Chabot-enabled communication and marketing campaigns.

Built on one source code with a full lifecycle integration of Content/Process and Customer Communications, the platform enables enterprise collaboration with a single, central WebRepository providing control, administration and management for distributed users, applications and devices. Standard software components and ready-to-use Solution Frameworks provide a head start in every project implementation.

The smart business communication design supported by the Papyrus Business Designer empowers Business teams to take the ownership of the corporate communication and builds on an intuitive component-based approach and large-scale re-usability for efficiency, corporate design and quality. Document layouts and building blocks are created one time by business teams and reused across templates for email/HTML, Mobile, Web, PDF and AFP print, across document types and between Business and IT.

ISIS Papyrus is well-known for its innovation and was the first to introduce bi-directional communication with multi-channel incoming and outgoing communications integrated in a single platform, as well as to enhance and support CCM and CX processes through integrated BPM & Adaptive Case Management.

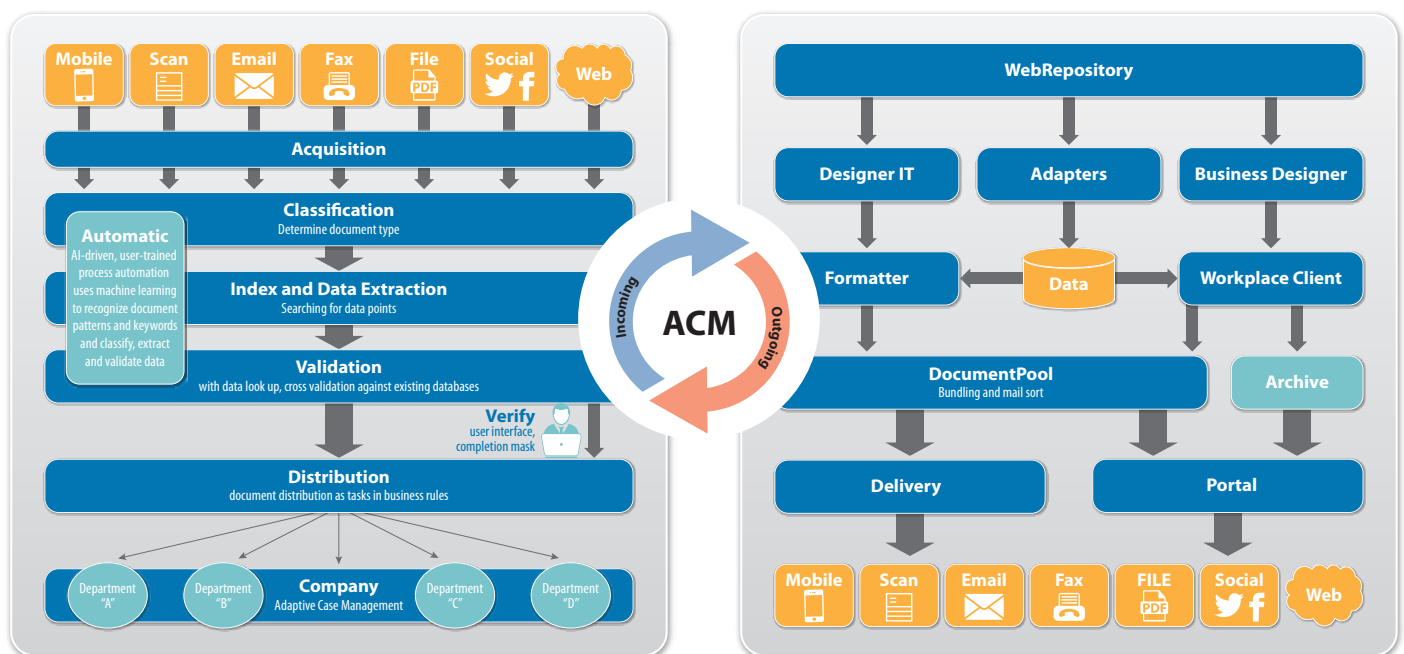


Figure: Papyrus Integrated Communication Approach

Almost in unison the Gartner Peer Insight reviewers gave high ratings and stated very high satisfaction with the Papyrus Product Support.

The Omni-channel Communication & Process Platform powers today customer experience processes through AI & Adaptive Case Management and allows organizations to flexibly engage in conversation with customers via two-way, individual real-time communication – online via live chat, Chatbot, SMS, email, Social, Mobile, Web or paper – across customer journey touch points, channels, devices and over time.

Digital platform brings maximum value when used as a central hub with one-stop service across Digital & Traditional Business, helping eliminate inefficiencies caused by multiple solutions deployed for various communications scenarios and/or diverse communication channels. Spanning across enterprise, it drives customer engagement with support for high-volume output, interactive communications and real-time digital messages with real-time, back-office integration for streamlined operations and enhanced customer experience.

Quality of Service and Support

ISIS Papyrus has an effective organization for the implementation of its software and provides trainings and professional services throughout the entire Papyrus solution implementation and operation process to support customers from installation to production and beyond. The ISIS Papyrus Academy is part of the Papyrus R&D and works closely with Development and Solutions teams to provide the best available technical knowledge about the Papyrus Platform and its applications to Papyrus customers, which is regularly published in form of Best Practice Documents, educational videos, workshops and technical product documentation.

The worldwide customer support is organized in a first-level support hotline team and a special Project Quality Assurance (PQA) Team dedicated to the customer project's success. The PQA experts focus on quality of installation and excellence in project execution and support projects from configuration and installation to the handover to customer's staff. To achieve best results, PQA specialists work with experts across departments: Papyrus Software Development, Solutions, Support and Consulting Services identifying and heading off customer problems before they occur and coaching clients in critical moments of the project life cycle.

“We have a great support from ISIS Papyrus, allowing us to create new solutions quickly for any new application we want to create.”

“Very easy to implement, and a great service support.”

“Flexible processes and service support”

“The customer service is excellent, fast and reliable.”

“Software support is exceptional.”

Examples of ISIS Papyrus Gartner Peer Insights customer reviews:

Industry: Government

'Since we work for the Public Administration, we have many different processes and requirements, this platform has provided us a high versatility and capability of adaptation and integration with the already existing processes.'

Papyrus, a fast, versatile and stable platform

– Systems Manager, Infrastructure and Operations

'Exceptionally pleased with quality and functionality all of the Papyrus products. Performance and efficiency are at the top of the list when reviewing Papyrus advantages. Consultants demonstrate a sincere commitment to our goals. They deliver on-time services while demonstrating the highest levels of professionalism. Overall customer service/support are outstanding.'

You want best-of-breed, buy Papyrus

– Application Development Administrator,
Enterprise Architecture and Technology Innovation

'As your solution matures, you will discover additional requirements that were not evaluated during initial review. Papyrus already has functionality built in for you to use at no additional cost. With Papyrus, you are already prepared to meet tomorrow's challenges.'

You want best-of-breed, buy Papyrus

– Application Development Administrator,
Enterprise Architecture and Technology Innovation

Industry: Finance

'A really robust and reliable cross-platform software. For each need the company has, regardless of its size and function, Papyrus offers a solution.'

A safe bet. Great Software IT Manager

– Enterprise Architecture and Technology Innovation

'We are using Papyrus since more than 20 years and our experience has been always great. We are using it for online generation (mainly for creating contracts) and for the generation of the Batch documents for customers, and for the online documents of our bank customers that are previously stored, with a very high speed and performance.'

A very powerful platform for document creation

– Systems Manager, Data and Analytics

'Document design is the best tool I've ever used. Does not matter how input data are, how many rules or cases must be controlled, how the output must look like or how many different characteristics have output channels, Designer is able to handle all of them.'

What you want is what you get and beyond

– Senior Software Engineer, System Integrator

Industry: Services

'Very easy to deploy and maintain services according to the needs of each of individual customer. It gives even better results to the company like us servicing lots of customers from different industries. The great performance is not only for the deliveries of dynamic and high speed composition, but also process automation and excellent multi-document output management.'

A true end to end solution for a modern document factory

– CEO

'The platform itself is a great value for each business using it.'

Papyrus Web Repository - A strong process management platform

– Manager, Enterprise Architecture and Technology Innovation

'Papyrus is a very powerful solution for generating big volume documents to be sent to our customers. In our company we generate all our letters, invoices with Papyrus. There is never a problem with the volume we send to Papyrus.'

Powerful and stable system. Large volumes on a single server

– Application Development Administrator,
IT Consultant

Industry: Healthcare

'Papyrus can do pretty much anything. Version Control, Centralized Repository and Template Management, Business defined templates, customizable workflows, highly scalable solution for Communication management.'

Papyrus Makes It Possible

– Lead Senior Software Engineer, System Integrator

'It is a platform with the power to generate all our communications for our customers, by email, printing, fax, interactive documents, integration with other backend systems. We have a great support from ISIS Papyrus, allowing us to create new solutions quickly for any new application we want to create. Very positive experience in terms of software, support and innovation.'

All our customer communications in one Digital Platform

– Consultant

'I work with Papyrus for 18 years. We have implemented many different solutions with this software and they have covered always our needs. It is very powerful creating processes. We have many different tasks to send emails, fax, print... The post processing we do with Papyrus is the most performant that we have seen. Generation times are really fast and with one license you can grow exponentially in one server, as big as you can. We are very satisfied with the Platform.'

Very fast generations and very flexible processes

– Analyst, Enterprise Architecture & Technology Innovation

Industry: Communications

'Great platform for document generation with additional workflows for handling huge amounts of documents. There is a nicely integrated development suite. Many different interface types are available for all kinds of input and output formats. Unfortunately not "open source".'

Great platform for document generation

– Software Engineer, Applications

'Do not hesitate to acquire this software even though you don't have a high document demand, if you are planning on growing your company you will eventually need a software like this, and when you do, you won't have to invest time and effort on supplying that demand, simply let the software grow with your organization.'

The best option for email and document templates for my company

– Networking Engineer, Infrastructure and Operations

Other Industries

'The Papyrus Platform is by far the best software platform for business communication and process management platform there is on the market. The Papyrus Platform application helps to reduce the technology stack, associated cost and provides a complete system and network monitoring. The platform uses a repository to consolidate business data, rules, content, tasks, processes, activities and the GUI in a single case. Companies can constantly measure key performance indicators for process execution and business goal achievement. The best feature of the platform is it enables the executive to define processes according to the requirements of the company and their goals.'

Excellent integrated end-to-end solution

– Team Lead

Related Links

- Check out ISIS Papyrus **Customers' Reviews** on **Gartner Peer Insights**
- Learn more about the **ISIS Papyrus solutions** and **Customers' projects**
- Contact us at **info@isis-papyrus.com** and find out more about the ISIS Papyrus CCM

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About ISIS Papyrus Software:

Global software innovator ISIS Papyrus offers a model-driven platform for fully integrated inbound and outbound communications, personalization and process optimization in customer-focused environments in the financial, insurance, utility, telecom, healthcare and public sectors. Consolidating CCM, BPM and ECM, Papyrus drives both efficiency and effectiveness, as well as quality and continuous improvement of customer-focused content and processes. Using a single communication & process platform business and technical teams can choose where to improve, whom to empower and how to scale - gaining the knowledge and tools to create, manage and enhance business applications with reduced IT dependence. ISIS Papyrus supports more than 2.800 organizations 24/7, facilitating their transformation to digital business and helping them achieve enhanced customer experience and business agility. For more information, please visit www.isis-papyrus.com.