AWD® helps to align customers, employees, departments, and technology to execute intelligent, effective business operations. It delivers the functionality to provide your organisation with the features and flexibility to process your day-to-day work.

The business process (BPM) and case management application from DST offers an integrated 360-degree view on process, customer communication and business performance. By reducing technical barriers you can increase your business agility.

With AWD, your people will be able to be creative and flexible in how they handle interactions, both internally and with customers, while retaining control and management oversight.

This powerful yet simple to use application brings together the following core capabilities:

Used by over 400 clients worldwide spanning the financial services, utilities, healthcare, media and communications industries, AWD can help you to align with the following strategic business goals:

- Improve customer service
- Drive productivity and contain cost
- Increase control and compliance
- Gain greater visibility and insight of business operations

“AWD allows us to drive a competitive advantage in our service proposition.”

Frank Lombardo, General Manager - Retail Insurance Operations, MLC

<table>
<thead>
<tr>
<th>Capability</th>
<th>Benefits</th>
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<tbody>
<tr>
<td><strong>Customer Centricity</strong></td>
<td>AWD is built to help you effectively and securely interact with your customers. Whether enabling customer self-service, ensuring customer requests are consistently satisfied to meet their expectations, or maximising your customer engagement opportunities, AWD allows you to connect personally, conveniently and accurately with your customers.</td>
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<tr>
<td><strong>Work Execution</strong></td>
<td>AWD ensures that the most important work is delivered to the right person and in the right priority to drive better outcomes.</td>
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<td><strong>Quality &amp; Control</strong></td>
<td>With AWD, work is completed accurately and in compliance with regulation and company guidelines.</td>
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<tr>
<td><strong>Visibility &amp; Monitoring</strong></td>
<td>You can gain real-time visibility of productivity and quality metrics to assess how departments and individuals are performing against goals.</td>
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<tr>
<td><strong>Ease of Integration</strong></td>
<td>AWD can easily integrate external data and applications across your organisation to help deliver exceptional customer service.</td>
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Our combined BPM and case management solution offers the following features that work together to help you reduce cost, better manage risk, and become more agile.

**Process**

Work in AWD is delivered exclusively through a web browser and uses the latest in rich internet application behaviours to deliver desktop-like responsiveness without the need to deploy a desktop application.

As a business user you will be presented with the work you are tasked with along with any documentation or information required to complete the activity. Forms are configured specifically for your information needs and you can also drag and drop files for upload, select dates using familiar calendar controls and use social comment streams to keep a team informed of the activities on cases. What you can see and access in AWD Portal is defined by role-based resources. For example, process designers have access to the Design Studio while regular AWD users do not.

AWD supports a sophisticated work allocation mechanism, which is configured according to business priorities. Each process in AWD is assigned a business importance (priority) and urgency (business deadline) that is used to identify the relative importance of actioning the next piece of work. Priority can be defined through the process definition and allows for the priority of individual pieces of work to be increased as a result of more important customer segments or higher value transactions.

A suite of functionality is built into an AWD process, which enables business-led quality checking and quality assurance. Each activity in the process can be assigned its own quality checking algorithm that can be used to determine whether a piece of work is subject to quality review. Available sampling criteria include:

- All work passing through an activity
- A defined percentage of all work passing through an activity
- A percentage of work according to staff experience levels, e.g. all work by new staff is 100% reviewed
- Business defined sampling criteria, e.g. transactions over $100,000 or high net worth customers

Once a piece of work has been selected for quality review, you will be presented with a customised form that allows you to not only pass or refer a piece of work for re-work, but also to identify the root cause of the referral.
This insight can subsequently be used by team leaders to develop specific coaching for staff, and by business analysts to identify process improvement opportunities that could help reduce the defect rate.

Process capabilities include:
- Configuring AWD according to the user’s role
- Ensuring the right work is done by the right person at the right time
- Enabling accurate responses through quality checking

Design

The AWD Design Studio enables you to build processes and manage changes to business and process rules without the need for IT ‘code cutting’. The Design Studio is a web-based visual design tool using drag-and-drop techniques to build and administer process modelling. The business process is designed using the industry standard Business Process Model and Notation (BPMN). The entire process model is shown in a graphical format and extends to allow for automated calculations, integration with decision engines or existing systems, and value based routing decisions.

As part of the process modelling activity, the model is validated for BPMN compliance and AWD’s standards of execution, thus providing you with confidence that the process is logically valid. Following successful validation, the model can be deployed to the AWD server where it is executed from the BPMN definition without a code translation step.

A process model, presentation flow (used to sequence web forms), and automation services are version controlled and when the supporting components – such as forms and data structures – are moved between development and production environments, AWD automatically identifies all the required components and packages them to create a single deployment activity.

Within the Design Studio there are a number of key functionalities:

Forms
You can interact with AWD through forms as you complete your tasks. AWD features a form design tool with a WYSIWYG (What You See Is What You Get) editor and drag-and-drop facility that allows the easy creation of forms specific to the activity. Each of the form elements is bound to items in the AWD process data dictionary to maintain consistent validation and data storage. To provide you with brand consistency, all elements on a form can be changed with Cascading Style Sheets (CSS) and Javascript.

If the form already exists in a web application, AWD can also provide a wrapping function that creates a two-way data and interaction exchange between AWD and the existing web application.

Automation
Automation within AWD comes in two forms – business decision making, and integration with existing business applications. Examples of automation available in and through AWD include:

- Passing and retrieving data from external and internal business applications
- Connecting to web services to provide additional customer insight such as credit score
- Calculating values to help reduce errors in transposing decisions from Excel
- Validating against business rules
- Sending standard communications (email, SMS, fax, post etc.)

Using the same visual design environment as a presentation flow, you can use a palette of functions and logic decisions to carry out calculations to ensure that the customer request complies with your business rules.

AWD integrates with other applications using Simple Object Access Protocol (SOAP) based web services, Java Database Connectivity (JDBC) and Java Messaging Service (JMS). By using AWD for Orchestration you can simplify your desktop, help reduce the chances of ‘swivel chair’ errors and generally make life easier for your organisation.

Data dictionary
AWD includes a data dictionary that allows for the shared and common definition of business and process related data. Each data field is defined once and becomes reusable in any of the functional components, i.e. process flow model, form or service. Fields can be defined as alphanumeric, numeric (integer and real number), date, time, currency or timestamp. AWD imposes no limit on the number of data fields created in the data dictionary.
**Orchestration**

AWD can help you improve internal interaction within your organisation and external interaction with customers by orchestrating people, systems, and data. Automated decision making, integration with other applications, and prioritisation of work delivery are all orchestrated through AWD to help your organisation become more effective and efficient.

AWD has a symbiotic relationship with SOA (service-oriented architecture). Processes designed in AWD not only include the process model but also comprise of service-based, reusable elements including integration with external and line of business systems. AWD provides a set of parameterised integration components, including a web services adapter which runs over either HTTP or TCP/IP and a JDBC adapter and database, and can be used to invoke database stored procedures.

The user-friendly design interface enables you to use an external SOAP service without needing to understand XML, as the WSDL (Web Services Description Language) is automatically converted into a tree structure allowing the process design to map web service data to the process.

AWD’s own services are available as both SOAP-based services and RESTful services to enable other systems to drive a process outside the AWD user interface.

**Content**

AWD allows you to capture content from multiple channels, including social media streams (such as Twitter and Facebook), document scanners, faxes, emails, office documents and service-oriented architecture such as SOAP. The capture process is supported by third party Intelligent Character Recognition (ICR)/Optical Character Recognition (OCR), and DST’s proprietary JumpStart service.

Paper documents are scanned under AWD control using a variety of hardware and adapter-based software architecture in order to capture the document as a source in AWD. The source is subsequently available for classification and categorisation, which will trigger the creation of work items.

AWD captures tweets (Twitter) whether in mentions through hashtag, keywords, or in direct messages. Work objects can be created in AWD based on the information captured in a tweet including the tweet itself as a source object. Social media interaction can, as a result, be better monitored and controlled.

**Orchestration capabilities include:**
- Implementing a flexible service layer of reusable components
- Facilitating end-to-end business process management

**Capture capabilities include:**
- Receiving incoming communication through various channels: email, SMS, post, social media, etc.
- Capturing information, including attachments, from incoming communication
- Creating work objects in AWD from the captured information

**Content capabilities include:**
- Ease of accessing and viewing supporting documentation
- Using annotation tools – highlight, scribble, underline, sticky notes – to draw attention to key sections in the document
- Masking parts of the document for security
- Splitting document pages and saving as separate sources

**Design capabilities include:**
- Simplifying and validating process modelling using drag-and-drop of BPMN elements
- Defining simple to complex business rules whilst ensuring process consistency
- Moving process flow models across different AWD environments as individual elements or as a package
- Building HTML forms and using pre-built, non-AWD HTML forms in AWD process flows

AWD provides a direct link from your process to supporting documents either received from or sent to your customer. Full colour images, redaction, highlighting, page and field level security, compound and sub-documents, are all features of the fully-integrated content service. AWD can store many file types including TIFF, PDF, Office, and multimedia. The solution can also retrieve images and documents stored in other repositories.
Monitoring

The Monitoring functionality provides real-time analysis of your organisation’s work and people, giving you the information needed to help enhance performance and improve customer experience.

AWD features a web-based business dashboard to help monitor work and staff performance in real-time. The solution includes reports designed to help address performance management issues such as outstanding work volume by type, age and priority, and also staff productivity reports that show team leaders the performance of their team members compared to each other and your organisation benchmarks.

The AWD Monitoring design studio provides you with the capability of an enterprise business intelligence solution integrated with your process metrics and supports you in creating customisable role specific dashboards as well as blending business insight with process insight. For example, in the end-to-end customer journey there are certain points were your customers may stop self-servicing. AWD can help you to identify those points in order to improve the customer journey and develop more engaged customers.

All of the data passing through and captured by AWD is available with the creation of custom dashboards, each one allowing drill-down capability in order to see both the summary and the underlying detail. The final drill-down in an AWD report can show you the actual business processes and allows individual decisions about how best to progress those pieces of work.

AWD provides out-of-the-box reports that display:

- Quantity, age and priority of outstanding work
- Volume of work completed by staff
- Efficiency of staff in completing work

There are two dashboards provided in AWD:

- Work dashboard - summarised reports displaying information about outstanding work volumes by age and priority, suspended work items, and work step volumes.
- People dashboard - allows you to monitor the workload and performance of staff by reviewing the contents of processing and personal queues, as well as the amount of completed work. With this information, you can increase the probability of completing work efficiently and on time.

Communication

During any process, there is a need to communicate with the customer. AWD includes a document solution that supports your staff in producing standard documents as part of the process, blending in customer specific information and allowing staff to tailor the message before printing it or sending it electronically.

AWD enables you to create and deliver the relevant content/document to any customer, broker or other parties within a process flow. Content can be variable paragraphs, dynamic signatures, and enclosures which are maintained in a library. It can also be re-used and conditionally included based on information captured as part of the process. This helps you to manage content libraries more efficiently by reducing the number of documents and content types that are created.

The Communication capability is completely integrated with the AWD web-based Portal. This eliminates the need for third-party word processing software, such as Microsoft Word, and reduces the effort for supporting multiple workstations.

You will have the freedom to communicate with your customers in the most suitable method with messages either being created automatically or via the business user for tailoring and approval.
Case Management

AWD’s Case Management workspace is an effective tool for people whose work requires more flexibility, spans time, requires collaboration, and is less predictable yet still has deadlines.

Case Management will provide you with greater visibility to a complete customer event – no matter how many tasks, documents and participants are involved. As the work spans days, months and maybe even years, keeping everything in one place and providing a clear, easy to follow audit trail are critical to minimising the chaos. Built-in collaboration allows you and interested parties to follow and work together on cases, minimising emails and phone calls.

The goal is to simplify and organise your world so you can coordinate work to meet deadlines and customer needs. Through Case Management, AWD is able to help meet the needs of the knowledge worker in addition to meeting the needs of those who are completing linear, controlled processes – all in one integrated platform.

Case Management capabilities include:
- Allowing work and content associated with cases and tasks to be managed based on due dates and importance
- Fostering easy and open collaboration among teammates and between teams
- Offering the ability to create case templates using BPM processes along with the flexibility to create tasks ‘on-the-fly’
- Sending real-time status updates and notifications for cases and tasks in flight to stay informed on progress

Our AWD technology and architecture

AWD is a Java Enterprise Edition (JEE)-based application that can be deployed in a variety of physical and virtual environments that provide IT the flexibility to fit an AWD solution into your preferred execution environment.

- Operating system - Microsoft Windows Server, Red Hat Enterprise Linux, Oracle Solaris
- Application server - IBM WebSphere, Red Hat JBoss, Oracle Weblogic
- Database server - Microsoft SQLServer, Microsoft SQLServer,IBM DB2 for iSeries

AWD is designed to execute in a clustered environment to provide both resilience and scalability. In published load tests, the solution has been successfully scaled to support over 20,000 concurrent users. Access is controlled using either AWD’s security repository or through integration with enterprise Active Directory or LDAP repositories. AWD can also be configured to operate in a single sign-on infrastructure.

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 (BPM) 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 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.