

### Description

AWD (Automated Work Distributor<sup>™</sup>) is a comprehensive business process management (BPM) solution offering extended enterprise support, streamlining processes, integrating 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

- AWD – Comprehensive business process management, 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

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DST Technologies, Inc. is a wholly owned subsidiary of DST Systems, Inc. Through sophisticated information processing and computer software services and products, both companies help clients improve productivity, increase efficiencies, and provide higher levels of customer service. Clients in a variety of industries, including mutual funds, brokerage healthcare, insurance, and video/broadband are using AWD to help reduce the cost of operations while increasing the speed and accuracy of transaction processing and customer service through business process

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