

AWD¹⁰

The comprehensive business process management solution

Transforming your work processing capability – right across the business

Transaction management

provides end-to-end monitoring and automated in-line processes

Case management

manages long running complex processes and inter-process collaboration

Service experience management

full channel management across paper, email, SMS and web

A people-oriented application

DST Global Solutions' AWD is an industry-leading work management solution that helps organisations get the work done by bringing people, processes and systems together. It delivers the functionality that provides businesses with the features and flexibility to process their day-to-day work.

Utilising sophisticated work delivery and automation techniques, AWD is designed to help organisations:

- drive productivity and contain cost
- lift quality of service
- increase speed of response
- reduce time tied up in customer queries.

Our leading business process management platform combines established technologies such as document management and workflow, with contemporary BPMN process design tools. These features help organisations to achieve their goal of getting the right person performing the right task at the right time.

Proven and scalable

The AWD product set is used by more than 400 organisations worldwide, spanning the financial services, utilities, healthcare, media and communications industries.

Coupled with strong reporting capabilities, straight-through automation and location independence, it is designed to deliver real competitive advantage to businesses looking to do more with less.

Implemented as part of process improvement initiatives such as Lean Six Sigma, organisations have been shown to leverage the functionality to deliver incremental results beyond those normally achieved using traditional methods.

Offshore enablement

Work can be distributed to anywhere in the organisation. A market-leading work-sampling module provides robust quality assurance steps in the process.

Meeting your needs

Industry Served

Benefits

Banking

AWD is designed to deliver efficiency gains in high-volume functions such as account opening and client servicing, personal loans and credit card processing.

Life and pensions

The solution is used by many of the world's leading life insurance companies to automate applications and renewals, speed claims resolutions, service customers and agents, as well as develop sales campaigns. Many of the top 20 UK insurers use AWD to gain competitive advantage and drive real bottom-line savings.

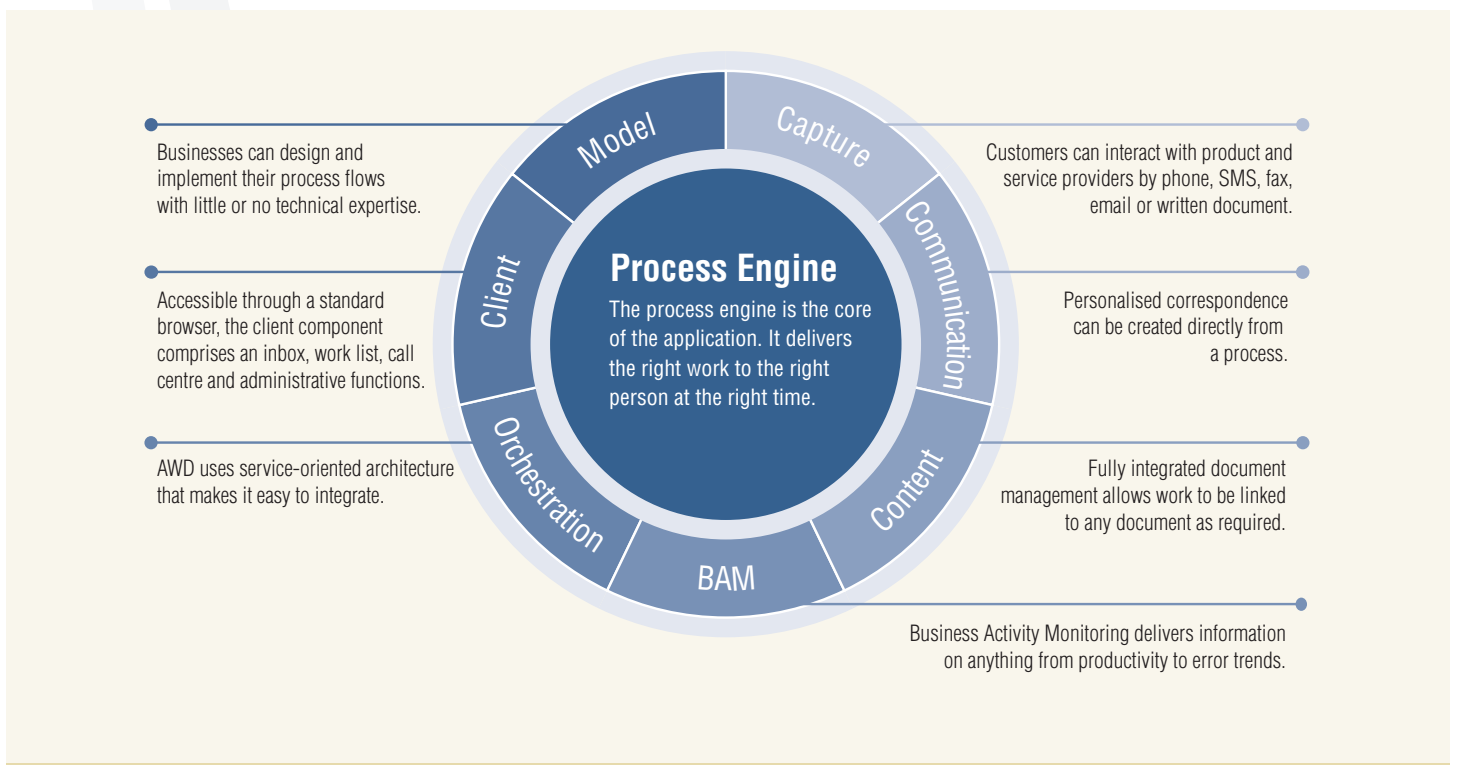
Investments

Around 40% of the UK unit trust, PEP and ISA market is administered using AWD solutions. AWD reduces the cost of administering a book of business and improves the level of customer service. The application also supports more than 100 million mutual fund accounts in the US.

Utilities

AWD provides the tools to help organisations to improve customer service, contain costs and meet regulatory requirements. Efficient management of customers and the supply chain can facilitate optimum business operation.

AWD functional diagram



'AWD has been key to our overall stakeholder pension proposition. The quality and consistency of our straight through processing using AWD has been a particularly important factor, enabling fast and accurate set up and servicing for Friends Provident's customers and their clients. We are continuing to develop new propositions for the market based around our own expertise and the capabilities of the AWD product set.'

Andy Jackson, Director of IT, Friends Provident

AWD¹⁰ – Building on success

With a rich level of functionality, DST Global Solutions' AWD¹⁰ builds on the success of previous AWD releases by offering the capability required by today's enterprises.

We have developed a suite of operational solutions designed to meet specific business challenges our clients face:

Be nimble

AWD¹⁰ helps enable you to design, validate and deploy process, policy and rule changes in minutes. Traditional IT backlogs can take months by comparison. For example, business/process analysts can calculate deadlines, execute business rules, automatically create new work and connect to legacy systems within a collaborative environment. These changes can be made without code development. You can also deploy the same process in different business units, which can reduce training and support costs.

Make the “complex” simple

Let AWD¹⁰ orchestrate complex processes by deploying wizard-like interview screens. The system can access external line-of-business systems or rules engines, manipulate data and execute business rules to determine how (and if) the process should continue.

Improve quality

Every process has policies and procedures that agents must remember (i.e. hold this until tomorrow, manually calculate a field, is this today's work? and make a

decision). These memory steps all lead to variance, high training costs, and lower customer satisfaction. Now you can shift the burden of these policies and procedures from workers to the system, which can produce more reliable results.

Control risks

Improve your out-the-door quality by crafting your own sampling rules based on specific process performance. You may also opt to replace costly review processes with dual data entry, where data is keyed twice and is systematically compared.

Across town, around the globe

Processors, managers, communicators, and administrators can access and complete work from anywhere in the world with browser-based delivery. Standardised processes create global consistency, internationalisation helps ensure that your staff experiences AWD¹⁰ in the appropriate language.

High tech, high touch

AWD¹⁰ is designed to help you manage your customer experience to exact standards. Communicate through multiple output channels (mail, fax, e-mail, SMS) using templates and business rules right from within AWD¹⁰.

Answers rather than data

Know what your staff are working on at any time. Take proactive action immediately rather than waiting for reports. Eliminate timely lookups and research with drill-down access to AWD¹⁰ work details.

Contact us

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