

# AWD<sup>®</sup> 3.0

AWD 3.0 (Automated Work Distributor™) leverages production-proven solutions with enhanced functionality and increased scalability to expand support for all facets of business process management:

- Extended enterprise support
- Intuitive user interfaces
- Business monitoring and reporting
- Seamless systems integration
- Easy-to-use graphical administration

## Extended Enterprise Support

AWD provides extended enterprise support to capture and monitor all interactions from customers, brokers, agents, vendors, and other third-party systems.

Tight integration between AWD's capture suite and business rules engine reduces implementation costs and ensures that all transactions are processed consistently:

- Improving productivity and reducing operating costs by offloading manual, redundant activities to automated agents and focusing people on more complex, subjective tasks
- Providing organizations with a comprehensive, real-time view of their business processes
- Providing consistent service across all communications channels, with scanning, electronic receipt of faxes, e-mail integration, Web interfaces, import of electronic transactions (EDI, XML, etc.), and call center interactions

## Intuitive User Interfaces

AWD is easy to deploy and natural to use with intuitive, browser-based presentation options to support the various needs of users across an enterprise.

Each interface is designed to give specific users secure access to the information that is most meaningful for their processing and decision-making.

- AWD's interface for knowledge workers, or traditional, "heads-down" processors, is easy to set up and navigate, with an optional inbox to push work based on skill sets, certifications, view privileges or workloads.
- AWD's business intelligence (BI) interface for management or operations supervisors integrates with robust reporting tools. With this intuitive BI "dashboard," AWD enables operations supervisors to own the processing and reassign/redirect work as necessary.
- AWD's interface for relationship managers and executives provides dynamic views into operations across teams, business areas, and the enterprise. This includes the tools to manage processing rules such as security and compliance management and processing turnaround time that govern some group-based transactions (401(k) plans, group life insurance, health claims, etc).

AWD also offers an integrated customer service interface to extend business process management to real-time customer interactions. AWD's interface can also be customized to accommodate remote access or work-at-home capabilities.

## Business Monitoring and Reporting

AWD enables users to measure overall process efficiency and quickly respond to changes in volatile business environments. AWD provides several layers of technology to give you unprecedented visibility to critical business performance information.



333 W. 11th Street  
Kansas City, MO 64105  
888.DST.INFO  
[www.dstsystems.com](http://www.dstsystems.com)

## Multi-Layer BI Architecture

- **Interaction Layer:** “Dashboard” view into processing activities across the enterprise
- **Analysis Layer:** Defined activities to be monitored and data to be viewed
- **Database Layer:** Integration capabilities from virtually any application via XML-based architecture
- **Event Observation Layer:** Operational data from AWD and other applications
- **Administrative Layer:** Access to the monitoring functions

## Seamless Systems Integration

AWD’s connector-based integration strategy allows customers to leverage their investment in EAI tools or other integration methods.

AWD’s open architecture provides predefined adapters that facilitate integration at multiple levels, including macro-level business processes and user desktops. Linking these integration points into the process administration component allows users to manage data integration as part of the overall business process.

AWD also offers expanded business entities, which allow a more flexible approach to defining index fields for quick searches. With this feature, large enterprises can implement multiple business lines, each with its own searchable data fields on a single AWD database.

## Multi-Platform Support

AWD’s architectural design provides a high degree of flexibility and ensures high reliability. AWD implementations range from a single-server/single-image footprint (vertically scalable) to a multi-server complex with load balancing (horizontally scalable). AWD architecture supports large-scale implementations through horizontal scalability and provides high availability through real-time fail-over.

To fit the needs of individual technology environments, AWD also offers multiple platform support, including:

Platform	Database
Microsoft® Windows® NT/2000	Oracle® 8i Microsoft SQLServer
Sun® Solaris™	Oracle 8i
IBM® iSeries™	IBM UDB for the iSeries
Linux/IBM Mainframe (zSeries™)	IBM UDB (DB/2)

## Graphical Administration

AWD’s graphical administration component eliminates the need for extensive programming to adjust processes. Business users can define process flows with graphical administration components in a highly visual format, making it easier to envision the business requirements for each logical step in the process.

The graphical administration tool can be used to model processes offline or to adjust them in real time.

## More about AWD

AWD from DST Technologies, Inc., is a comprehensive business process management (BPM) solution. DST Technologies is a wholly owned subsidiary of DST Systems, Inc. AWD supports organizations in a variety of industries including banking, healthcare, mortgage, brokerage, insurance, mutual funds, investment management, and video/broadband. For more information, call (888) DST-INFO, e-mail [awdinfo@dstsystems.com](mailto:awdinfo@dstsystems.com), or visit [www.awdbpm.com](http://www.awdbpm.com).