

AWD[®] Automated Work Distributor™

Connections from Web to workflow —

Connections to electronic files —

Connections through e-mail —



The Complete Solution – AWD



AWD applies your pre-defined Business Processes and your staff's Skills Inventory to the execution of your active Work Inventory. The system also stores historical Customer Information, allowing your associates to frame future interactions in the context of prior contacts. AWD is a complete Knowledge Management solution, ensuring that all information necessary to service the customer and to manage the business is readily available to the right people at the right time.

Our clients agree

// After only three months since the project kick-off, we have scanned over 250,000 documents ... We will be able to realize our goal of expanding our processing capacity without having to add additional people to the organization. //

- Mutual funds group

AWD Supports Your E-Commerce Enterprise

■ IMPORT E-MAIL DIRECTLY INTO THE WORKFLOW

Manage e-mail-based interaction – from your customers or intermediaries. Connect workflow to your Web site or receive e-mail directly. Manage e-mail-based work along with phone, back-office and message-based traffic.

■ IMPORT ELECTRONIC FILES AND MESSAGE TRAFFIC TO CREATE WORK IN AWD

AWD easily manages electronically originated work. Automatically import exception reports from legacy systems, reducing the integration effort required to create work from electronic sources.

AWD also adapts your processing environment to accept inbound message traffic from diversified systems. It supports industry-standard message formats, streamlining processing for Internet-based work items.

■ INTEGRATE WORKFLOW WITH YOUR WEB SITE

Use your Web site to better service customers and intermediaries. Support a variety of customer service applications across different platforms using Web technology.

■ ALLOW BROWSER-BASED USERS TO PARTICIPATE IN WORKFLOWS

Use a standard browser to enable users to create and update work, review the status and history, view images and process work. AWD can also use your e-mail system to facilitate work delivery.

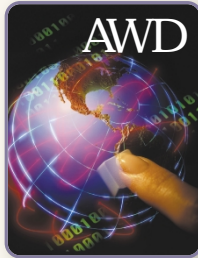
Workflow-Enabled E-Commerce



Customer sends e-mail from home.



Corporate server delivers e-mail to AWD Mailbox.



Your associate can send a reply via AWD workflow.

AWD can optionally send an automated reply.

- E-mail request is
- Indexed
 - Prioritized.

Your customers and associates can get the full power of AWD in a Web browser.



// You can take (AWD) off the shelf and put it into your infrastructure. All the other products ... are toolsets that enable you to do certain things, but it's my belief that AWD is the only true package. It provides simplicity and ease of implementation. //

- Banking and financial services

// [W]e've gained efficiency, quality and increased productivity. (AWD) is a valuable tool in processing our high volume, repetitive transactions. //

- International holding company

AWD Enables your Customer Service to Support the Dynamic World of E-Commerce

CONNECT AWD TO YOUR WEB SITE OR INTRANET

Integrate AWD for more effective Web sites, providing better service to customers and intermediaries. AWD can support a variety of customer service applications across different platforms using Web technology.

AWD offers a browser-based interface in addition to its traditional desktop. This offering makes robust work management functionality easily available to Web clients. It is ideal for use in your operation or by users who need to access AWD information remotely.

AWD also enables telecommuting and access to AWD via the Internet or an intranet. An off-site associate connects to your Web site where AWD manages his/her access to work, images and other documents. The AWD environment allows the associate to view all prior contacts with a customer and any related documents, e-mails, images or telephone conversations.

IMPORT ELECTRONIC FILES INTO YOUR WORKFLOW

AWD's supporting solutions for e-commerce

- Provide an open platform for importing electronic data into AWD.
- Reduce the integration effort required to create work items from electronic sources.
- Automate the processing of inbound and outbound messaging.
- Eliminate the need to print and scan.

AWD adapts inbound messages to rapidly emerging industry-standard message formats, streamlining traffic between diversified systems. Internet-based work items and other data transfers are processed with greater efficiency because AWD eliminates workflow lag caused by incompatible messaging.

// *AWD makes all information readily available at the CSP (customer service professional) desktop – on demand, and there's never lost paperwork. [W]e've seen enhancements in efficiency ... and more than 50 percent reduction in call-backs.* //

- Leading retirement services provider

// *Pre-AWD, it was necessary to have clerical employees walk files back and forth between the different areas. Now, we use AWD to route the work.* //

- Top-ten international insurance organization

Why DST?

What makes DST unique among work management and customer service solutions providers?

We use AWD in our own processing and contact center operations.

DST and its subsidiaries employ thousands of associates who use AWD products to service our customers. Because we're in the information management business, we know what's best for ultimate performance and efficiency. Creating revolutionary technology and applying our own solutions – DST is uniquely qualified to meet your needs.



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