



NEWS RELEASE

Leading Analyst: AWD is a BPMS Leader Bruce Silver says serious BPMS buyers should “sit up and take notice” of AWD

Kansas City, Mo., November 15, 2010 – In his most recent paper about the Business Process Management (BPM) industry, independent analyst Bruce Silver describes DST Technologies’ AWD as a business-friendly solution that enables companies to build and execute customized processes to maximize efficiencies and manage critical customer relationships.

Entitled “A Thoroughly Modern AWD,” the paper highlights AWD’s role in helping organizations optimize process efficiency by continuously evaluating the most important work for each team and providing dashboards to support work management. It combines document capture, transaction processing, customer service, personalized communication, reporting and case management on a single, integrated platform.

“AWD enables users to become more outcome focused,” said John Vaughn, vice president of DST Technologies. “By providing in-depth visibility, AWD helps organizations improve quality, manage operating costs and enhance customer satisfaction.”

DST launched AWD¹⁰ in May of this year, and is in the process of upgrading several of its clients to the new version of the solution.

In his report, Silver noted: “Today AWD¹⁰ offers features that rival the BPMS leaders, including business-friendly BPMN-based design, out-of-the-box business objects and data models, case management, and advanced work management.”

He continued: "While many other high-volume document workflow offerings have faded from the BPM scene, AWD has kept pace with today's BPMS architecture. Beyond mature, proven technology and expertise, AWD offers a number of features that should cause serious BPMS buyers to sit up and take notice."

Tony Armour, managing director of EMEA and Asia for DST, welcomed the report. "This paper is the external validation of our approach to listening to our clients and adhering to our design principles. We aim to use modern technology to give business leaders the power to respond to change without the high cost and delays associated with the IT change cycle. For organizations where customer service is a key differentiator or where managing risk, complexity and operating cost are crucial, AWD is the solution of choice."

Silver concluded: "It's what I call meat-and-potatoes BPM, not bells-and-whistles BPM. If you are in the market for a BPMS-enabled application to handle your customer interactions and transactions, you probably ought to put AWD on your list."

Used by companies in the banking, insurance, communications and utilities sectors, AWD currently supports approximately 225,000 licensed users in 12 countries.

ENDS

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Notes to editors:

For more information or a copy of Bruce Silver's report, please go to:
<http://www.brsilver.com/2010/10/19/a-thoroughly-modern-awd/>

About DST Technologies

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