



# ISIS Papyrus Named Customers' Choice in Gartner Peer Insights for Customer Communications

PAPYRUS SOFTWARE

*Papyrus customers from the world's leading companies gave ISIS Papyrus an average of 4.5 out of 5.0 stars based on 76 reviews in the Customer Communications Management Market*

Gartner Peer Insights is an online platform of reviews and ratings of IT software and services written by IT professionals and technology decision makers who have experience purchasing, implementing and/or using specific product or a service. This peer perspective is complementary to Gartner expert research with the goal to help IT leaders make more insightful purchase decisions and help technology providers improve their products by receiving objective, unbiased feedback from their customers.

The reviews give insight into not only how satisfied customers are with the software, but also their experience in the long run with the overall planning, installation, support and service during software implementation and beyond. This information together with lessons learned provides IT and Business leaders with a firsthand view on how a vendor like ISIS Papyrus works with its customers and what you can expect from us.

Over the past months, Papyrus customers from leading world's companies gave ISIS Papyrus an average of 4.5 out of 5.0 stars based on 76 reviews with high ratings in all categories and an overall very high satisfaction with Papyrus Software Support & Service.

91%

Reviews of  
4 stars or higher



43 5-star reviews

*"We are excited and proud to see so many high ratings and very positive feedback," said Annemarie Pucher, CEO ISIS Papyrus. "We believe that this recognition reflects our longstanding commitment to providing value to our customers through our industry-leading business communications and process platform with customer-specific solutions that can constantly grow and develop with our customers' businesses along with first-rate customer service to support it."*



The high level of satisfaction and willingness to recommend confirms our direction, and affirms ISIS Papyrus as the long-term strategic partner of choice for companies who have purchased, implemented and use the Papyrus Business Communication & Process Platform solution.

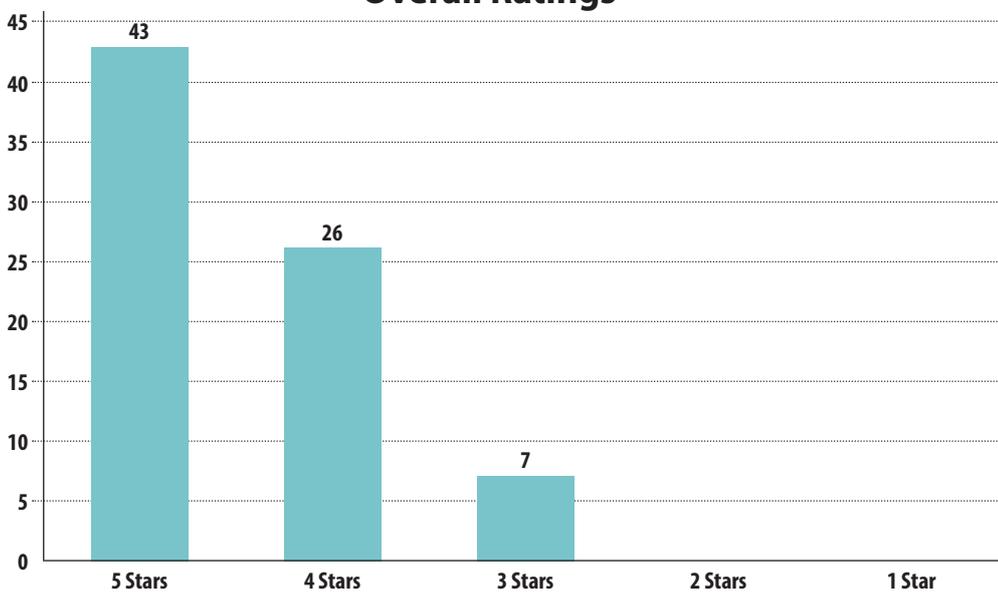
The individual reviews and ratings are a valuable source of information for IT and Business professionals and decision makers looking for ways to modernize the CCM software infrastructure and to overcome digital transformation challenges by taking a strategic approach.

*“Excellent products and solution on the leading edge of digital customer communication”*

*“Very agile platform covering all our needs and more.”*

*“We have a great support from ISIS Papyrus, allowing us to create new solutions quickly for any new application we want to create.”*

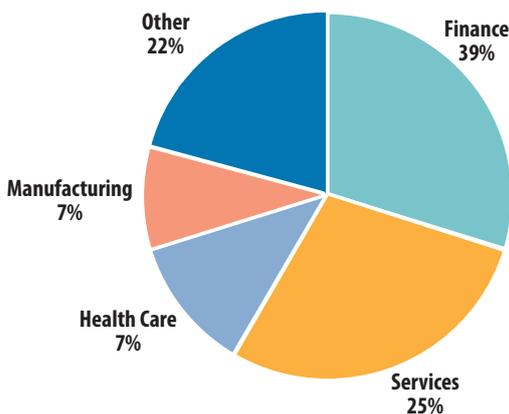
## Overall Ratings



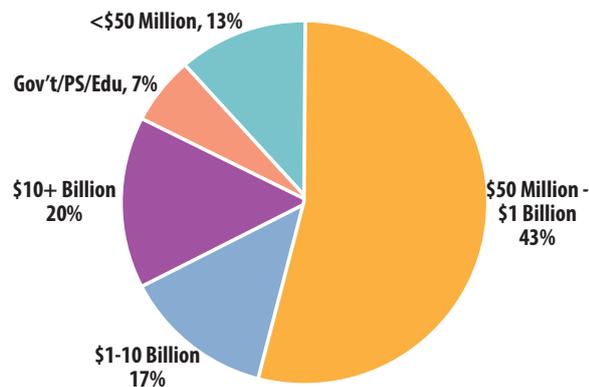
As of November 20, 2021, ISIS Papyrus has an overall rating of 4.5 out of 5 stars in the Customer Communications Management market, based on 76 reviews.

The reviews go across industries, departments, functions and geographies, please see below summarized the demographics of ISIS Papyrus Peer reviews as of November 20, 2021.

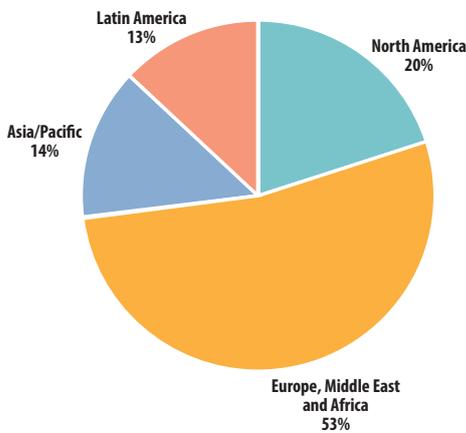
## Reviews by Industry



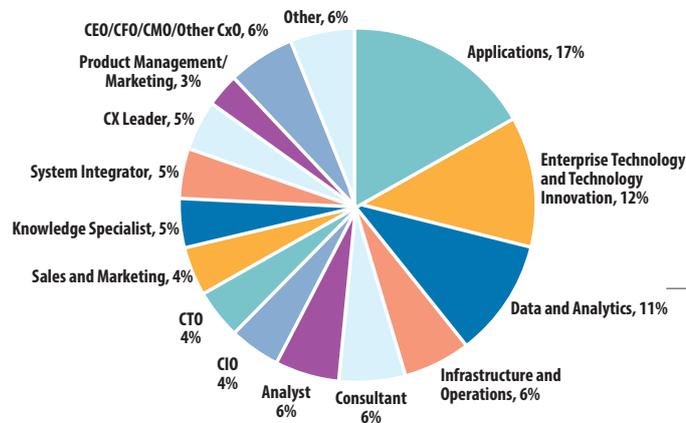
## Reviews by Industry



## Deployment Region



## Reviewer's Job Role



*“Best option: managing the processes and communications in a single and transversal solution.”*

## Omni-Channel Architecture

ISIS Papyrus is well-known for its innovation and was the first to introduce a closed-loop bi-directional incoming and outgoing communications, and provide support for Omni-channel communications and CX processes through an integrated Adaptive Case Management.

Today, Papyrus Business Communications and Process Platform is used by world's largest corporations to introduce flexibility and provide service that seamlessly spans all channels – from physical to digital. The cross-enterprise solution integrates data, inbound and outbound communication and adaptive case processing, driving all customer engagement via a single WebRepository that provides control, administration and management for distributed users, applications and devices.

*“A fully integrated solution all under one roof, on one platform, without the need to configure APIs or Web services to tie together different components makes this software platform a one stop shop. Your only limitation is your own imagination.”*

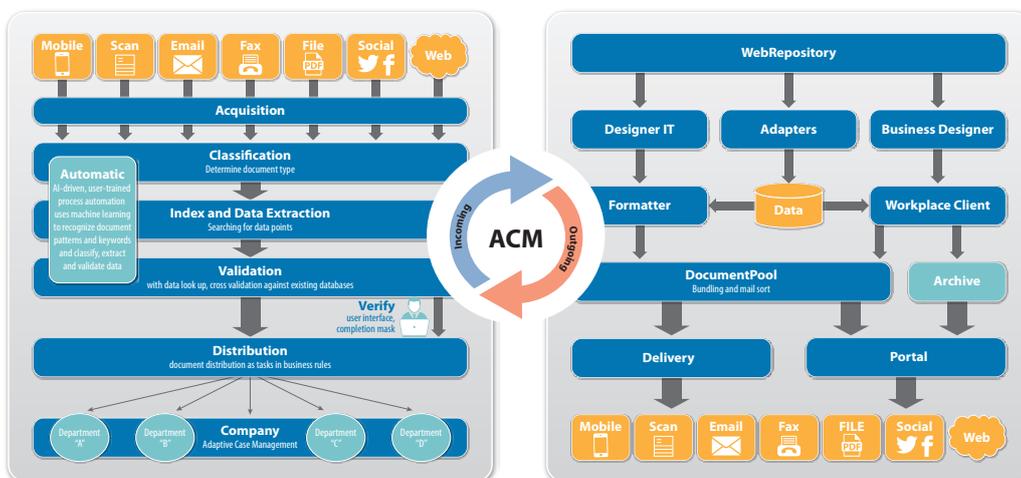
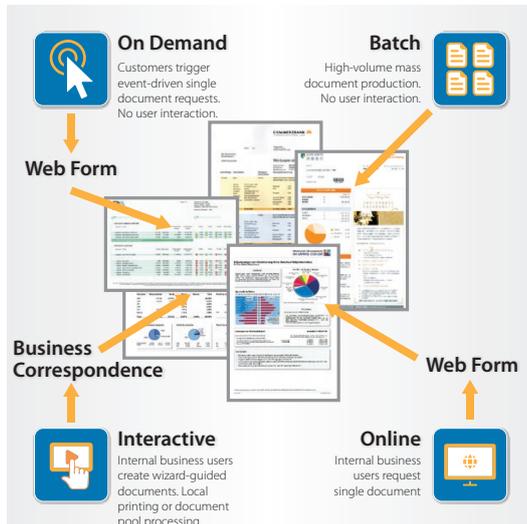


Figure: Papyrus Integrated Communication Approach

*Great partnership and support*

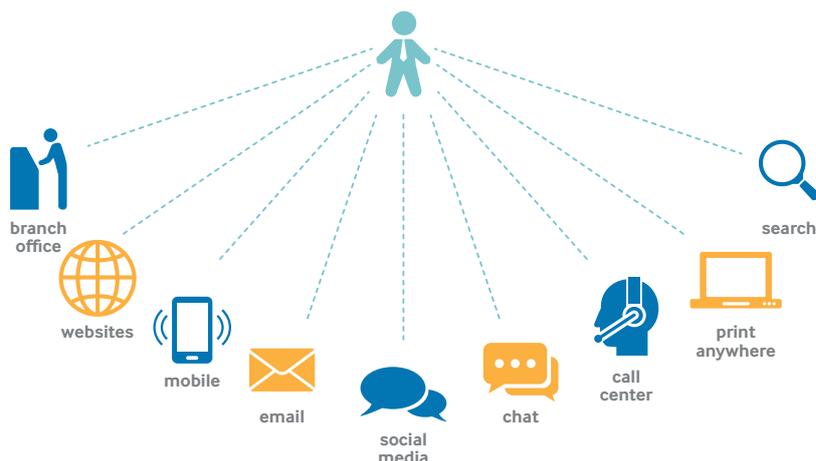
Papyrus customers can design any outgoing business document type, easy connect to internal and external applications, and deliver any kind of communication – On-demand, Batch, Interactive and Online - via an extensible and extendable set of communication channels.



*“Communication at its best, easy and effective, with strategy and total sense.”*

*“In 25 years working with ISIS Papyrus, we haven’t found something it couldn’t do.”*

Powered by Omni-channel communications, organizations can flexibly engage in conversation with customers via a two-way, real-time personalized communications - online via live chat, Chabot, SMS, email, social, mobile, web or paper - across customer journey touchpoints, channels, devices and time.



*“A safe bet. Great software.”*

*“Very easy to implement, and a great service support.”*

And most importantly, Papyrus Software takes the BusinessFirst™ approach and puts the Business in control. The smart graphical Business Designer tools empower business teams to take the ownership of the corporate communication and self-serve their needs.

“You no longer need to be a programmer to deliver business communication and business value streams, but use a graphical user interface instead of writing code. This takes the pressure off the IT department, as even non-technical users without programming skills can contribute. Any organization with people from diverse backgrounds and perspectives can create their business communication and processes, deploy and execute.

With the Business Designer tool, business teams can not only visually design the process but also create smart wizard-driven, fillable business forms for Web and Mobile, and highly dynamic business documents for digital and physical delivery. Supervised training of the machine in the drag-and-drop designer automates and extracts the data from incoming unstructured emails, PDFs and scans. Thus, business teams are empowered to create, sign-off and deploy complete business value streams that meet their specific needs.’



Roberto Anzola, Vice President Solutions

01



## BUSINESS DOC DESIGN

Mastering business document design across applications and channels

02



## DATA CAPTURE

Supervised training for automated data capture of documents & emails

03



## PROCESS DESIGNER

Business users create tasks and goals to design while they execute

04



## AUTOMATED DOC FACTORY

Operation Designer delivers end-to-end automation of print and mail shop

05



## BUSINESS APP DESIGN

Fast time-to-market for new business value streams

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*Almost in unison the Gartner Peer Insight reviewers gave high ratings and stated very high satisfaction with the Papyrus Product Support.*

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*“Software support is exceptional.”*

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## Quality of Service and Support

ISIS Papyrus has an effective organization for the implementation of its software and provides trainings and professional services throughout the entire Papyrus solution implementation and operation process to support customers from installation to production and beyond. The ISIS Papyrus Academy is part of the Papyrus R&D and works closely with Development and Solutions teams to provide the best available technical knowledge about the Papyrus Platform and its applications to Papyrus customers, which is regularly published in form of Best Practice documents, educational videos, workshops and technical product documentation.

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*“They deliver on time services while demonstrating the highest levels of professionalism. Overall customer service/support are outstanding.”*

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The worldwide customer support with a special Project Quality Assurance (PQA) Team is dedicated to the customer project's success. The PQA experts focus on quality of installation and excellence in project execution and support projects from configuration and installation to the handover to customer's staff. To achieve best results, PQA specialists work with experts across departments: Papyrus Software Development, Solutions, Support and Consulting Services, identifying and heading off customer problems before they occur, and coaching clients in critical moments of the project life cycle.



## Examples of ISIS Papyrus Gartner Peer Insights customer reviews:

### Industry: Finance

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*'We are using Papyrus since more than 20 years and our experience has been always great. We are using for online generation (mainly for creating contracts) and for the generation of the Batch documents for customers, and for the online documents of our bank customers that are previously stored, with a very high speed and performance.'*

**A very powerful platform for document creation**

– Systems Manager, Data and Analytics

*'Document design is the best tool I've ever used. Does no matter how input data are, how many rules or cases must be controlled, how the output must look like or how many different characteristics have output channels, Designer is able to handle all of them.'*

**What you want is what you get and beyond**

– Senior Software Engineer, System Integrator

### Industry: Government

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*'Since we work for the Public Administration, we have many different processes and requirements, this platform has provided us a high versatility and capability of adaptation and integration with the already existing processes.'*

**Papyrus, a fast, versatile and stable platform**

– Systems Manager, Infrastructure and Operations

*'Exceptionally pleased with quality and functionality all of the Papyrus products. Performance and efficiency are at the top of the list when reviewing Papyrus advantages. Consultants demonstrate a sincere commitment to our goals. They deliver on-time services while demonstrating the highest levels of professionalism. Overall customer service/support are outstanding.'*

**You want best-of-breed, buy Papyrus**

– Application Development Administrator,  
Enterprise Architecture and Technology Innovatio

### Industry: Services

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*'Very easy to deploy and maintain services according to the needs of each of individual customer. It gives even better results to the company like us servicing lots of customers from different industries. The great performance is not only for the deliveries of dynamic and high speed composition, but also process automation and excellent multi-document output management.'*

**A true end to end solution for a modern document factory**

– CEO

*'The platform itself is a great value for each business using it.'*

**Papyrus Web Repository - A strong process management platform**

– Manager, Enterprise Architecture and Technology Innovation

## Industry: Healthcare

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*'Papyrus can do pretty much anything. Version Control, Centralized Repository and Template Management, Business defined templates, customizable workflows, highly scalable solution for Communication management.'*

**Papyrus Makes It Possible**

– Lead Senior Software Engineer, System Integrator

*'Papyrus platform has incredible features especially when it comes to communication between customers and the company. The software is user friendly and stores data for future use (Document archiving and File recovery). For instance the 'we chat' feature enables communication between health professionals, administration, staff and patients. This helps the business to thrive by keeping the chat and information for future reference and it is easily retrieved.'*

**Papyrus Platform Communication Experience**

– IT- Procurement Department, CFO

## Industry: Communications

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*'Great platform for document generation with additional workflows for handling huge amounts of documents. There is a nicely integrated development suite. Many different interface types are available for all kinds of input and output formats. Unfortunately not "open source".'*

**Great platform for document generation**

– Software Engineer, Applications

*'Do not hesitate to acquire this software even though you don't have a high document demand, if you are planning on growing your company you will eventually need a software like this, and when you do, you won't have to invest time and effort on supplying that demand, simply let the software grow with your organization.'*

**The best option for email and document templates for my company**

– Networking Engineer, Infrastructure and Operations

## Other Industries

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*'We worked directly with Papyrus consulting on implementing a solution that replaced a very manual order entry process into a completely automated process, where data was extracted directly from a .pdf, sent through our integration platform, and into our order system. The tool is 99% accurate on matching, and continues to become more accurate as more samples come through.'*

**The Papyrus Capture app is a power tool for document transformation automation**

– Sr. Software Engineer, Enterprise Architecture and Technology Innovation

## Related Links

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- Check out ISIS Papyrus [Customers' Reviews](#) on [Gartner Peer Insights](#)
- Learn more about the [ISIS Papyrus solutions](#) and [Customers' projects](#)
- Contact us at [info@isis-papyrus.com](mailto:info@isis-papyrus.com) and find out more about the ISIS Papyrus CCM

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## About ISIS Papyrus Software:

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Global software innovator ISIS Papyrus offers a model-driven platform for fully integrated inbound and outbound communications, personalization and process optimization in customer-focused environments in the financial, insurance, utility, telecom, healthcare and public sectors. Consolidating CCM, BPM and ECM, Papyrus drives both efficiency and effectiveness, as well as quality and continuous improvement of customer-focused content and processes. Using a single communication & process platform business and technical teams can choose where to improve, whom to empower and how to scale - gaining the knowledge and tools to create, manage and enhance business applications with reduced IT dependence. ISIS Papyrus supports more than 2.800 organizations 24/7, facilitating their transformation to digital business and helping them achieve enhanced customer experience and business agility. For more information, please visit [www.isis-papyrus.com](http://www.isis-papyrus.com).