



NEWS RELEASE

AWD Transforms Approach to Outbound Customer Communications

**Clients can now build communications directly into
their business processes**

Kansas City, Mo., November 30, 2010—AWD, the industry-leading business process management platform from DST Technologies, now features fully embedded outbound communications capabilities. AWD leads the industry in offering communications functionality native to the business process environment.

AWD, which enables companies to streamline processes, route and manage work across their organizations, and automate and improve customer service operations, has long supported the integration of communications as part of the platform.

With the new communication features, clients can generate correspondence interactively, design and execute communication process flows, manage content libraries, and deliver communications via the channel of customer choice—print, fax, email or SMS—directly from AWD.

“Providing meaningful, timely customer communication is vital to maintaining customer satisfaction and loyalty,” said John Vaughn, vice president of DST Technologies. “With this latest enhancement to AWD, our clients can deliver superior service by keeping their customers connected in a way that’s convenient and useful to them.”

With more than 20 years of experience in providing innovative process solutions, DST Technologies recently unveiled its next generation offering, AWD¹⁰—a business-friendly, BPM (business process management)-enabled application that provides work allocation, operational transparency and risk control.

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

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About DST Technologies

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 across the globe representing a variety of industries, including mutual funds, brokerage, healthcare, insurance, and video/broadband, 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. For more information about AWD, visit www.dsttechnologies.com