



Papyrus CCM Solution Evaluated as a Strong Performer that Emphasizes a Full Application Lifecycle Platform and Framework

Independent research firm cites ISIS Papyrus as Top-of-Class for integration of Dynamic Case Management technology with document generation and capture

(VIENNA and DALLAS) June 15, 2016 – Enterprise software provider ISIS Papyrus Software announced it has been named a Strong Performer in “[The Forrester Wave™: Customer Communications Management, Q2 2016](#)”, published June 15 to assist enterprise architecture (EA) professionals looking to help line-of-business owners improve the customer experience.

For the report, Forrester Research, Inc. evaluated 14 customer communications management (CCM) software vendors across 22 criteria, noting CCM platforms will continue to enhance customer experience (CX), evolve toward broader communication needs, and more tightly integrate with other business applications. As part of that stronger customer experience linkage, Forrester sees stronger personalization and control for the interactive component, an emerging requirement of synchronizing input and output, products moving to a multichannel conversation platform and increasing focus on statements that engage.

With a [platform purpose-built](#) to provide a foundation for enterprise response to customer demands, ISIS Papyrus received its Strong Performer positioning based on its scores in Current Offering and Strategy.

“ISIS Papyrus emphasizes a full application lifecycle platform and framework.... With this approach, CCM becomes embedded in broader solutions.... [ISIS Papyrus] is a good solution for enrollment, onboarding and other digitization projects.”

-- [“The Forrester Wave™: Customer Communications Management, Q2 2016”](#)

Profiling Papyrus as “top-of-class for integration of dynamic case management technology with document generation and capture,” the 2016 Forrester Wave™ report for CCM software cited ISIS Papyrus for:

- Emphasizing a full application lifecycle platform and framework
- Having offered great flexibility
- Customers leverage Papyrus primitives to “expose” different aspects of the product to support CRM, ECM, DCM and CCM functions
- Moving towards “framework” solutions to reduce customers’ effort
- Rules are “natural language” with a common data model as a core repository

“ISIS Papyrus is honored and proud to be recognized in this research as a Strong Performer in the evolving CCM software arena, where [digital business and customer experience](#) are pushing innovation, flexibility and personalization to the forefront in every application,” said Annemarie Pucher, CEO of ISIS Papyrus Software. “The unique value of the Papyrus Platform is its seamless integration of enterprise content with business processes and customer communications for a One Company-One Voice approach that is helping organizations align their operations to deliver on that promise and remain competitive – and CCM is always a central component and priority.”

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Since pioneering advanced document design, formatting and output for transactional and message-based communication at the foundation of today's corporate [CCM solutions](#), the Papyrus Platform has expanded to address omnichannel, two-way communications and empower enterprise business users and knowledge workers to optimize and align documents, processes, collaboration and communication in customer service-focused organizations.

ISIS Papyrus Software has featured the expanded capabilities of its Papyrus Platform for the digital age of the customer employing CCM technology in its [2016 Open House and Strategy Conferences](#) this spring and summer.

About ISIS Papyrus Software:

Global software innovator ISIS Papyrus offers a model-driven enterprise platform for fully integrated, omnichannel inbound and outbound communications, personalization and process optimization in customer operations for the finance/banking, insurance, utility/telecom, healthcare and public sectors. Business applications based on Papyrus standard software use multichannel business communication, intelligent capture and knowledge-driven case management to enable initiatives for user-interactive correspondence, customer response/customer service, claims processing, contract management, mobile workforce, account onboarding and purchase-to-pay, among others. Consolidating ECM, CCM and BPM, Papyrus drives efficiency and effectiveness, as well as quality and adaptability of customer-focused content and processes. As an active member of ACORD, AFPC, AIIM, OMG and WfMC, ISIS Papyrus supports and promotes technology and standards benefiting the business user.

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