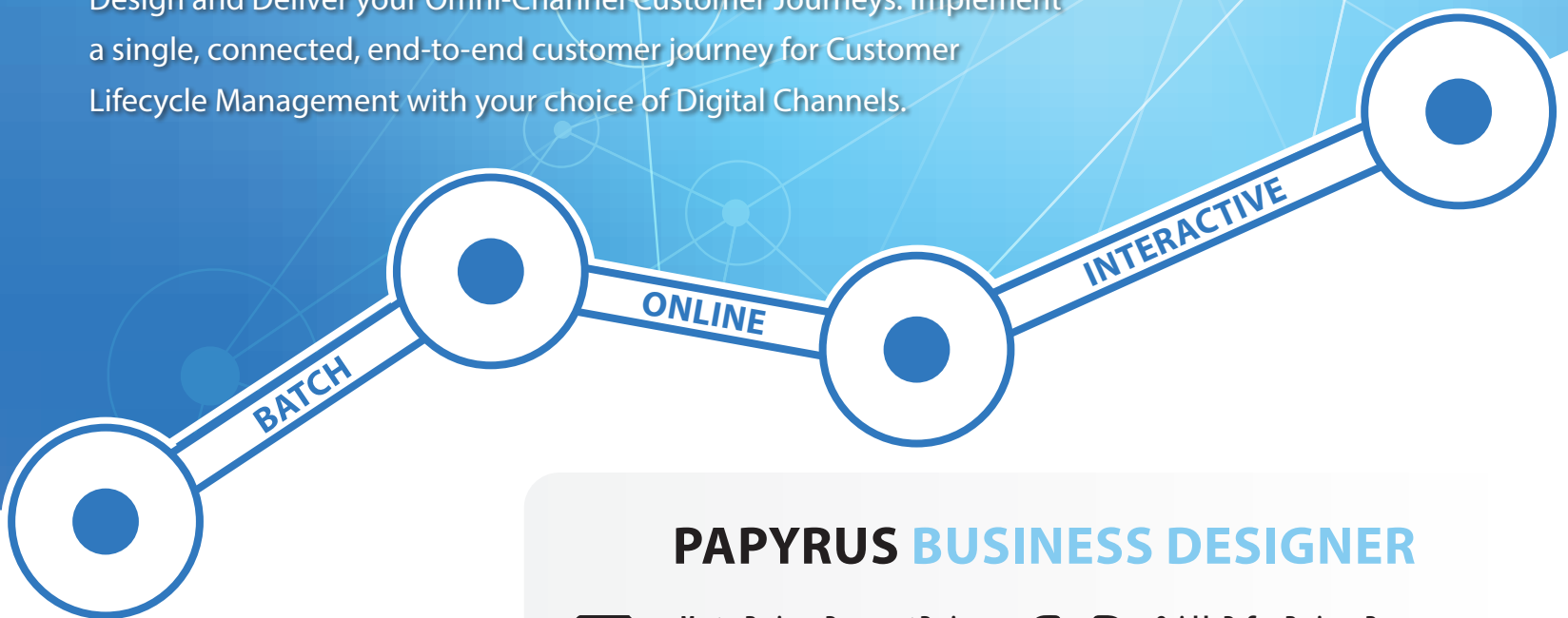# PAPYRUS SOFTWARE

THE EVOLUTION OF BUSINESS DESIGN TOOLS :
CREATE, TRAIN AND DELIVER

Design and Deliver your Omni-Channel Customer Journeys. Implement a single, connected, end-to-end customer journey for Customer Lifecycle Management with your choice of Digital Channels.

BATCH — **ONLINE** — **INTERACTIVE**

ABOUT US

Papyrus Software delivers innovative cross-industry enterprise software to the world's leading brands, offering a holistic approach for inbound and outbound customer communications. With solutions for the entire customer engagement circle, Papyrus Software provides integrated content services and AI-powered process and case management in a unified platform.

PAPYRUS BUSINESS DESIGNER

Master Business Document Design
The Papyrus Business Designer empowers your team to take control of document creation and template management. Achieve faster time-to-market, quickly handle change requests and deliver your message across all print and digital channels.

Data Capture with Automation
Train the machine with pattern recognition to achieve high automation of unstructured documents and emails. The Papyrus Business Designer specializes in supporting data capture and OCR needs during content and case management operations, without requiring IT involvement.

Quickly Define Business Processes
Enterprise teams jump-start the creation of adaptive process solutions. With Papyrus Business Designer, they rapidly define any business value stream with automation and orchestration of all types of processes, integrated with data from core systems and omni-channel communications at a fraction of the cost and without traditional coding.

Omni-Channel Customer Delivery
Operators design end-to-end mail production processes with job, spool, queue, print and e-delivery task management. Operator dashboards deliver a total view of the production system and real-time production reports.

CONTACT

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Gartner peerinsights customers' choice 2020

Papyrus is Customer's Choice

PAPYRUS DIGITAL EXPERIENCE PLATFORM

Papyrus WebPortal provides business users and customers a single, multi-purpose front-end experience.

WEBPORTAL — **OMNI-CHANNEL** — **SELF-SERVICE**

MAKING THE OMNI-CHANNEL EXPERIENCE A REALITY

Request Driven Real-Time

As customers start their journey through their channel of choice and are switching mid-journey among channels, employees need to do the same in order to follow the customer across any number and combination of channels. Teams need to work collaboratively through approval processes and pro-actively share and exchange informtion. Papyrus Omni-Channel engages with customers through their preferred channels via two-way messaging, e-mail, chat, mobile and social channels and delivers highly personalized business letters in real-time.

Effortless Integration

The Papyrus platform bridges the gap between customer-facing and back-end activities. There is only one login and one dashboard where users can see everything about a particular business case in one place. Similarly, your customers only need to visit one website to find out everything they need to know about your business. Loosely coupled adapters for front-end solutions (Salesforce, SAP, Guidewire) and legacy applications, ensuring a smooth orchestration process for all customer data and communication from any system.

Intelligent Data Capture

Achieve a high level of automation by training the machine with pattern recognition of all types of incoming mail; unstructured documents and emails. Papyrus Business Designer specializes in supporting data capture and OCR to effectively classify, extract and validate data during content and case management without the need to type by hand or involve IT.

Centralized Content Services

Papyrus WebArchive is a powerful, scalable, short and long-term storage solution built on the secure, robust and fully integrated document lifecycle platform. Internal access for staff and secure online web access for customers and partners to any content, including complete processes with incoming and outgoing mail and call records, with retention periods and GDPR compliance is provided through standard web browsers and mobile devices.

Adaptive Case Management

Automation and orchestration of all types of processes - from fully automated robotic processes to adaptive collaborative processes and case management is supported in a single environment. You can automate what is possible, define rules achieving compliance, but also enable knowledge work in an integrated process landscape for handling exceptions, ad hoc and unforeseen tasks. All on one platform!

Conversations and interactions are a single, connected customer journey that can span multiple channels, devices and time periods, with instant document generation and fast access to all messages, notifications and documents on desktop, browser and mobile.