

NEWS RELEASE



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AWD® Named Trend-Setting Product of 2003 KMWorld Magazine recognizes DST and AWD for leadership in BPM

KANSAS CITY, MO. (Sept. 16, 2003) – *KMWorld Magazine* has named AWD (Automated Work Distributor™) as an industry leader and Trend-Setting Product of 2003 among business process management (BPM) vendors in a recent special report. AWD provides comprehensive BPM, workflow, imaging solutions and customer service solutions to a wide range of industries, including financial services, healthcare, insurance, mortgage banking and video/broadband. AWD is a product of DST Technologies, Inc., a wholly owned subsidiary of DST Systems, Inc.

“The trend-setting BPM products in our analysis deserve special mention for establishing the industry’s competitive pace,” said Hugh McKellar, *KMWorld* editor-in-chief, who was responsible for the trend-setting report. “The BPM space now offers unprecedented levels of automation, integration and control for managing and improving business processes and leveraging existing technology investments. Leading BPM products such as AWD distinguish themselves with their flexibility, usability, adoption rate and total cost of ownership.”

AWD BPM solutions reduce operating costs while increasing the speed and accuracy of transaction processing and customer service. AWD integrates with existing application systems to create a flexible, enterprise-wide solution, including support for multi-channel customer service, rules-driven processing and business activity monitoring. AWD service models include world-class infrastructure and business process outsourcing (BPO).

“We are very pleased that our leadership in BPM has been recognized and awarded by industry watchers like *KMWorld Magazine*,” AWD Marketing Director Bob Puccinelli said. “BPM remains the focal point of our research and development efforts, as we support our customers’ initiatives for continual process improvement and return on investment. With intelligent process automation and management tools, flexible, adapter-based architecture and alternatives for infrastructure and BPO, AWD continues to offer industry-leading BPM technology.”

KMWorld included DST and AWD among its “100 Companies that Matter” in March of this year, also highlighting the product’s position at the industry’s leading edge.

About DST Systems, Inc.

DST Systems, Inc. provides sophisticated information processing and computer software services and products that help clients improve productivity, increase efficiencies, and provide higher levels of customer service. DST Systems is organized domestically and internationally into three operating segments: Financial Services, Customer Management, and Output Solutions. DST Systems operates one of the most advanced data centers in the world, which provides information-processing services to support the products within each operating segment. These products are further enhanced through the integration of DST Systems’ advanced technology and e-commerce solutions.

About DST Technologies, Inc.

DST Technologies, Inc. is a wholly owned subsidiary of DST Systems, Inc. Through sophisticated information processing and computer software services and products, DST Technologies helps clients improve productivity, increase efficiencies, and provide higher levels of customer service. For clients in a variety of industries, including mutual funds, brokerage healthcare, insurance, and video/broadband, Automated Work Distributor (AWD) has helped reduce the cost of operations while increasing the speed and accuracy of business processing and customer service through business process management technology.