



TRANSFORM YOUR CUSTOMER JOURNEY WITH PAPYRUS

AI-DRIVEN SOLUTIONS FOR
EXCEPTIONAL CUSTOMER
EXPERIENCES



PAPYRUS SOFTWARE

Papyrus Software is a visionary leader in CCM and CXM, trusted by the world's largest enterprises across industries to create exceptional customer experiences. Our AI-driven platform seamlessly integrates content management, process automation and customer insights, delivering personalized communication at scale. With a proven track record of driving ROI and a deep understanding of industry-specific challenges, Papyrus is the trusted choice for organizations seeking to transform their customer journeys.

What sets us apart?

For over 3 decades, Papyrus' commitment to innovation has been evident in the continuous development of innovative solutions that meet the evolving needs of businesses in the digital age. What sets us apart lies in the holistic approach to customer engagement. We combine ECM, CCM, and BPM into a single platform, enabling organizations to automate complex processes by 70%, gain real-time insights into customer behavior, and deliver hyper-personalized experiences across all channels.

Papyrus offers a unified platform for seamless omni-channel communication in a closed loop with real-time, customer insights across teams in a 360-degree view of their customer cases, tracking key-metrics for tailored experiences. Advanced AI drives response times and SLA adherence, improves customer satisfaction, and mitigates risks.

The impact of Papyrus CCM is far-reaching

Papyrus CCM revolutionizes communication management by empowering businesses to create and deliver content effortlessly. Our intelligent design and migration technology empowers your team to create and maintain engaging content up to 50% faster, freeing up IT resources for strategic initiatives.

By consolidating disparate communication systems into a unified CCM, organizations can avoid the many hidden costs for maintaining outdated software and enjoy streamlined processes, upward-compatible software, and effortless compliance. The centrally managed all-channel approach in Papyrus eliminates repetitive tasks, while advanced analytics provide valuable insights into document content and customer behavior.

With Papyrus CCM, companies like Commerzbank and comdirect brands have transformed their communications management, benefiting from a document life-cycle solution.

Papyrus is more than just a platform; it's a catalyst for digital transformation.

THE 2025-26
HOT
COMPANIES

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