

# AWD<sup>®</sup> Fact Sheet

## General Information

AWD<sup>®</sup> (Automated Work Distributor<sup>™</sup>) is a comprehensive business process management (BPM) solution offering extended enterprise support, streamlined processes, integrated application systems and providing real-time business intelligence for banking, brokerage, mortgage, healthcare, insurance, mutual funds, and video/broadband clients. AWD is a product of DST Technologies, Inc., a wholly owned subsidiary of DST Systems, Inc.

## Solution Features

- Comprehensive BPM, imaging, workflow, and customer management solution
- Extended enterprise support and multi-channel capture suite
- Rules-driven work distribution and straight-through processing engine
- Role-based user interfaces, including an integrated customer service desktop
- Seamless application systems integration
- Integrated reporting subsystem
- Easy-to-use graphical administration
- Infrastructure outsourcing/ASP and business process outsourcing

## Solution Benefits

- Improves productivity and reduces costs by offloading manual activities to automated agents
- Provides organizations with a 360-degree, real-time view of their business processes with robust business intelligence and process analysis tools
- Provides extended enterprise support across all communications channels and extends BPM to real-time interactions with an integrated customer service interface

## Worldwide Office Locations

Australia, Canada, Hong Kong, Japan, New Zealand, South Africa, United Kingdom, United States

## Other AWD Facts

- Over 400 customers worldwide
- Over 118,000 licensed users

*Automated Work Distributor<sup>®</sup>, AWD<sup>®</sup>* referred to in this document are included among the Company's trademarks and service marks. Any other brand, service or product names or marks referred to in this Report are trademarks or services marks, registered or otherwise, of their respective holders.