

AWD[®] Automated Work Distributor[™]

AWD from DST Systems, Inc., is a powerful business process management, imaging, workflow, and customer management solution, offering a convergent view of each customer across multiple application systems. AWD has been implemented in a wide variety of industries including banking/brokerage, mutual funds, insurance, healthcare, and video/broadband to:

- Drive efficiency
- Enhance customer service
- Deliver tangible return on investment.

AWD eliminates paper-based processing by capturing all customer communication at the point of contact. Using a set of pre-defined business rules, AWD automatically works through processing steps or delivers more complex work to transaction processors.

AWD's open architecture and integration technology enable it to automatically update other business application systems, ensuring the right people across your enterprise have the right information to satisfy customer requests.

Automation Answers

Leveraging technology such as straight-through automation, task management, and intelligent character recognition, AWD can automate all or portions of tasks that do not require knowledge workers – generating tremendous savings in time and money.

Customer Service Solutions

AWD's premier customer service desktop utilizes best-of-breed computer telephony integration (CTI), integrated digital call recording, intelligent call routing, and integration with line-of-business systems. This desktop approach provides customer service representatives (CSRs) with all the tools and information required to complete customer requests during the first call. In addition, CSRs are provided with automated scripting information to maximize cross-selling opportunities.

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E-Commerce Connections

AWD can automatically integrate Internet and e-mail transactions into the workflow. Web chat sessions and Web callback requests can trigger work events and can be logged as permanent, instantly retrievable customer records. In addition, AWD's thin client interface enables workflow users to perform and generate work from remote locations.

Mission-Critical Work Management Solutions

AWD is a proven workflow solution, used extensively in high-volume operations and call center environments. Priority-driven work delivery and user-controlled business rules provide integrated task management and support for back-office and call center users through an easily customized graphical user interface or thin client application.

Why DST?

What makes DST unique among business process management vendors? We use AWD in our own processing and call center operations.

DST and its subsidiaries employ thousands of associates who use AWD products to service our customers. Because we're in the information management business, we know what's best for ultimate performance and efficiency. Creating revolutionary technology and applying our own solutions – DST is uniquely qualified to meet your needs.

For more information on AWD products, call us at (888) DST-INFO, e-mail awdinfo@dstsystems.com, or visit our Web site at www.dstsystems.com.



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