

AWD[®] Automated Work Distributor[™]

Production proven in high volumes 

Priority-driven work delivery 

User-controlled business rules 

Integrated task management 

Support for production-, Web-, and e-mail-based users 

Customizable user interface 



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 Work Management Advantages

AWD helps your company manage work you receive from customers, vendors and partners

■ A COMPLETE WORKFLOW SOLUTION

We provide the tools to capture all work, regardless of its source, and deliver it to the appropriate person or automated system. Because the workflow is based on your priorities, you're assured that the most important work is always completed first. AWD also manages the relationship between work and supporting information, including documents, images, line-of-business data and voice recordings.

■ QUICKLY RESPOND TO A CHANGING BUSINESS

With AWD, you customize the system to match your business needs. Workflow options can be changed easily, so you can respond at once to unusual workloads or bottlenecks.

■ INTEGRATE AWD WITH YOUR EXISTING APPLICATION

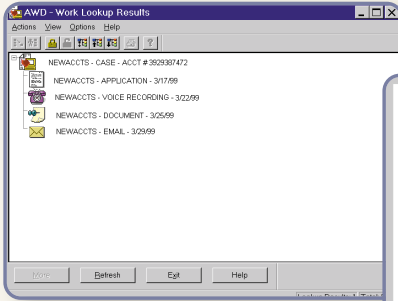
AWD was designed to automate complex business processes and to integrate with many different legacy systems. While many of our customers use AWD's out-of-the-box interface, AWD also provides exits and APIs, along with Active X and CORBA interfaces, making it easy to develop a customized desktop.

■ ROBUST MANAGEMENT REPORTING

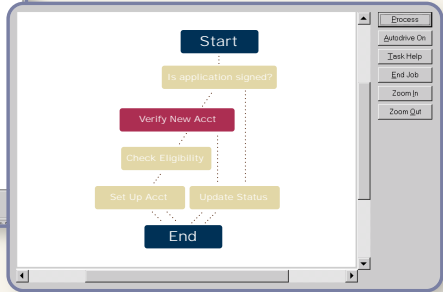
The AWD product suite includes a complete management reporting system. AWD users rely on this for information on active work in progress, historical reporting and trend analysis tools. This system can also be integrated into a corporate data warehouse architecture. In addition to delivering an open interface for custom views and reports, we provide a set of more than 30 reports to help you manage utilization, productivity, quality and efficiency.

Mission Critical
Work Management Solutions

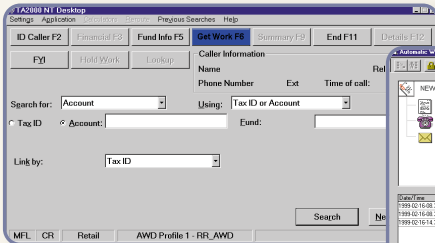
AWD Addresses All of Your Workflow Needs



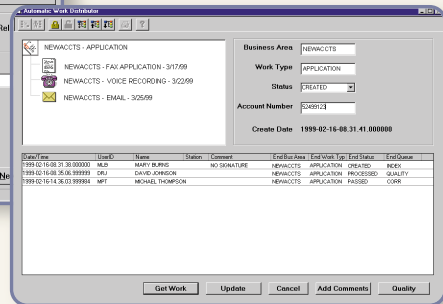
AWD's work container view allows you to visualize the relationship between work and supporting information.



AWD guides you through the tasks and business rules required to complete a work item.



AWD work management functions can be embedded in your applications.



Whatever the medium – mail, fax, phone, e-mail or Web – you can review a client's contact history and the work items processed for each contact.

// 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

WORK MANAGEMENT

AWD delivers work based on

- User-defined priorities and business rules
- CSR skills and expertise
- Age and status of the work
- Customer/ transaction-specific information.

AWD's Table-driven architecture also supports complex workflow requirements, including

- Capture of multiple source types: images, word processing documents, faxes, e-mails, voice recordings, EDI, legacy systems data, digital photos and more.
- Rendezvous processing
- Interoperability with other workflow systems
- Support for traditional-, browser-, and e-mail-based users
- Parallel processing
- Push-and-pull work selection
- Integrated quality control
- Integrated outbound correspondence generation.

TASK MANAGEMENT

Task management extends workflow onto the desktop and into legacy

applications. AWD provides a method to automatically guide the user or automated agent through the steps and business rules necessary to process an item of work. Task management is seamlessly integrated in the AWD desktop, taking control once AWD work management delivers an item to be processed. The series of tasks change dynamically, based on the result of previous steps.

AUTOMATED PROCESSING

AWD's straight-through processing capability enhances your ability to process large volumes of work quickly. Without human intervention, a self-contained server:

- Receives data in any form (paper, fax, EDI, Inter/intranet)
- Works through multi-step work processes
- Updates multiple application systems
- Routes work to other automated steps or to people for exception handling.

WEB ENABLEMENT

Include customers and intermediaries in your business processes via a thin-client browser interface to AWD. Extend your workflow over the Internet or your corporate intranet.

// 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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