

AWD CASE MANAGEMENT

BUSINESS PROCESS MANAGEMENT FOR COMPLEX LIFE EVENT PROCESSING

Drive the outcomes your customers deserve by aligning people, technology and information for complex, life event processing.

Customer requests do not always fit into a predefined linear process; sometimes the work is unstructured, involves multiple people and departments, takes time and the steps to completion vary. Complex processing, such as managing claims, opening accounts, and processing benefits, requires a more flexible, collaborative approach than traditional business process management (BPM).

The AWD® case management workspace is an integrated way for businesses like yours to help customers manage changes that arise from life events such as having a baby, buying a home and preparing to retire. The workspace organizes the entire set of activities and content needed for complex processing, empowering knowledge workers to optimize how they deliver the best experience to each customer.

Deliver exceptional customer experience with maximum efficiency

Understanding context, aggregating information from disparate systems and connecting multiple activities are key to maximizing success in today's complex business and technological environment. Collaboration and teamwork are also crucial in delivering higher quality service to customers when managing cases.

The AWD case management workspace consolidates everything into a single view so the case owner and everyone on the team shares resources, has context for their work and knows how they contribute to successful completion of the case.

Simplify, organize, collaborate

- Optimize visibility, flexibility and efficiency – no matter how many tasks, documents and participants – with a complete picture of the entire set of work for a case
- Easily link associates, teams and departments together to complete work in an organized and collaborative manner
- Reduce the likelihood of missed deadlines with visual timelines for progress
- Manage content in a simple, people-friendly way to leverage relevant information at the moment it is needed to drive a case forward to resolution
- Maximize likelihood that cases will progress smoothly with ad hoc task creation for agility to adapt in a dynamic environment
- Easily aggregate information from multiple sources using standards-based web services
- Capture and share best practices for common procedures with case templates
- Reduce risk of non-compliance by addressing regulations and corporate policies with structured processes embedded in cases when appropriate

AWD case management is ideal for managing complex work for life event processing, such as customer onboarding. A few specific uses by industry include:



Insurance

- Claims processing
- New policy processing
- Underwriting



Healthcare

- Benefits processing and analysis
- Claims processing
- Appeals



Mutual Funds

- Fund mergers
- New fund setup
- Transfer on death processing



Retirement

- New plan onboarding
- Plan administration
- Rollovers



Banking

- Loan processing
- Know your customer (KYC)
- New account setup



Contact us

North America: [888.DST.INFO](tel:888.DST.INFO) | International: [+44 \(0\)20 8390 500](tel:+44(0)208390500)
awd@dstsystems.com | dstsystems.com/awd



Empower your knowledge workers to optimize how they deliver the best experience to each customer. The AWD case management workspace can help eliminate the need to toggle between multiple systems or rely on sticky notes, spreadsheets or checklists.

On the AWD platform¹

From complex, to straight-through and straight-to processing, AWD provides one integrated platform that manages the different types of work that exist across your organization. AWD is a configurable application, not a toolkit that requires a long ramp-up and a lot of custom code, which accelerates the time to value and reduces the total cost of ownership.

The case management workspace is a new way to manage complex work processing in AWD. It enables your knowledge workers to bring order to the chaos by providing a centralized location containing all relevant case activity and information, and clearly communicating progress and deadlines – helping to eliminate the need to toggle between multiple systems or rely on sticky notes, spreadsheets or checklists.

With the AWD case management workspace, your knowledge workers have the freedom to do things differently, as well as visibility of the big picture to help ensure all critical tasks are accomplished.

Product highlights

- Provide transparency and context in a consolidated view including updates, associated tasks, team workload and source content for all cases being managed
- Enable knowledge workers to manage work that is less automated and can be unpredictable by using structured processes where appropriate and creating tasks on the fly to meet the unique aspects of each case
- Monitor timelines for progress and overdue activity to efficiently, accurately and successfully close each case
- Automatically audit activities and sources of every case for a complete and easy to retrieve system of record
- Easily create and share case templates as a reusable framework that can adapt as needed so your associates can do what is best for each customer
- Consolidate all source documents and key data into a single view, enabling all team members to collaborate and share information



About DST

DST Business Process Solutions, a wholly-owned subsidiary of DST Systems, Inc., is a trusted provider of technology-based service solutions to the world's best known insurance, retail and commercial banking, utilities and media communications organisations. AWD, our intelligent business process management and case management application, is used by over 400 clients to align people, technology and departments to execute effective operations. For over 20 years, our clients have used AWD to help them reduce cost, improve customer service, ensure compliance and improve overall operational efficiency. There are now over 200,000 AWD users within the DST family of organisations, partners and clients.

1. The case management workspace is part of the platform for AWD[®] service pack 7 and later.



Contact us

North America: [888.DST.INFO](tel:888.DST.INFO) | International: [+44 \(0\)20 8390 500](tel:+44(0)208390500)
awd@dstsystems.com | dstsystems.com/awd

