

## ISIS Papyrus – More than a Company

The ISIS Papyrus Group is a unique expert player in enterprise software – we enable business applications for digital transformation, operational enhancement and customer engagement. More than 350 employees worldwide deliver on the tradition of excellence in meeting customer requirements based on insight into customer-to-employee, employee-to-content and content-to-process relationships.

In 2018, the privately held ISIS Papyrus Group celebrated 30 years of customer-oriented software innovation, continuing profitability above industry average, with substantial cash reserves and typical annual growth of 5-10 percent. The new **Papyrus Software Park** near Vienna/Austria is the operational European Headquarter. ISIS Papyrus today has 16 corporate offices on 3 continents, including the American Headquarters in Dallas-Fort Worth and the Asia-Pacific Headquarters in Singapore.

ISIS Papyrus has a strong footprint in Europe with four development centers (Austria, Germany, Italy, Spain) and international presence with 3 global Support Centers (Austria, Dallas/TX, Singapore) and corporate offices with sales, consultancy and implementation services in every major country (Germany, Italy, Spain, France, Netherlands, Nordics/Denmark, UK, United States, Switzerland, Austria, Singapore, Taiwan).

### Excellence & Expertise

Leading with mainframe forms design in 1988, ISIS Papyrus leveraged its powerful cross-platform document formatting tool to develop the unique content- and process-driven Papyrus Business Information Platform in 2000. Today, Papyrus Software has evolved into a flexible business application platform natively designed to support internal and external users securely across the enterprise on desktop, browser and mobile devices, linking to social and running in the Cloud.

### Headquarters



Corporate Headquarters, Vienna, Austria



US Headquarters, Dallas, Texas



Asia-Pacific Headquarters, Singapore



### WfMC Global Award for Excellence in Case Management

WellCare Health Plans, Inc. and ISIS Papyrus Software are winners in the WfMC Global Awards for Excellence in Case Management. WellCare recently introduced a new Enterprise Content Management System (ECMS) based on the Papyrus Adaptive Case Management (ACM) framework to keep pace with the creation, modification and administration of huge volumes of marketing and regulated materials with more than 60 media types in nearly 30 languages.

### ISIS Papyrus Contact

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**30 Years – Stability, Quality and Innovation**

**The Papyrus platform** is unique in many ways. ISIS Papyrus develops all code in-house. This allows us to develop and solve problems without depending on third parties. The advantage is unmatched product quality and speed of development. Single vendor. One Partner. No Problems.

**Independence:** Our customers have gained substantial independence from external services by defining, maintaining and extending their Business Applications built on the Papyrus Platform. Powerful graphical Business Designer Software for BPM processes, NLR Rules and document templates allow non-technical business users to take ownership of mission critical communication and processes and work without the need for programming.

**Stability:** As time changes, your applications and processes change. Increased customer relationship flexibility and, One-to-One' communication quality through different channels can be achieved without sacrificing requirements for fast development, throughput, platform and channel independence.

**Compatibility:** It is our responsibility to see that your money is not wasted but invested in capabilities that will guarantee you profitability in the shortest possible time. Papyrus products are a great long-term investment. All resources generated are platform independent and can be used directly on any new future platform. An electronic form developed 25 years ago can still be used today without migration effort. A Papyrus installation can be simply extended with new software components to allow you to grow over time.

**Two Teams – One Goal:** We treat every customer like a reference customer. The partnership-oriented and open business style of ISIS Papyrus is a novelty in the industry. Rather than hit and run sales tactics, we focus on the benefits of the WIN-WIN business case.

**Cross Industry Solution:** ISIS Papyrus has implemented software solutions for more than 2800 clients worldwide. Our customers are cross-industry, large and midsize corporations on all continents - Dow Jones, Wellcare, Lufthansa, Dexcom, Citibank, Groupama, to name just a few.



The ISIS Papyrus Team

**Sharing Experiences**

ISIS Papyrus hosts its annual Global Open House and User Conferences at each of the Competence Centers around the world with presentations, workshops and roundtable discussions. Users can interact with our managers and technical experts, meet peers and share experiences. These annual knowledge-sharing events on industry-related topics and technology provide an excellent opportunity for executives and strategists, as well as CX and high productivity specialists to discuss new trends and hear about ISIS Papyrus directions.

**Professional Services & Customer Enablement**

ISIS Papyrus has an effective organization for the implementation of its software and provides professional services throughout the entire Papyrus solution operation process to support customers from installation to production and beyond. With our global consultancy team, we offer a wide range of services – from project management and scoping, trainings, consulting and support to expert advice and coaching – through a network of 16 corporate offices, selling, supporting and implementing corporate software solutions in 42 countries.

**ISIS Papyrus Academy**

The ISIS Papyrus Academy works closely with Development and Solutions teams to provide the best available technical knowledge about the Papyrus Platform that is regularly published as Best Practice Documents, educational videos, workshops and technical product documentation. The Academy works with international scientific institutions on joint research projects and is in charge of the ISIS Papyrus Certified Professional Program to ensure that organizations providing Papyrus technical services around the world are well qualified for the task.

**ISIS Papyrus Solutions Centers (12)**

- Vienna, Austria
- Paris, France
- Ivrea, Italy
- Amsterdam
- Copenhagen
- Singapore
- Taipei, Taiwan
- Madrid, Spain
- Barcelona, Spain
- San Sebastián, Spain
- Kingsclere, UK
- Dallas, Texas, USA

**R&D Centers (4)**

- Austria
- Germany
- Italy
- Spain