

AWD[®]

AWD[®]/Mobile

Business Process Management for Mobile Professionals

Mobile applications have become a necessity for many companies today. From utility workers and first responders to health care workers and mobile sales professionals, the road warriors in many industries are demanding more robust applications from their handheld devices and more real-time access to core application systems.

AWD[®]/Mobile integrates DST's award-winning business process management and customer relationship management capabilities with wireless configuration tools to provide applications that can be rapidly deployed to meet the dynamic business requirements of our customers. Built on the foundation of DST's Automated Work Distributor (AWD), AWD/Mobile wirelessly extends BPM and CRM to mobile professionals, including:

- Salespeople
- Field service technicians
- Financial advisors
- Physicians and other healthcare professionals

AWD/Mobile was designed with a variety of business needs in mind:

Available Devices. AWD/Mobile is designed to operate on a variety of mobile devices, including those running Research in Motion (BlackBerry), Windows Mobile, Windows XP, Windows Tablet Edition, Windows XP Embedded, Palm and Symbian operating systems.

Low Operating Costs. The AWD/Mobile platform uses a store-and-forward feature to enable partial two-way transmissions. This lowers airtime expenses by optimizing network bandwidth and processing power.

For example, if a mobile sales professional turns off her mobile device before boarding a plane while downloading her lead list, the device will retain the first half of this list, and when connectivity is restored upon arrival at the gate, she will receive the remaining leads without repeating the entire transmission.

Multiple Security Layers. AWD/Mobile provides up to four layers of security, including encryption, authentication, application security and information security in order to protect information transmissions.

Custom User Interfaces. Using its state-of-the-art Human Factors Lab, AWD can provide customized graphical user interfaces to meet the unique needs of many industries, including health care, insurance, investments, utilities and video/broadband service providers.

AWD/Mobile can maximize the productivity of mobile work forces. For more information on AWD/Mobile, or any AWD product, call us at (816) 843-8200, e-mail awdinfo@dstawd.com, or visit our Web site at www.dstawd.com.



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