



ISIS PYPYRUS™

# Papyrus Platform for Business Communication and Process

**A new breed of software and services.**

## ISIS PYPYRUS SOFTWARE

Global software innovator ISIS Papyrus offers a model-driven platform for fully integrated inbound and outbound communications, personalization and process optimization in customer-focused service environments. Multichannel communications and knowledge-driven case management applications using ISIS Papyrus standard software can enable customer claims management, contract management, financial account management, purchase-to-pay and fraud investigations, among others. As an active member of ACORD, AFPC, AIIM, OMG and WfMC, ISIS Papyrus supports and promotes technology and standards benefiting the business user.





# A Platform for today's Customer Communication Environment

The Papyrus Platform offers fully integrated inbound and outbound, omnichannel business communication and process optimization. Customer-focused service and corporate environments benefit from Adaptive Case Management applications on browser, mobile and cloud.

## Consolidation and Integration

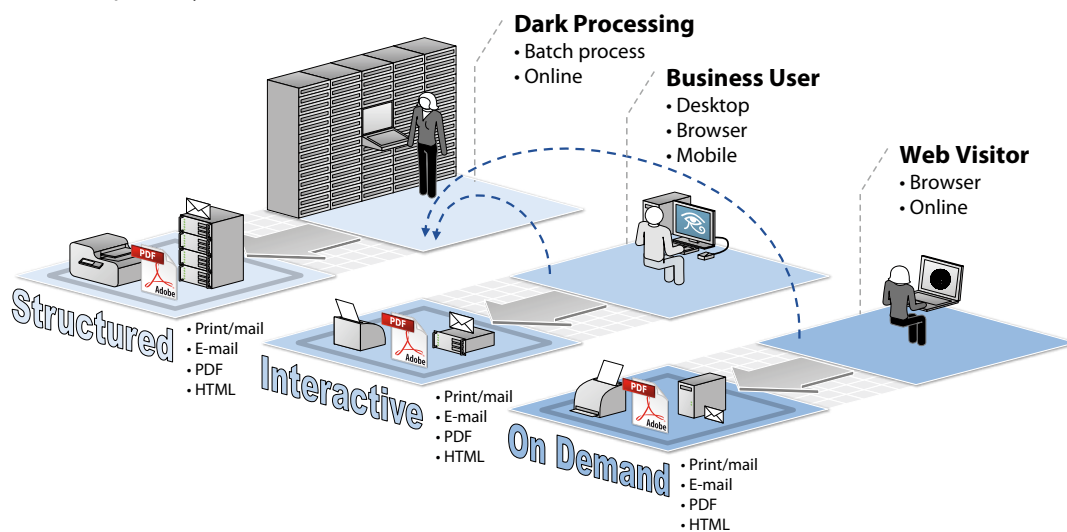
Enterprise organizations can consolidate all types of document output (high-volume batch, online, user interactive and on-demand) on one platform and avoid several separate systems. The service-oriented architecture of the Papyrus Platform facilitates integration with other systems such as core front office and back office administration systems, claims, billing, CRM and archiving.

## Business Team Empowerment

Business teams are enabled and leverage the unified smart document design capabilities by the Papyrus Correspondence Framework Solution to generate document content and mailings. IT works in collaboration with the business teams sharing data, content, document building blocks and resources from a common central WebRepository.

Whether your priorities include document design and delivery, customer communications management, intelligent capture and workflow for all incoming channels or knowledge-driven, adaptive case management, the powerful Papyrus WebRepository provides central management, consolidation and control of resources for all applications created with our natively integrated components.

The Papyrus Platform consolidates ECM, BPM and CCM enabling collaboration, quality and continuous improvement – all with reduced dependence on IT and streamlined integration of data, applications and systems. The unique Papyrus delivery model maximizes enterprise value, self-support and ROI, providing custom training for internal resources and including solution frameworks with every standard software purchase to facilitate rapid development and customization.



**More than 2,000 enterprise customers** in the financial, insurance, utility, telecom, healthcare, services and public sectors use Papyrus software to ensure a One Company-One Voice approach to serving customers, partners and staff.

For additional information, visit us at [isis-papyrus.com](http://isis-papyrus.com) follow us on [LinkedIn](https://www.linkedin.com/company/isis-papyrus) or request details via [info@isis-papyrus.com](mailto:info@isis-papyrus.com).