

TRANSFORMATION

With DST, it's not just digital change – it's transformation

Today, organizations must navigate an increasingly complex world of blended technologies and security risks, rapidly changing customer focus, and an expanding universe of data. A great deal of time and resources are dedicated to processing volumes of daily tasks, often on paper or using inefficient and costly legacy systems. At the same time, customers expect faster, seamless service and more product offerings, delivered across multiple channels and devices. Those looking to differentiate themselves from the competition must be able to meet customer demands and deliver new products to market faster, while still providing the results the business needs.

Now Is the Time for Digital Transformation

Once thought of as simply “going paperless”, the age of digital business transformation has come to impact all levels of an organization – from customer experience to the implementation of new or enhanced technology-enabled ways of working. The very nature of work is more complex, less structured and requires high amounts of collaboration within and outside the walls of organizations – with associates, partners and customers.

No longer can the back office and front office operate as silos.

This represents a huge challenge, and one that is often underestimated – resulting in project failure rates projected as high as 90%. So why would any organization tackle such a proposition? The simple answer is, because you must – in order to keep pace with customer demands and competitive pressures.

One primary reason for the failure of transformation initiatives is an inability to integrate new solutions with the legacy technology required for the continuity of the organization.

Unfortunately, the majority of vendors in the ‘transformation’ space do not have an end-to-end offering to digitize the customer and operational experience. Some players bring the technology, but leave the implementation to a third party and vice versa. DST's unique approach to transformation combines industry leading expertise and robust technology with specialist consultancy and professional services ... working in harmony to ensure your success.



DST is a leading provider of sophisticated digital transformation, data analytics, business and servicing solutions to the asset management, brokerage, healthcare, insurance, banking and retirement industries.



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Managing Complexity

The range of solutions from across DST's enterprise technology portfolio delivers end-to-end transformation solutions, which eliminate manual, paper based processing and enable clients to conduct business within today's growing digital environments.

Intelligent Business Process Management Solution (iBPMS)

DST's iBPMS is a central orchestration platform which communicates with and coordinates the ecosystem of people, processes and the technology within the enterprise to transform the customer and operational experience. The solution enables the organization to focus on delivering outcomes, such as customer onboarding, surveillance management, or claims management as examples. Benefits realized include centralized management and automation of all back office processing, automation and communications.

Big Data Analytics ... Turning Insights into Action

For an actionable view of what is happening today and what may happen in the future, organizations need to be able to access timely, accurate and reliable data, have the skills and experience to identify key insights and still have the assurance that their data is protected. DST leverages deep industry experience to organize, secure, store and retrieve large amounts of data – and help organizations design solutions and actionable strategies.

Easy Enablement of 3rd Party Transactions

DST's widget functionality allows the easy integration of our iBPMS with your company website or a third party website, allowing your customers to facilitate a myriad of activities, such as online form completion, response to questions, approving steps within a process and viewing images. The benefits of providing such access include dramatic cost reductions, improved processing times, enhanced customer experience via self-service and faster IT development time.

Cloud Services

DST offers remote, off premise or hybrid hosting and management of transformed digital operations for:

- Increased agility
- Improved ability to upgrade and adapt solutions
- Outsourced fully managed service
- Improved visibility
- Reduced cost through economy of scale
- Comprehensive DR solution
- Business continuity planning

Join more than 400 financial services and healthcare organizations worldwide and partner with DST. We will help you develop comprehensive digital business transformation solutions to:

- Provide a seamless customer and operational experience
- Deal with aging legacy systems
- Increase efficiency and optimize resources
- Adapt to regulatory changes and market trends
- Improve visibility into operations
- And ultimately ... enhance your customer's experience

With the advent of increasing compliance, shrinking margins and evolving customer demands, organizations can expect digitization of processes to be a major impetus to improving productivity, reducing costs and driving growth.

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