

AWD[®]

AWD/RIP[®]

The Automated Work Distributor™ (AWD[®]) is DST's comprehensive business process management (BPM) solution. AWD expands enterprise support by capturing work from multiple communication channels, including paper, fax, phone, e-mail, Web interactions, and electronic transactions (EDI, XML, etc.).

As part of the AWD product suite, AWD/RIP[®] accepts electronic data and enables organizations to:

- Integrate e-mail, EDI, or other electronic data into AWD work processes.
- Reduce operations costs of printing reports from one computer system and then scanning them into AWD.
- Reduce input service time.

AWD/RIP automatically extracts information from import files and creates AWD work objects to initiate a new work process or combine the new work with existing work objects in cases or folders.

Data can originate from a variety of input types, including:

- Data and report output from mainframe host systems
- Electronic data feeds
- Internet or intranet e-mail
- Images from an external lock box operation
- Data from other line-of-business operations
- Electronic reports from agencies or service bureaus
- Information from electronic networks such as SWIFT

A definition file for each type of input is established on the AWD/RIP server to identify the input and desired output. AWD/RIP ensures data integrity by importing data in native file formats.

Each import file's Report Definition File contains options for users to specify whether to create cases, folders, source objects, work objects, or any combination of the four.

Exit Processing

AWD/RIP allows user-defined Java classes to perform custom parsing of nonparameterized import files. This integration point parses the import file to identify any indexing required and returns the indexing data to AWD/RIP for storage in AWD.

Supported Formats

AWD/RIP has native support for MO:DCA, TIFF (single and multi-page), and ASCII file formats. Other formats can be implemented as needed, using AWD/RIP's APIs. For example, AWD/RIP can take ASCII text from a report and merge that data with a TIFF overlay image for storage in AWD.

If you have any questions or need additional information about AWD/RIP or other AWD input solutions, contact us at (888) DST-INFO, or visit our Web site at www.awdbpm.com.



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