

# NEWS RELEASE

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## **DST Technologies and Fair Isaac Combine BPM and Business Rules Technologies**

### **Relationship Integrates DST Technologies Automated Work Distributor™ and Fair Isaac Blaze Advisor for enhanced decision-making**

KANSAS CITY, Mo., October 13, 2003—DST Technologies, Inc., a wholly owned subsidiary of DST Systems, Inc., announced an agreement with Fair Isaac Corporation to combine business process management (BPM) and business rules management technologies for enterprise use.

The new relationship brings together DST's Automated Work Distributor™ (AWD®) solution for BPM, imaging and customer management with the advanced business rules management capabilities of Fair Isaac's Blaze Advisor. The combined software solution offers customers an unsurpassed level of control and management of overall enterprise operations.

"This relationship teams complementary software products that have been proven at hundreds of customer installations," said Bob Puccinelli, AWD marketing director at DST. "Combining the process and work management functionality of AWD with Blaze Advisor's business rules engine gives customers the ability to easily manage and change processes and rules at every level of their operations."

BPM suites bring an enhanced level of exception handling and flexibility to business rules engines (BREs). As the use of BREs has proliferated within companies, rule sets have expanded to require interactions with people and automated processes. Integration between BREs and BPM solutions allows these processes to be handled seamlessly while ensuring that service levels and compliance requirements are not compromised.

"There is a strong trend of combining rules technology and business process management because businesses are demanding better business processes that are also agile and smart," said Jim Sinur, vice president and research area director at Gartner, Inc.

"DST and Fair Isaac are well respected as solution providers in both the financial services and healthcare industries," said Jeffrey Kilbreth, vice president of rules management technology at Fair Isaac. "Combining Blaze Advisor and AWD in healthcare claims processing, for example, allows companies to achieve an even higher level of straight through processing while greatly improving their ability to manage their plan-specific and provider-specific reimbursement rules. They can then manage the exceptions needing human attention using the configurable workflow-based business processes so easily managed with AWD. DST's workflow, image management, and call center operations software combines perfectly with the decision-making capabilities of Fair Isaac's Enterprise Decision Management (EDM) technology."

One of the key benefits of this integration is the control that both AWD and Blaze Advisor give to non-technical business users. AWD includes a graphical administration component to adjust processes without programming.

Users can define process flows and adjust their models in real time. Blaze Advisor complements this business level control with the ability to generate syntax-free rule maintenance applications that let business people adjust and create business rules over the Web with centralized administration of security, versioning, auditing and interface cosmetics.

**About DST Systems, Inc.**

DST Systems, Inc. provides sophisticated information processing and computer software services and products that help clients improve productivity, increase efficiencies, and provide higher levels of customer service. DST Systems is organized domestically and internationally into three operating segments: Financial Services, Customer Management, and Output Solutions. DST Systems operates one of the most advanced data centers in the world, which provides information-processing services to support the products within each operating segment. These products are further enhanced through the integration of DST Systems' advanced technology and e-commerce solutions. For more information on DST Systems, Inc, visit [www.dstsystems.com](http://www.dstsystems.com).

**About DST Technologies, Inc.**

DST Technologies, Inc. is a wholly owned subsidiary of DST Systems, Inc. Through sophisticated information processing and computer software services and products, DST Technologies helps clients improve productivity, increase efficiencies, and provide higher levels of customer service. For clients in a variety of industries, including mutual funds, brokerage healthcare, insurance, and video/broadband, Automated Work Distributor (AWD) has helped reduce the cost of operations while increasing the speed and accuracy of business processing and customer service through business process management technology. For more information about AWD, visit [www.dstawd.com](http://www.dstawd.com).

**About Fair Isaac Corporation**

Fair Isaac Corporation is the preeminent provider of creative analytics that unlock value for people, businesses and industries. The company's predictive modeling, decision analysis, intelligence management, decision management systems and consulting services power more than 25 billion mission-critical customer decisions a year. Founded in 1956, Fair Isaac helps thousands of companies in over 60 countries acquire customers more efficiently, increase customer value, reduce fraud and credit losses, lower operating expenses and enter new markets more profitably. Most leading banks and credit card issuers rely on Fair Isaac solutions, as do insurers, retailers, telecommunications providers, healthcare organizations and government agencies. Through the [www.myFICO.com](http://www.myFICO.com) Web site, consumers use the company's FICO® scores, the standard measure of credit risk, to manage their financial health. For more information on Fair Isaac Blaze Advisor, visit [www.fairisaac.com/rules](http://www.fairisaac.com/rules).

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