

AWD[®] AWD/Business Intelligence[™]

With DST's Automated Work Distributor[™] (AWD), you can measure your overall process efficiency and quickly respond to changes in volatile business environments. AWD is a comprehensive business process management (BPM) solution, with a robust business monitoring tool to give unprecedented visibility to critical business performance information: AWD/Business Intelligence[™].

AWD/Business Intelligence arms management with the necessary process data to help improve business performance and create positive, measurable results. AWD/Business Intelligence allows you to effectively monitor real-time processing activity throughout a business day.

You can also scrutinize business performance by analyzing quality and productivity metrics. By providing both real-time and historical workflow information, AWD/Business Intelligence offers "actionable" intelligence that is correct, concise, and meaningful for decision-making.

AWD/Business Intelligence Architecture

Built on an event-based architecture, AWD/Business Intelligence provides accurate and reliable report data. Each time a predefined action occurs during processing, such as Create Work, Update Work, or Suspend Work, AWD/Business Intelligence captures all of the AWD and line-of-business information related to the event.

A mapping process translates and optimizes AWD workflow data. This process inserts de-normalized data into the AWD/Business Intelligence reporting database. The frequency at which you initiate the mapping process determines how close to real time your report data is.

An Extraction, Transformation, and Load (ETL) process reads reporting database records and generates data especially designed for trend analysis. This data can be staged if used as a feed to your reporting database.

J/E

AWD/Business Intelligence Client

The AWD/Business Intelligence Client is a graphical user interface (GUI) and provides standard work management queries. Supervisors and managers can monitor daily operations and make more informed decisions regarding their resource allocations and current workloads.

The AWD/Business Intelligence Client also provides quality and productivity metrics to help you measure how well work is performed.

The data within the AWD/Business Intelligence database can be accessed by a variety of querying and report tools. Because these tables are separate from the operational database, you can query the report data without impacting the performance of daily operations. Using this historical data, you can create queries that compare quality and productivity ratings by day-of-week and hour-of-day.

Adapter Options

AWD/Business Intelligence's open architecture enables customer-specific business reporting needs. Using the proprietary ETL process, AWD/Business Intelligence supports data warehousing. AWD/Business Intelligence can also serve as a data feed to an enterprise reporting database, analytic application, or workforce management system.

For more information about AWD/Business Intelligence and other AWD products, contact us at (888) DST-INFO, or visit our Web site at www.dstawd.com.



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AWD/Business Intelligence Processing Scenario

