



## NEWS RELEASE

### **State Street implements DST Global Solutions' BPM platform in Australia**

**Sydney, 8 December 2011** – DST Global Solutions announced today that State Street Corporation in Australia has recently implemented the company's AWD<sup>10</sup>, a Business Process Management (BPM) platform.

AWD is currently used for the management and distribution of unit trust transactions and related documentation. It is managed by both internal operations and clients who access and interact with the solution via the internet.

The AWD solution will allow clients to be part of an enhanced communications workflow process. In the process of receiving daily unit trust transactions such as switches and redemptions, State Street provides process interaction through AWD. This allows the clients to provide requested information such as bank details or beneficiary changes, as well as responding to exception queries straight through to AWD. It also allows asset and investment managers' call centres to view the status of transactions and access the applicable documentation online.

Paul Khoury, chief operating officer for State Street in Australia commented, "We wanted a solution that could further automate our transaction management process and enhance our customer service experience. Utilizing AWD<sup>10</sup> will allow us to deliver an advanced technology BPM web portal to our clients."

Tony Armour, BPS Managing Director for DST Global Solutions said: "We congratulate State Street on its speed to select and implement AWD<sup>10</sup>. I am delighted that one of our long term global clients recognises the multiple benefits of delivering a platform that remains focused on continuously improving business processes for their organisation and its customers at the same time."

**ENDS**

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**Notes to editors:**

DST Global Solutions is a leading provider of software and services to many of the world's best known financial, utilities, telecoms and communications institutions. We are a wholly owned subsidiary of DST Systems, Inc. (NYSE: DST) and serve more than 400 client organisations from 16 offices to support our growing client base.

AWD, our business process management (BPM) application, is a scalable and proven solution which can help organisations to reduce the cost of managing work, improve regulatory compliance and provide better customer service. There are now over one hundred thousand AWD users within the DST family of companies, partners and clients.

Through our Investment Management Solutions (IMS) business, we offer Asset Servicing, Data Management & Analytics and Distribution solutions to the world's premier investment management institutions.

Through our Billing Solutions business, we have built a track record of delivering robust and reliable billing and customer management solutions to various utilities companies and financial services entities.

For more information please visit [dstglobalsolutions.com/awd](https://dstglobalsolutions.com/awd)