Customers do not think of their requests in terms of being simple or complex transactions. The back office is becoming the front door to your customers — requests are customers managing the business of life.

**Seize the opportunities**
Through our combination of process expertise, industry knowledge, and enabling software, we can help you transform your business processes to deliver superior customer experiences, reduce risk, and increase operational visibility.

**Deliver the ultimate customer & work experience**
Organizations worldwide use AWD®, our business process and case management application, to align people, technology, and departments to execute intelligent, effective operations.

AWD’s customer focus delivers the right “I’s” — information, interaction, and insight — to the right people at the right time.

The AWD platform supports different work roles across your organization, including:

- Using AWD form tools, create self-service experiences so customers can interact with you on their own terms.
- With AWD’s case management workspace, enable staff to efficiently assist your customers when the work is unstructured, complex, and/or spans time.
- Back-office operations benefit from the automation, streamlining, and work allocation AWD provides.
- Provide managers with visibility into operations with real-time productivity information and built-in quality sampling.
- Business staff can quickly manage daily process changes allowing your IT staff to concentrate on other matters.

**AWD Components**

- Process
- UX
- Design
- Orchestration
- Monitor
- Communication
- Capture
- Content
This powerful yet simple software solution brings together the following core capabilities:

**Work Execution**
From complex, straight thru processing to straight to, AWD provides one platform to manage the different types of work that exist across your organization.

**Visibility & Monitoring**
Managers receive real-time visibility into productivity and quality metrics — enabling them to see how departments and individuals are performing against goals and provides transparency into SLAs.

**Quality & Control**
Confirm that work is done accurately and within compliance with pre-set company guidelines. Managers can adjust quickly to ever-changing requirements.

**Ease of Integration**
Easily integrate external data and applications across your enterprise to deliver exceptional customer service.

**Customer Centricity**
Engage your customer where they are, at home or on the go. The integrated communications service helps you connect with customers personally, conveniently and securely.

Take a look at our proven results

**A Financial Services Provider:**
- Achieved 42% headcount savings across processing teams by automating 86% of all work items
- 112% increase in daily work items handled with no additional staff

**A Retirement Plan Servicing Company:**
- Reported an 84% reduction in loan processing time
- A 67% reduction in required FTEs

**An Insurance Company:**
- Realized 100% business growth with minimal staff increases
- A 55% decrease in per-transaction processing costs
- A 98% reduction in new account setup time

**A Large Asset Management Company:**
- Recorded a 53% reduction in customer complaints
- A 30% improvement in staff productivity

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