



Workflow Solutions

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Investor/Analyst Day: Innovation & Technology

September 25, 2008

London



Wolters Kluwer

Agenda

- What are Workflow Solutions
- Challenges and Vision
- Business Impact of Innovation

Today's time-pressured business people and professionals need the productivity improvements enabled by automating work processes

Competitive Pressures	Global competition and increasingly cost-sensitive customers demand lower-cost and more responsive business and professional services
Compliance Needs	Regulatory changes and risk management imperatives are driving requirements for compliance to be built into work processes
Human Resources Constraints	A limited supply of qualified personnel and increased employee turnover are creating needs to reduce the costs of training and re-training

Customers need help with general productivity improvements as well as support in achieving their specific professional objectives

General Productivity Needs

- Streamline my internal business processes
- Make my support staff more productive
- Deliver solutions that work with my current systems
- Facilitate routine interactions with my suppliers, partners, customers, and regulators

Profession-Specific Objectives

- Let me focus more on delivering high-value services and less on cost-driven services
- Keep me current on relevant market and regulatory changes
- Help me manage risk for my employer and clients
- Help me develop my practice



A workflow solution facilitates a set of tasks performed by a person, group, organization, or system to complete a given procedure

- Workflow solutions facilitate user, organization, or industry productivity
 - Integrate multiple functions or applications
 - Help assign, track, notify, review, comply
 - Deliver the right content at the right place and time, in the right form



The value of content and applications increases when they are integrated with customer workflows

Workflow solutions benefit both customers and providers

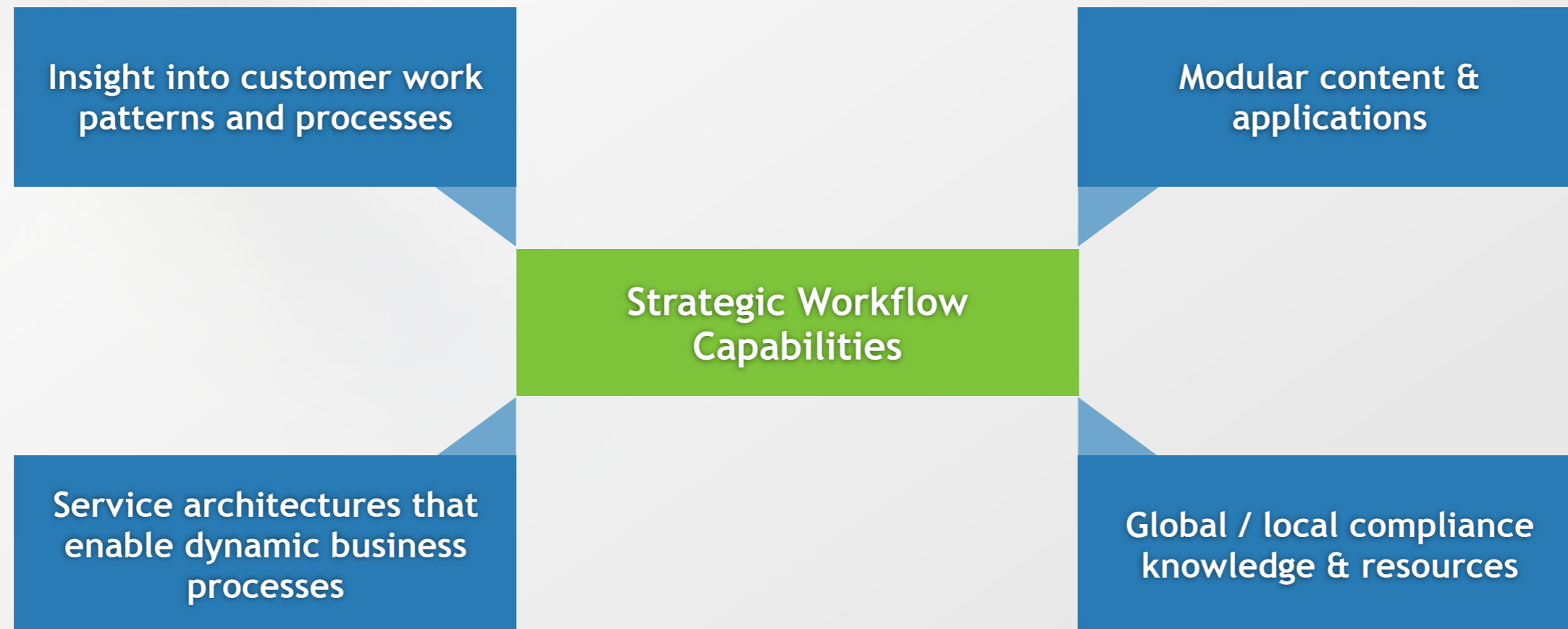
Customer Benefits

- Improved productivity, decision-making
- Built-in compliance
- Reduced errors
- Lower training costs
- Economies of scale

Provider Benefits

- New revenue streams from end-to-end solutions
- Connections to “extended enterprise” partners
- Higher customer switching barriers
- Essential role in customers’ minute to minute activities

Competitive, high-value workflow solutions require technology innovation built on deep knowledge of customer needs and market requirements

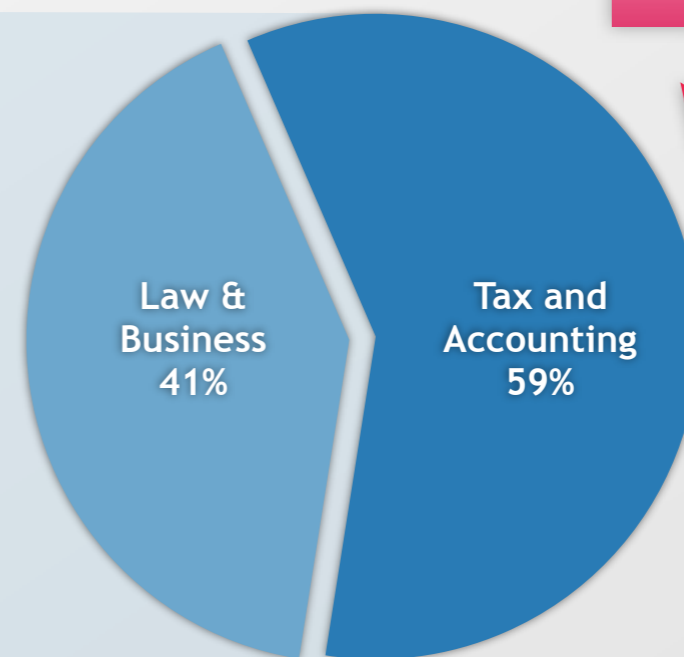
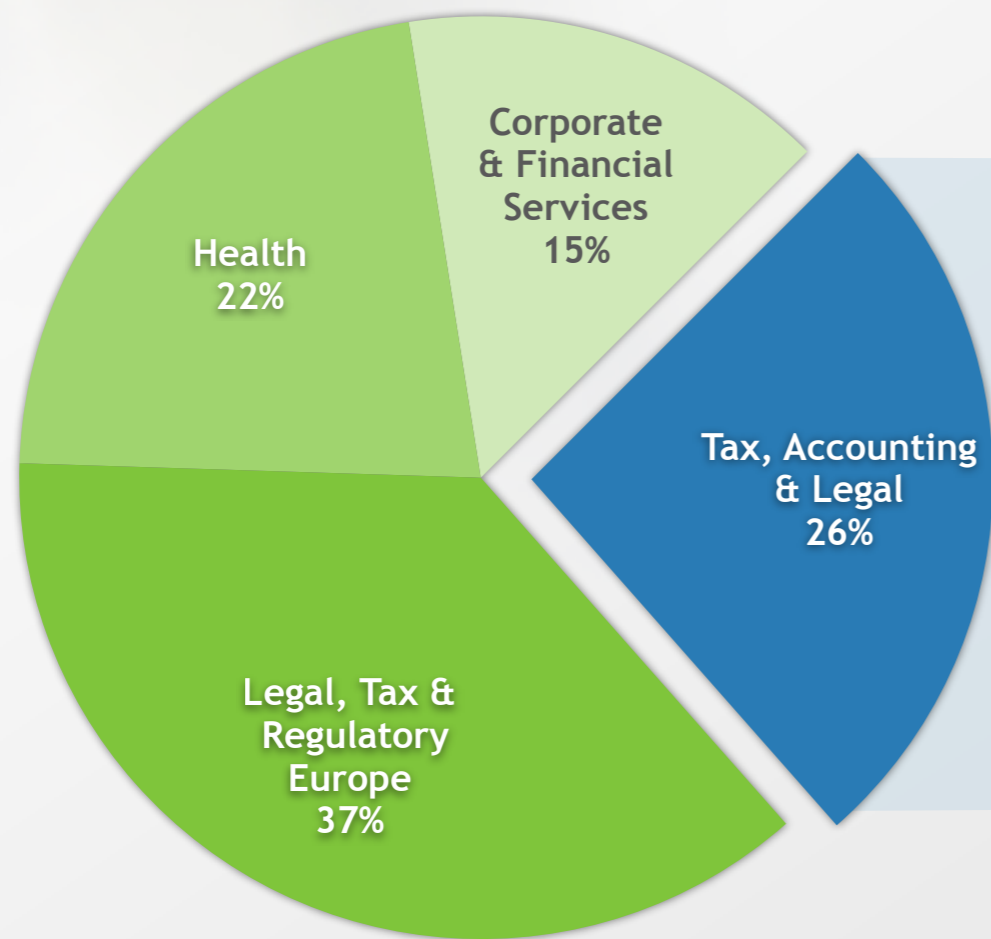


Our vision is to improve our customers' productivity and competitiveness by facilitating more of their organizational and professional workflows

Organizational Workflows	Professional Workflows
Business transactions	Client development
Compliance monitoring	Client management
Customer/partner integration	Case management
Industry solutions	Practice management
Wolters Kluwer Services	
Wolters Kluwer Content	
Wolters Kluwer Software	

ProSystem fx - A Case Study in Workflow Solutions

2007 Revenue: €3,413 million

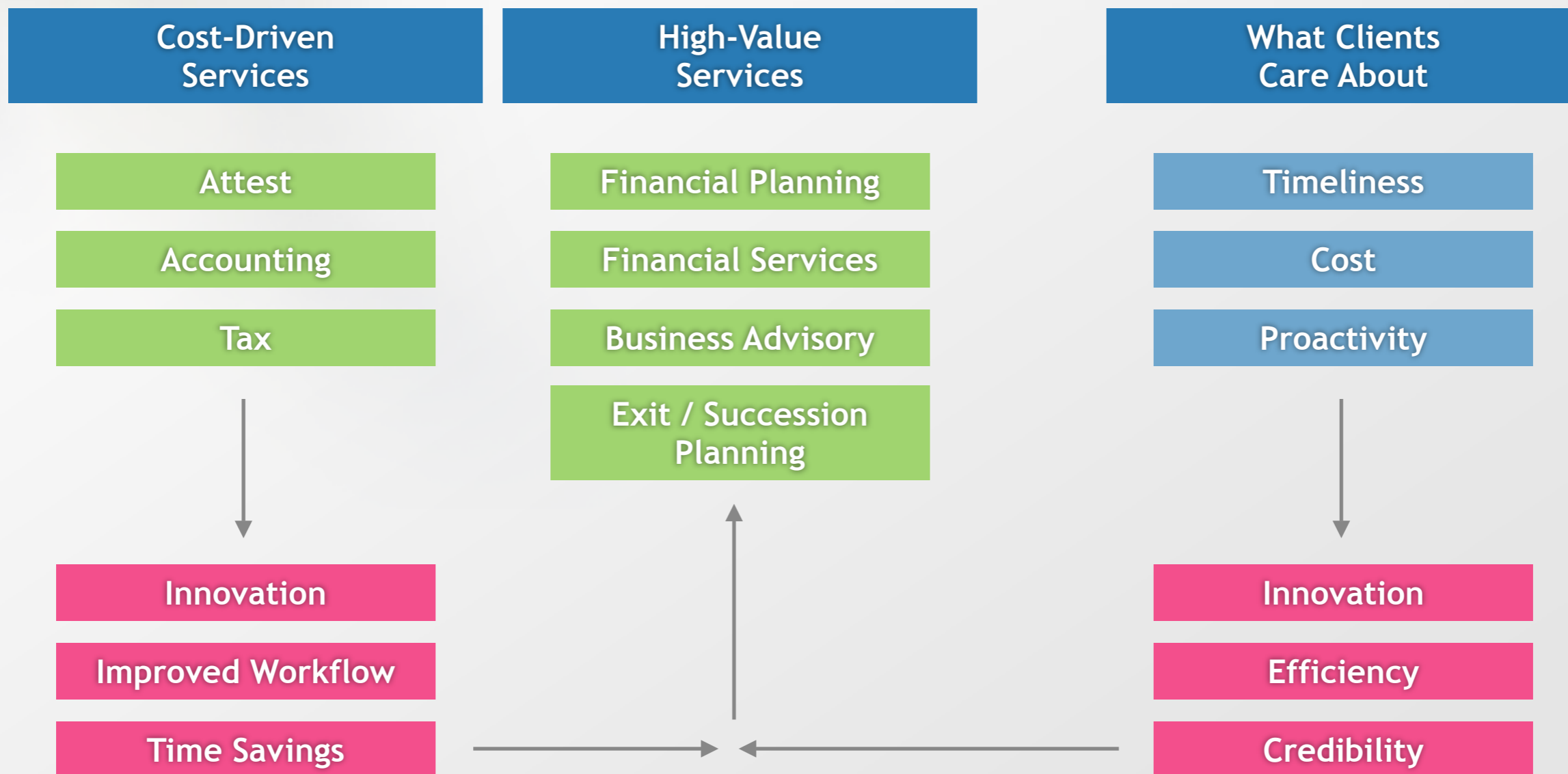


ProSystem fx

In our CCH Tax and Accounting business, the starting point is our customer, aligned with our family of research and software solutions

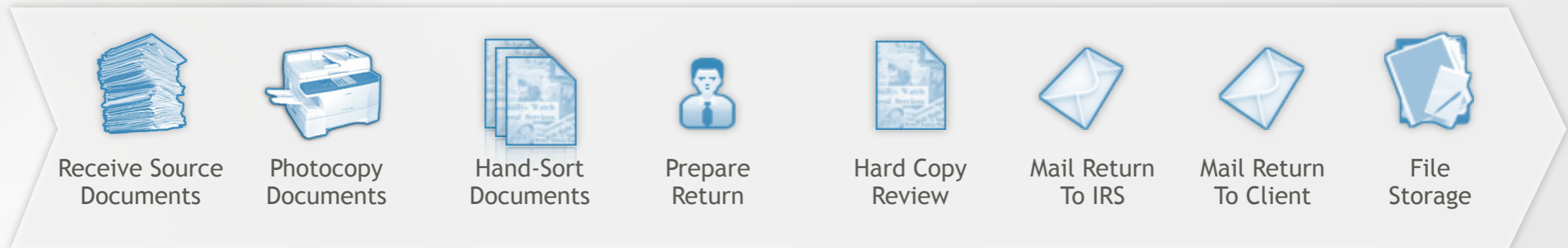


Tax professionals want efficiencies that enable them to focus on high value services for their clients



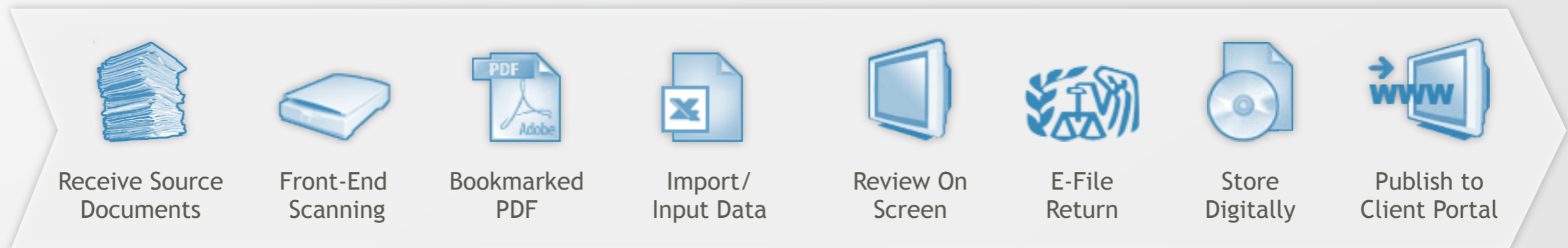
Our ProSystem *fx* product line continues to transform professionals' workflow from manual to highly automated processes

Previous Workflow



Manual

Transformed Workflow



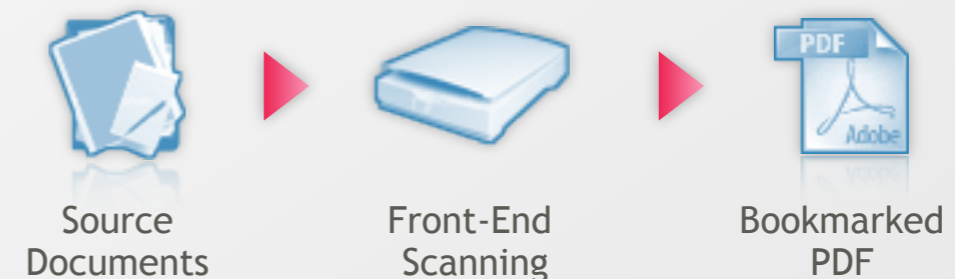
Manual

Facilitated

The recent extension of our document scanning functionality exemplifies ongoing innovation to improve customer productivity

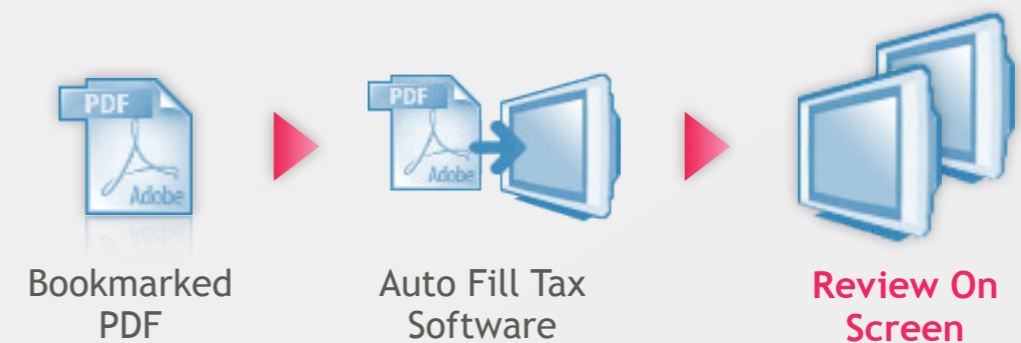
Recent Innovation:
ProSystem “Scan”

- Introduced in 2005
- Scans source tax documents (1099s, K-1s, investments, etc.)
- Automatically identifies source documents and creates bookmarked PDF



Latest Workflow innovation:
ProSystem “Autoflow”

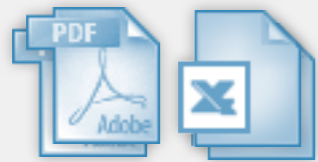
- Scanned source documents **automatically populate** CCH tax preparation software using OCR technology
- Minimizes the need to enter data manually and creates an audit trail



CCH is pioneering “paperless” technologies in the CPA profession that support workflow productivity enhancements

Ongoing Innovations: **ProSystem Document**

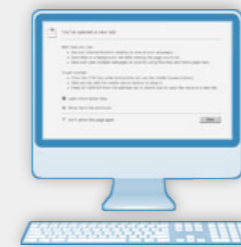
- Introduced in 2004
- Supports search, share, archive, retrieve, permissioning, collaboration, edit, notification, rules based purging
- Integrates with CCH and third party applications like Outlook, Excel, Word, QuickBooks
- Deployed in an enterprise or software as a service environment



Digital Documents



ProSystem Document



Client Portal

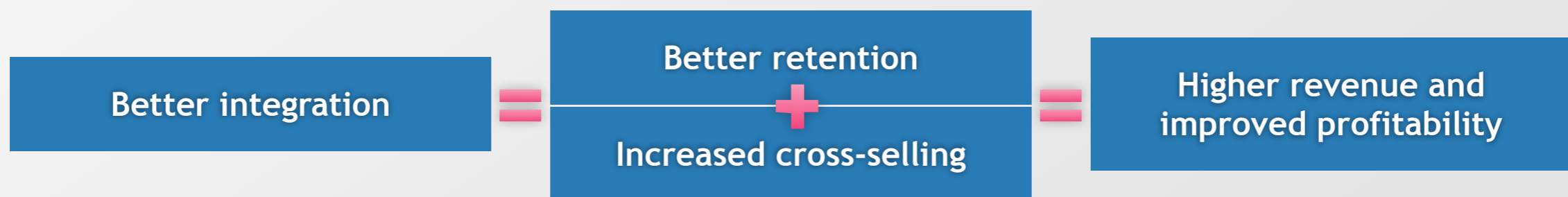
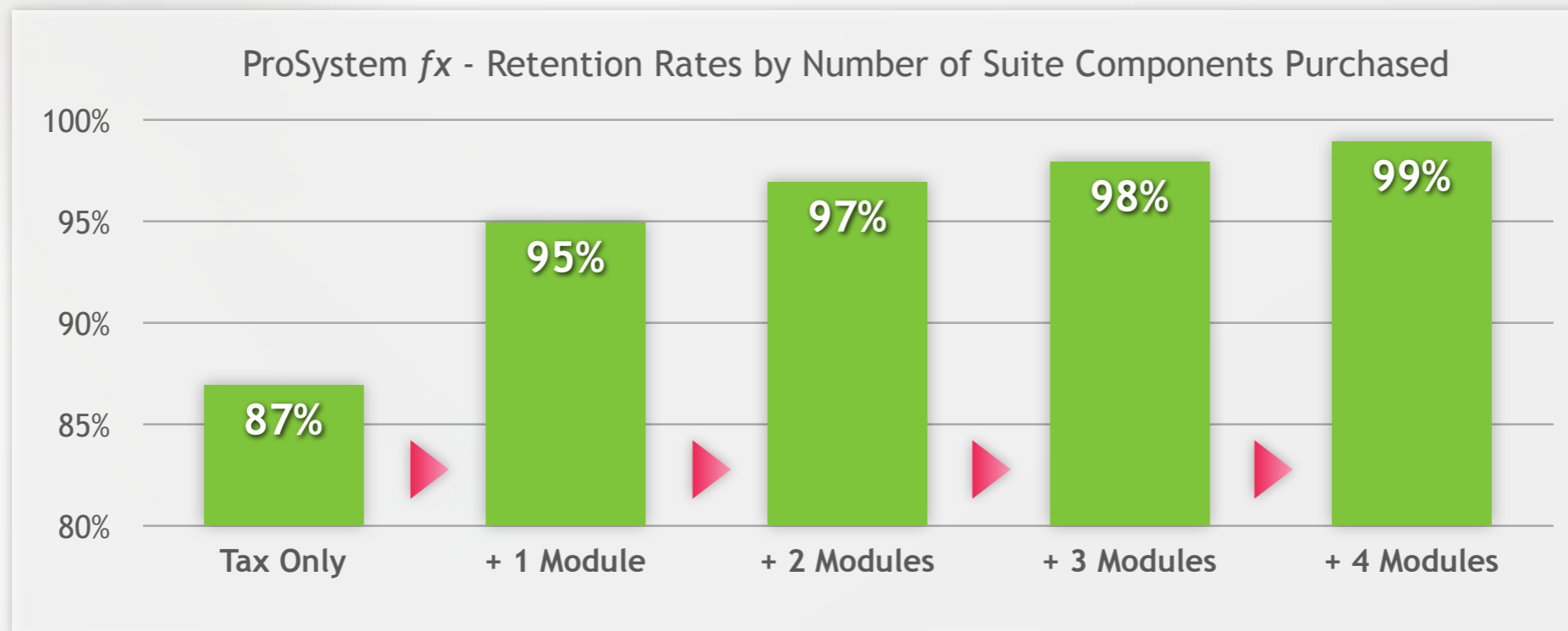
2008
CODiE Award in
the category of Best
Document
Management
Solution

Software & Information
Industry Association (SIIA)

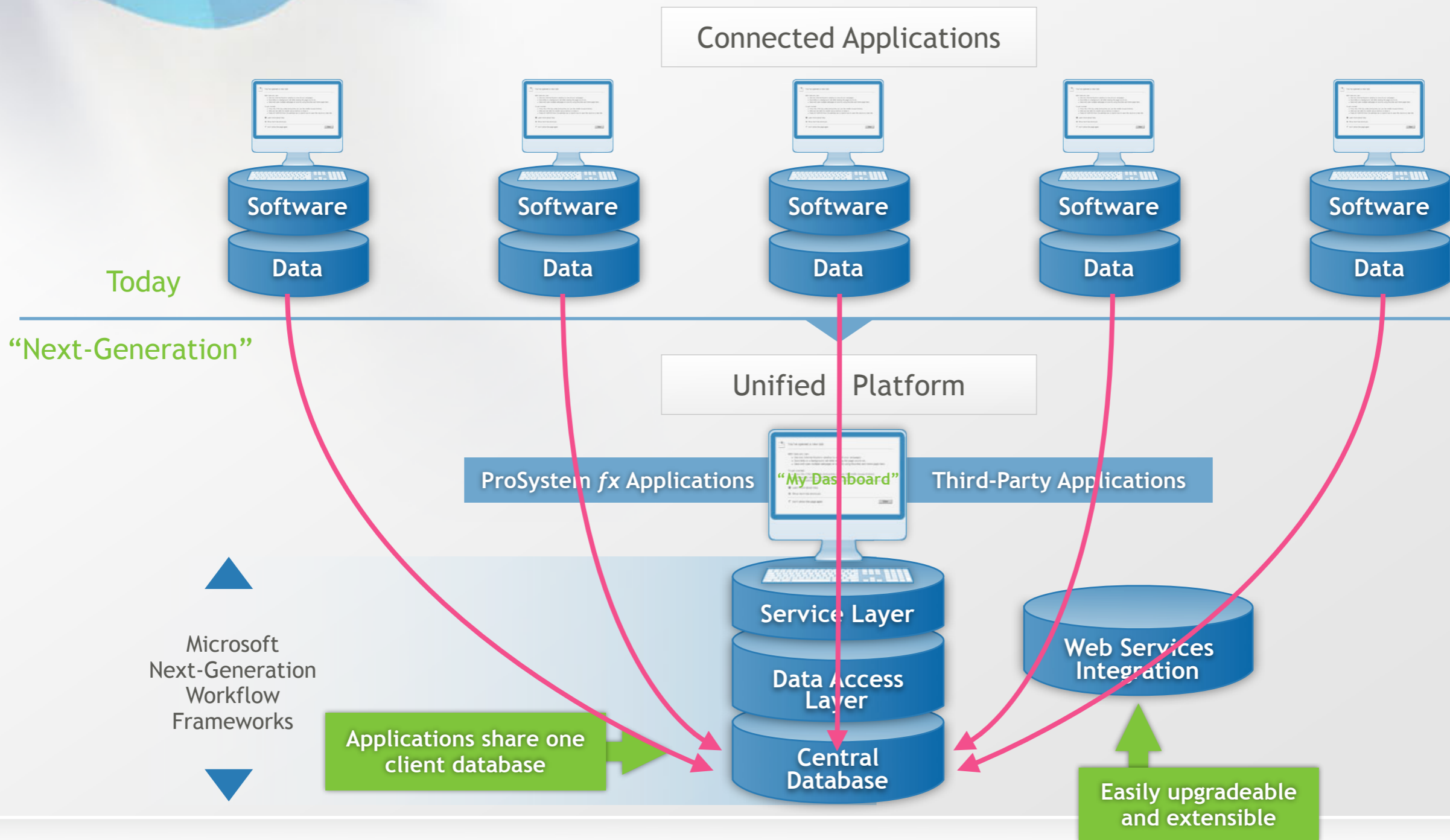
2008
Tax and Accounting
Technology
Innovation Award

The CPA Technology
Advisor

Workflow solutions grow revenue by improving customer retention and cross-selling opportunities



Our “Next-Generation” architecture will support unprecedented integration of applications within professional workflows



The higher level of integration enabled by our Next-Generation architecture strongly benefits customers and Wolters Kluwer alike

Customer Benefits

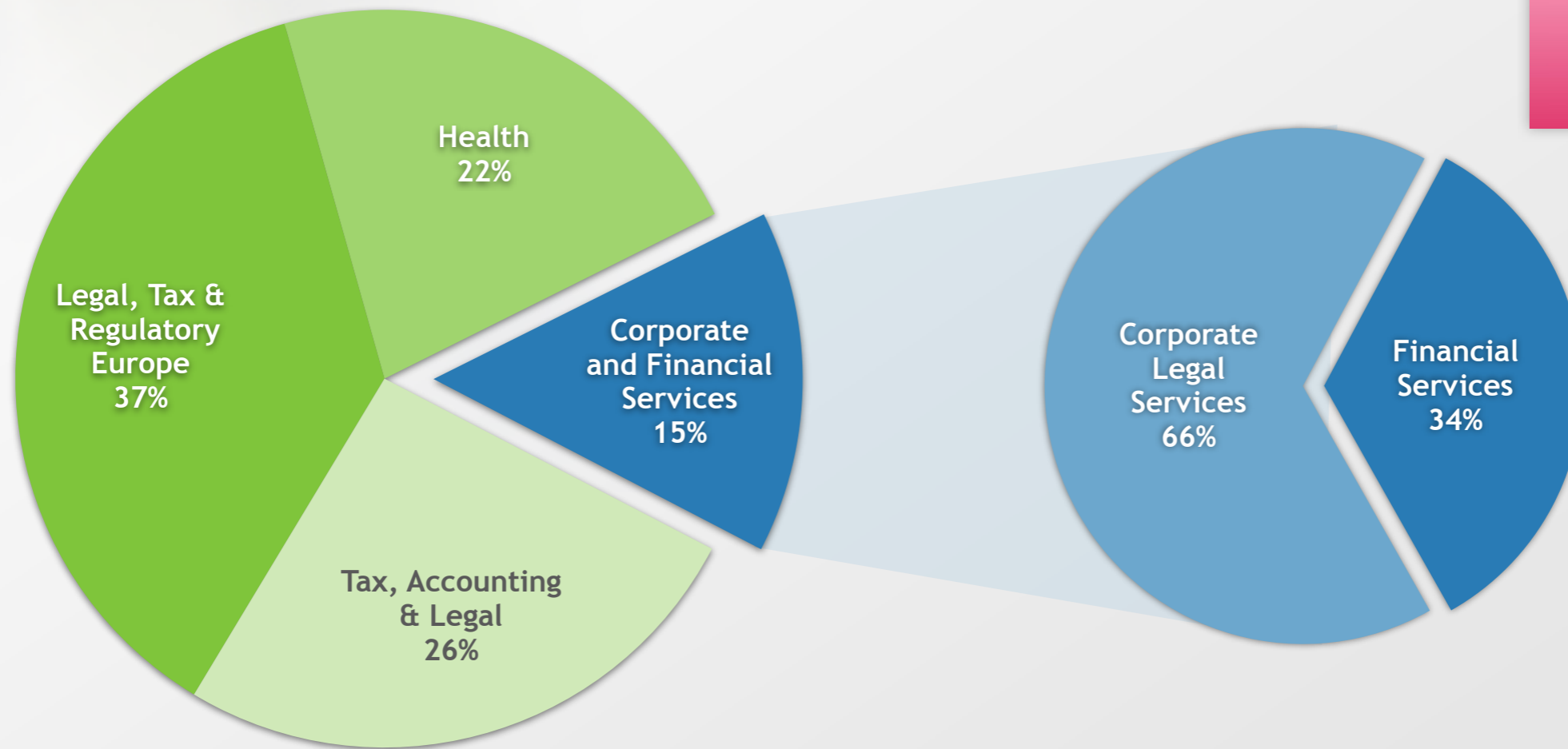
- Role-based dashboards
- Real-time collaboration
- Enter client information once
- Tax law changes reflected across all applications
- Extensible to third party services
- Seamless access to other Wolters Kluwer products and services

Benefits to Wolters Kluwer

- Extension of premium market positioning
- Higher competitive barriers
- Easy integration with existing and new Wolters Kluwer products and services
- Greater scalability of applications

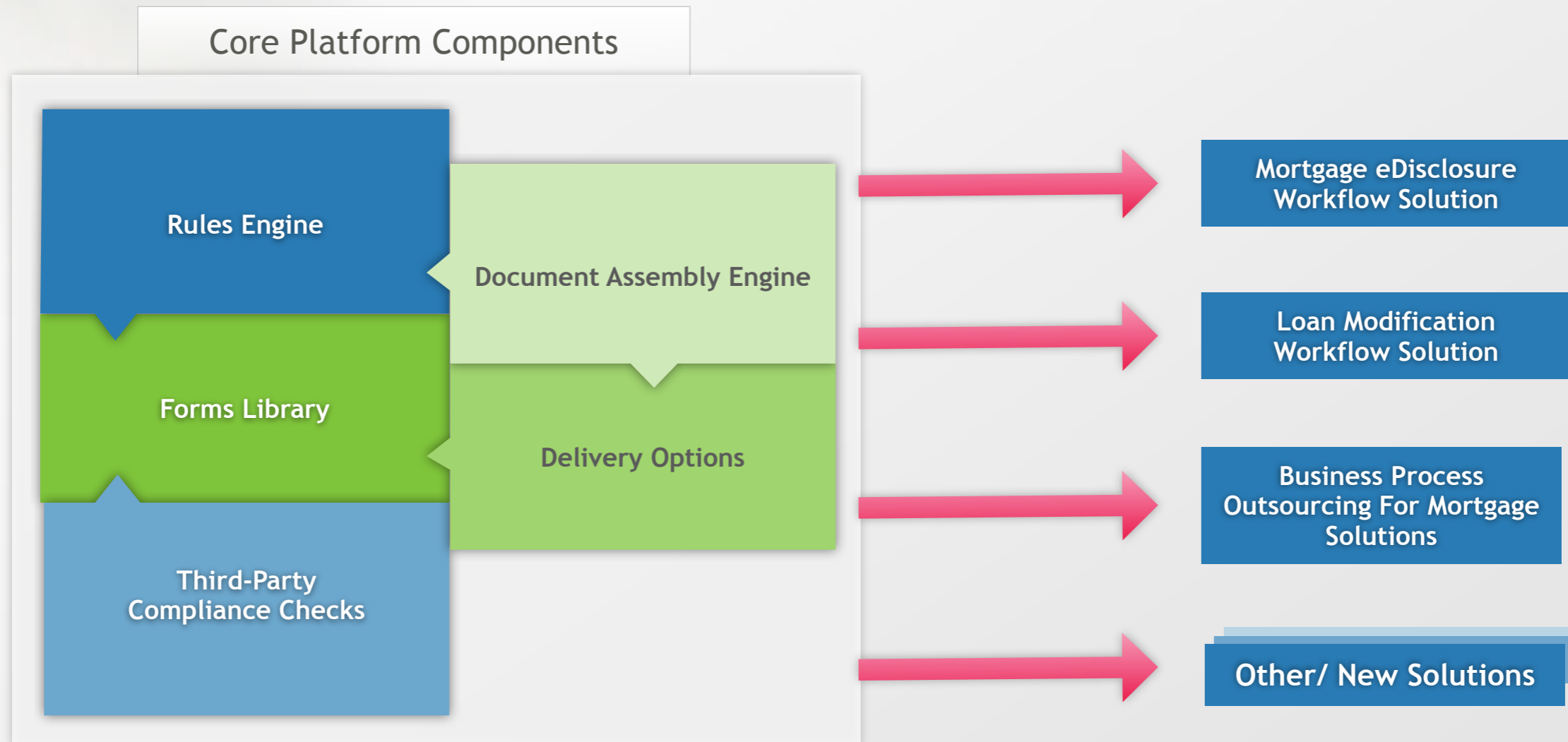
Disclosure Manager - A Case Study in Workflow Solutions

2007 Revenue: €3,413 million

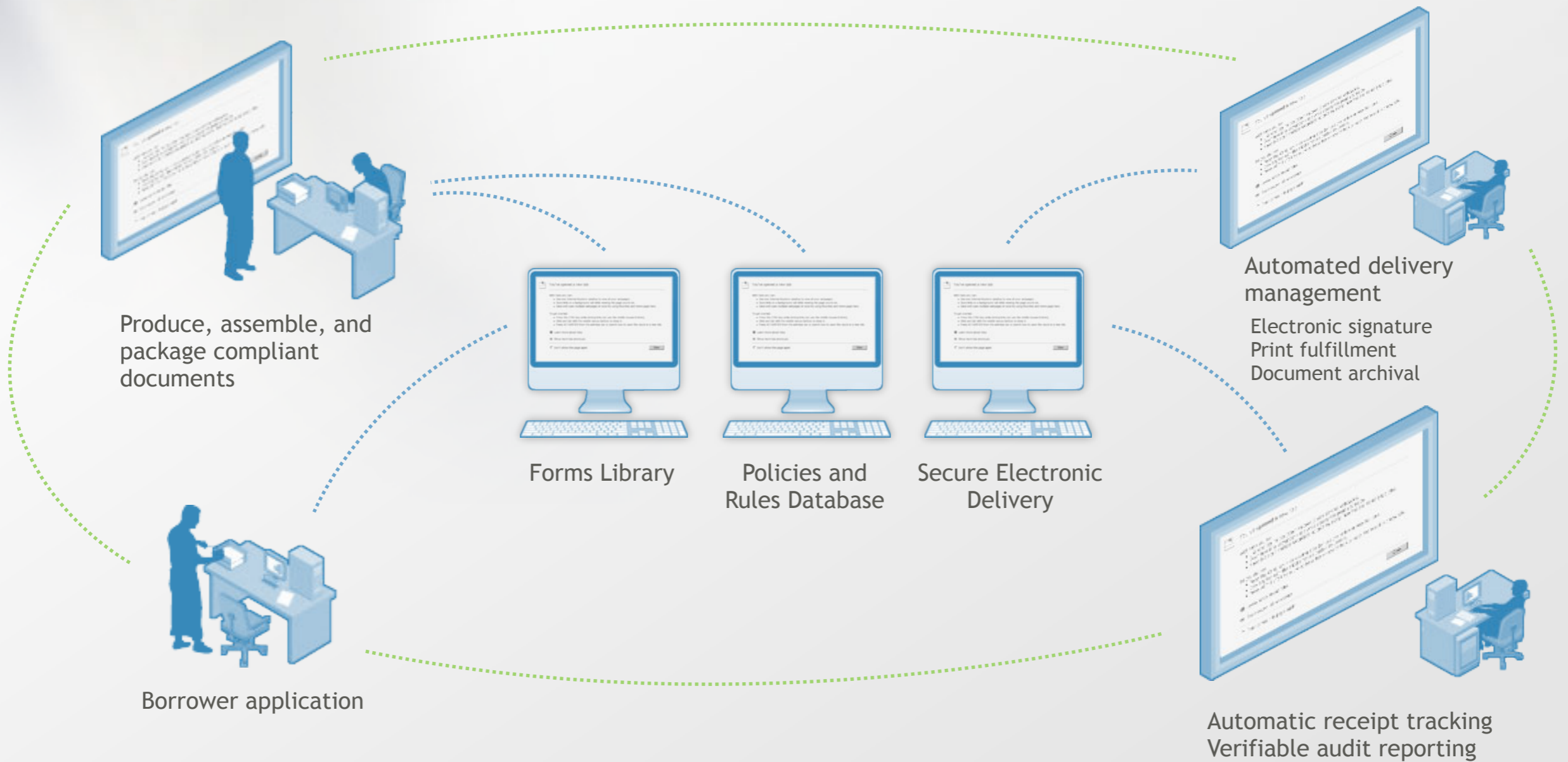


Disclosure Manager

Wolters Kluwer Financial Services is leveraging core workflow platforms, assets, and services to develop a growing family of customer solutions

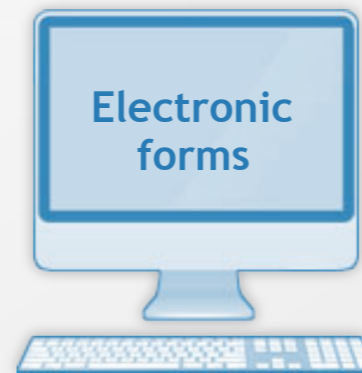
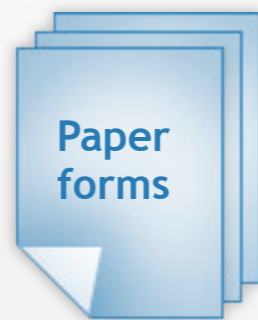


A workflow solution built with our core components, Disclosure Manager, automates the process of providing mortgage application disclosures

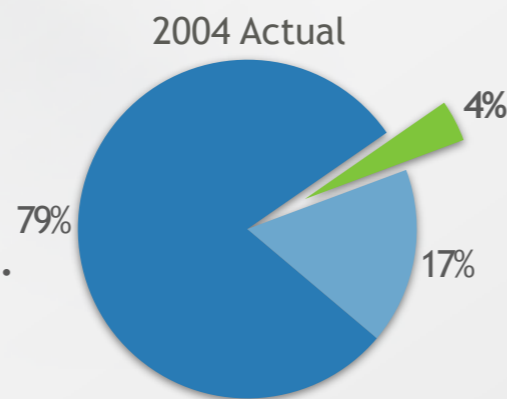


Our Mortgage Solutions business provides a case study in transforming a business by evolving new workflow solutions

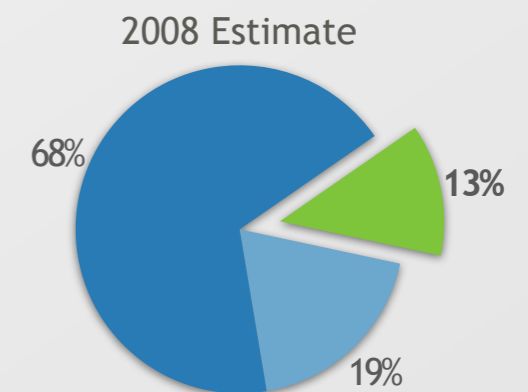
Evolving higher value solutions...



...help open new revenue opportunities...



- Integrated compliance solutions
- Document and compliance services
- Compliance content



...and enable entry into new markets



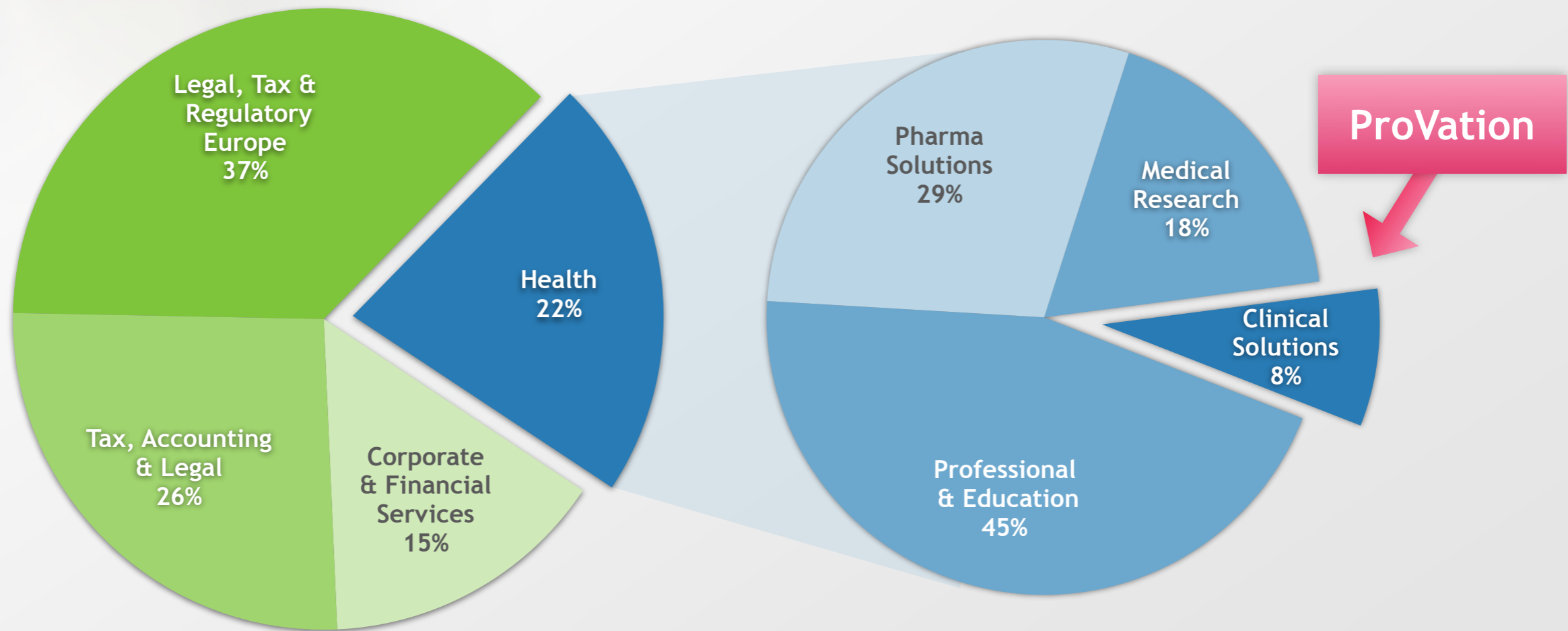
Community Banks



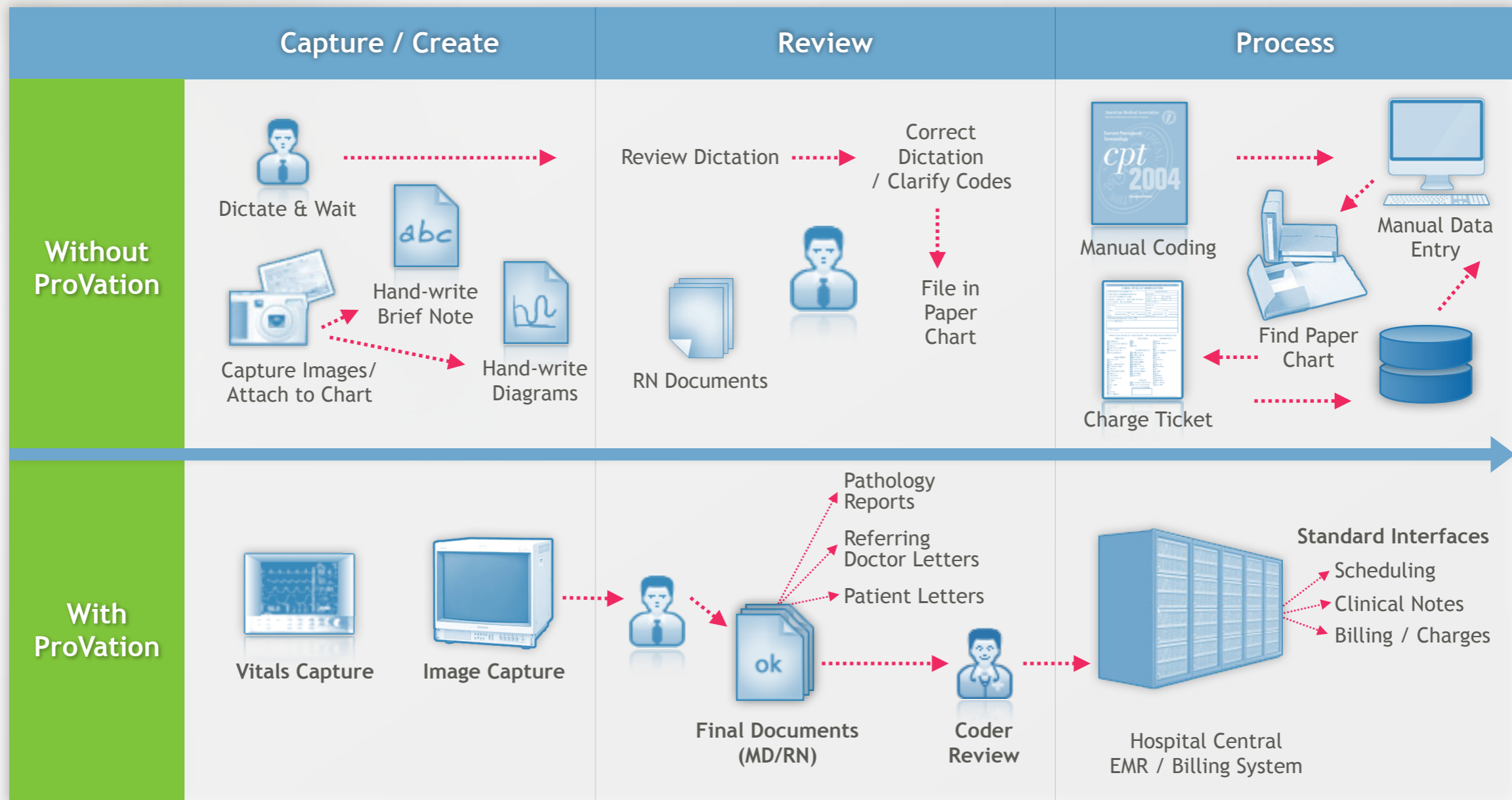
Major Financial Services Companies

ProVation - A Case Study in Workflow Solutions

2007 Revenue: €3,413 million



ProVation streamlines medical procedure documentation and coding with highly automated processes



ProVation's workflow innovations benefit hospitals, practitioners, clinicians, and patients alike

Quantitative (ROI) Benefits

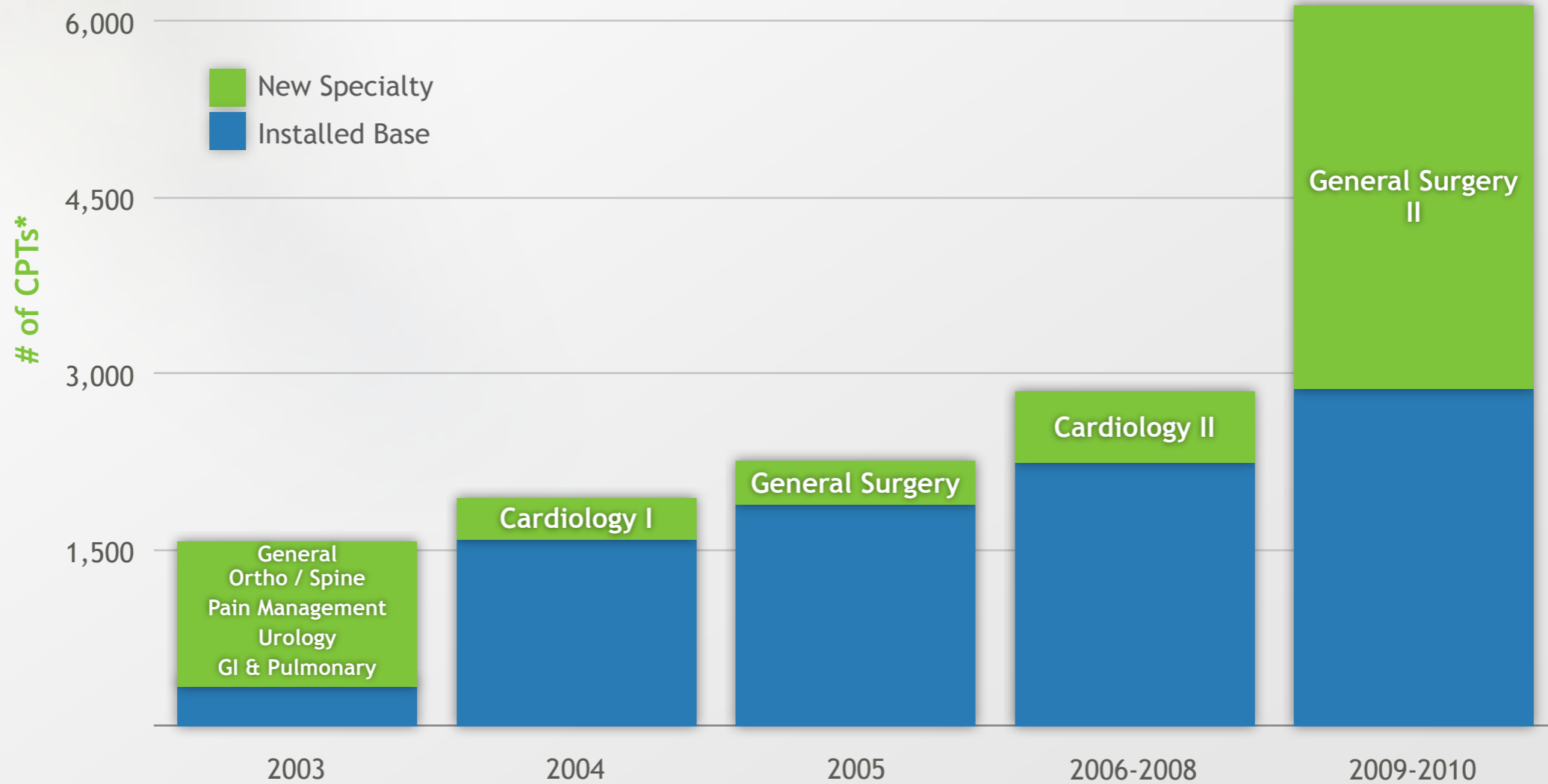
- Reduced Costs
 - Dictation/ Transcription/ Image
 - Printing expenses eliminated
- Revenue Recovery
 - Correct coding
 - Accelerated billing
- Revenue Throughput
 - Increased procedure volume with the same resources

Qualitative Benefits

- Regulatory Compliance
- Value-Added Documents
 - Referring MD letters
 - Pathology reports
 - Patient letters
- Reporting: Productivity Management Tool
 - 80 standard value-add reports
- Research Database Tool
 - Clinical decision support

The steady growth in ProVation's breadth of coverage is expected to accelerate in the next two years

Growth of ProVation Specialties Coverage



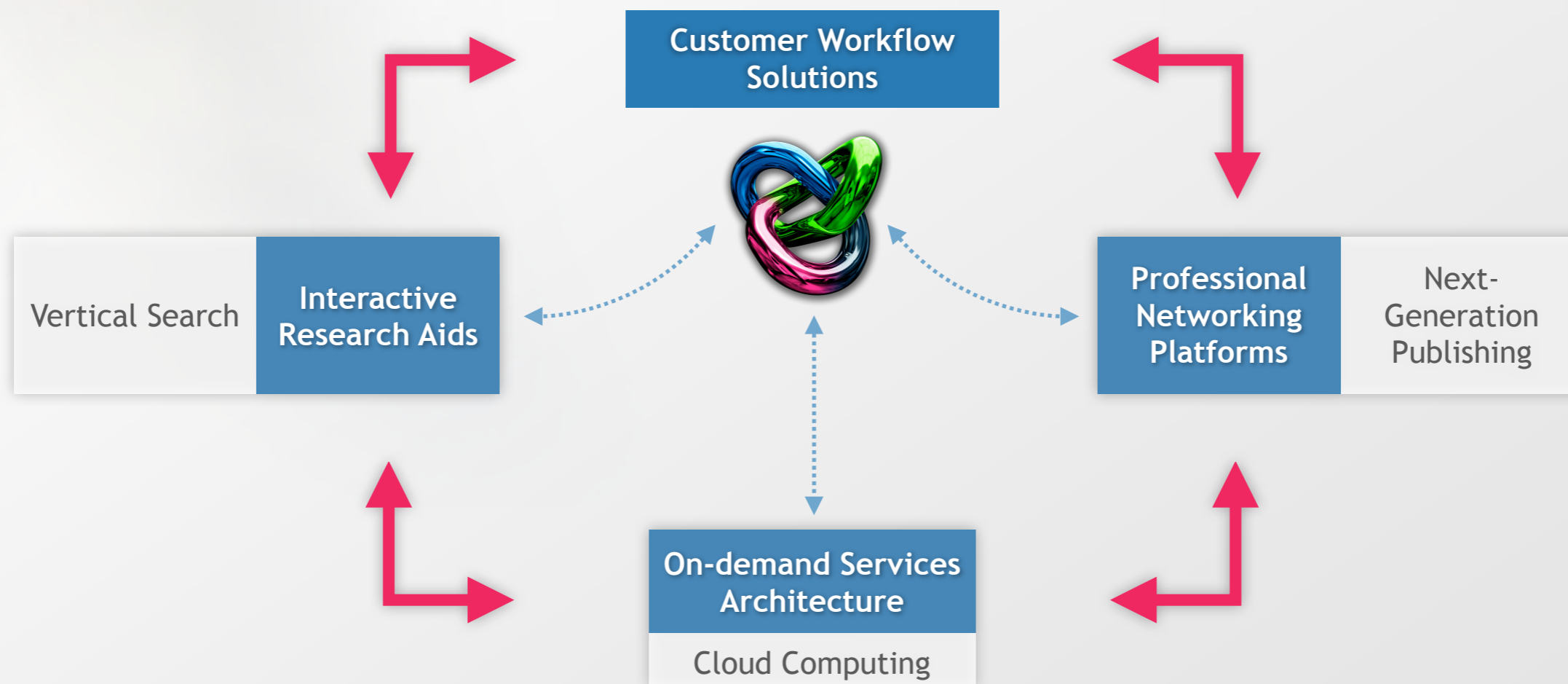
*Current Procedural Terminology codes



A combination of key advantages will enable Wolters Kluwer to maintain leadership in workflow solutions for its markets

Wolters Kluwer Competitive Advantages	
Customer Insight	Unique knowledge of customer needs and business processes
Content Resources	Extensive digital libraries of forms, regulations, reference data, and other compliance-related content
Applications Resources	Ecosystems of complementary analytic and document management applications
Technical Agility	Flexible, open, best-of-breed approach to technology and services partnerships

Over time our workflow solutions will become increasingly integrated with other areas of innovation in our businesses





Questions?