

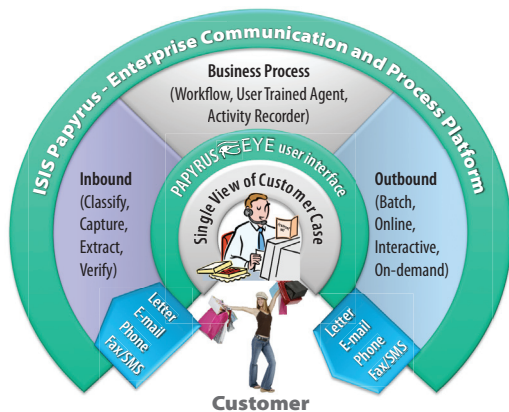
## Efficient Business Case Management Improves Customer Care

### Papyrus Business Application Frameworks

provide a solid basis for efficient business process management and an up-and-running setup to quickly start automating business case management.

### Efficient Business Case Completion

is enabled with Papyrus' collaborative processing that offers an integrated end-to-end solution combining data, business processes and rules, content management and customer communications in a single platform. State- and event-based processing and business rules speed up the completion of the business case.



### A Holistic View of All Tasks

and business processes including deadlines, documents, contracts and all related communications guarantees 24/7 real time access to all information. Deadlines and strategic targets can be incorporated into the workflow to ensure service level requirements are met on time and on budget. Papyrus automates your business processes and audits operations for improved efficiency and effectiveness in the procedural flow.

### Example: Claims Management

Efficient business case management is a key competitive factor in claims processing. Experts see vast room for improvement in the control of internal processes. Additionally, studies show that 75% of all claims are processed manually using paper based files. The processing of a typical claim is often a complex process that requires the management of various types of information such as audio and video files, electronic forms, documents and e-mails.

### Process Automation

Papyrus Business Application Frameworks can automate internal business processes. Organizations can analyze data and use processes collaboratively across departments, functional levels and locations. A transparent view of business cases improves services internally for employees and departments and externally for customers and business partners while optimizing resources used.

### Collaboration

Collaborative business case management (Papyrus Case Management) improves transparency and efficiency by providing all relevant information for internal administration, customer care and external staff. Two major keys for success lie in the optimization of rule-based processes and in the integration of inbound and outbound business correspondence, electronically connecting business partners while creating an efficient holistic process.

### Improve Service Quality at Lower Cost

Cost-effective case management results in improved service quality and less process time for customers and partners. In the long run, the transition from paper-based to electronic communication reduces material and printing costs substantially.

## INVESTMENT PROTECTION

Each Papyrus Business Application Framework uses the integrated Papyrus Communication and Process Platform with standard Papyrus software components. Not only does this reduce software-related cost but it also offers the advantage of seamless integration with other business applications such as CRM, customer call center, campaign management or contract management. All use the integrated multi-channel output management, correspondence and capture functionality for inbound and outbound customer communication.

**That's how it works – Case Management with Papyrus**

- Distributed scanning and classification of inbound mail such as claims
- Storage of relevant inbound and outbound documents including Web forms, e-mails, images, legal documents and reports in a virtual integrated case management file
- Holistic view of case management (activities, calendar, to-do's, check lists)
- Rule-based optimization of business processes (i.e. claims processing)
- Integrated correspondence including letters, cancellations and claims via browser or fat client application for clerks, sales, business partners and customers
- Efficient centralized output management and archiving
- Integrated user authorization and authentication, auditing, change management, digital signature, versioning, variant control

**Top Security Standards guaranteed**

This highly scalable solution complies with all security standards for user authorization including sign-off, auditing and reporting for customer analysis. This enables tracking of who has accessed each file, made which decision when and why.

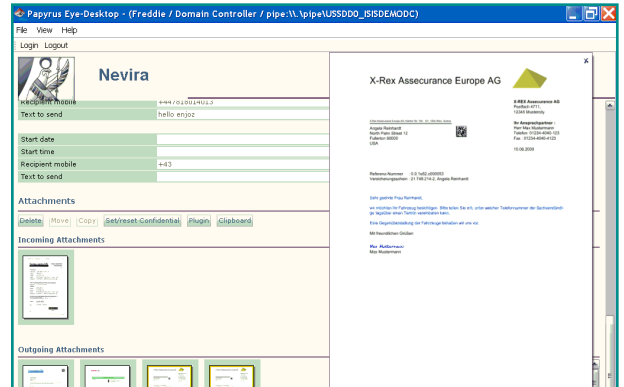
Legal and corporate compliance issues are integrated in the procedural flow of the business case management. Processes are defined to send out automatic alerts when immediate action in critical cases is required. Well controlled dynamic task assignment routes work to available staff according to skills and priority.

**Highlights at a Glance**

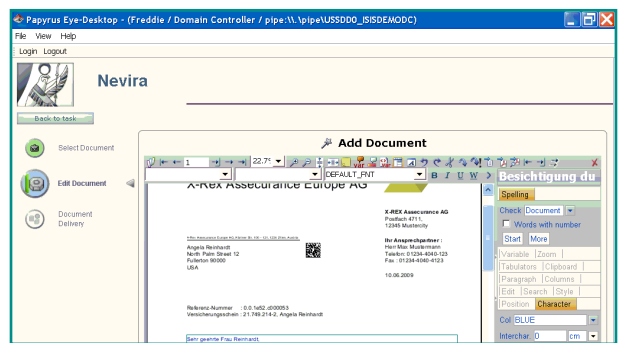
- State / Event-based processing
- Comprehensive view of all procedures
- Controls effectiveness of procedural flow
- Integrated sign-off, auditing, reporting and legal compliance
- Easily definable GUI in multiple languages with automated distribution for Web and Desktop
- Seamless integration with business applications
- Integrated word processing / correspondence
- Consolidated case-relevant information readily available
- Collaboration across departments, partners, agents and customers
- Output Management from print to archive

**Papyrus Standard Software - The Basis for all Application Frameworks**

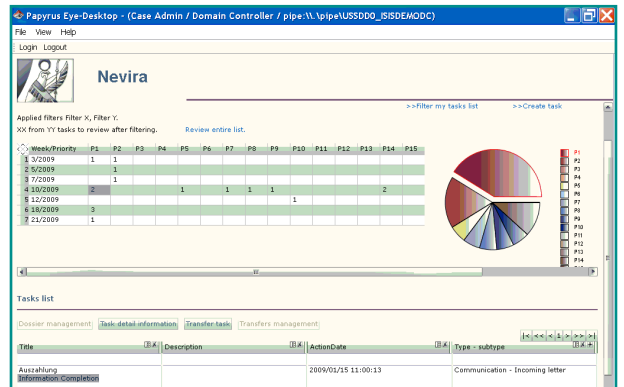
- Papyrus Capture
- Papyrus WebRepository
- Papyrus DocEXEC Formatter
- Papyrus Desktop and Client
- Papyrus WebPortal
- Papyrus Adapter and Typemanager
- Papyrus Print Server and PrintPool
- Papyrus WebArchive



Papyrus EYE Business Case Management – View of inbound and outbound EYE communication including checkbox list



Papyrus EYE Business Case Management – Correspondence



Papyrus EYE Business Case Management – Administrator Overview

**Papyrus Business Application Frameworks for Key Processes**

- Account Opening
- Compensation Processing
- Claims Management
- Contract Management
- Customer Response Management
- Campaign Management
- Business Correspondence
- Automated Document Factory

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