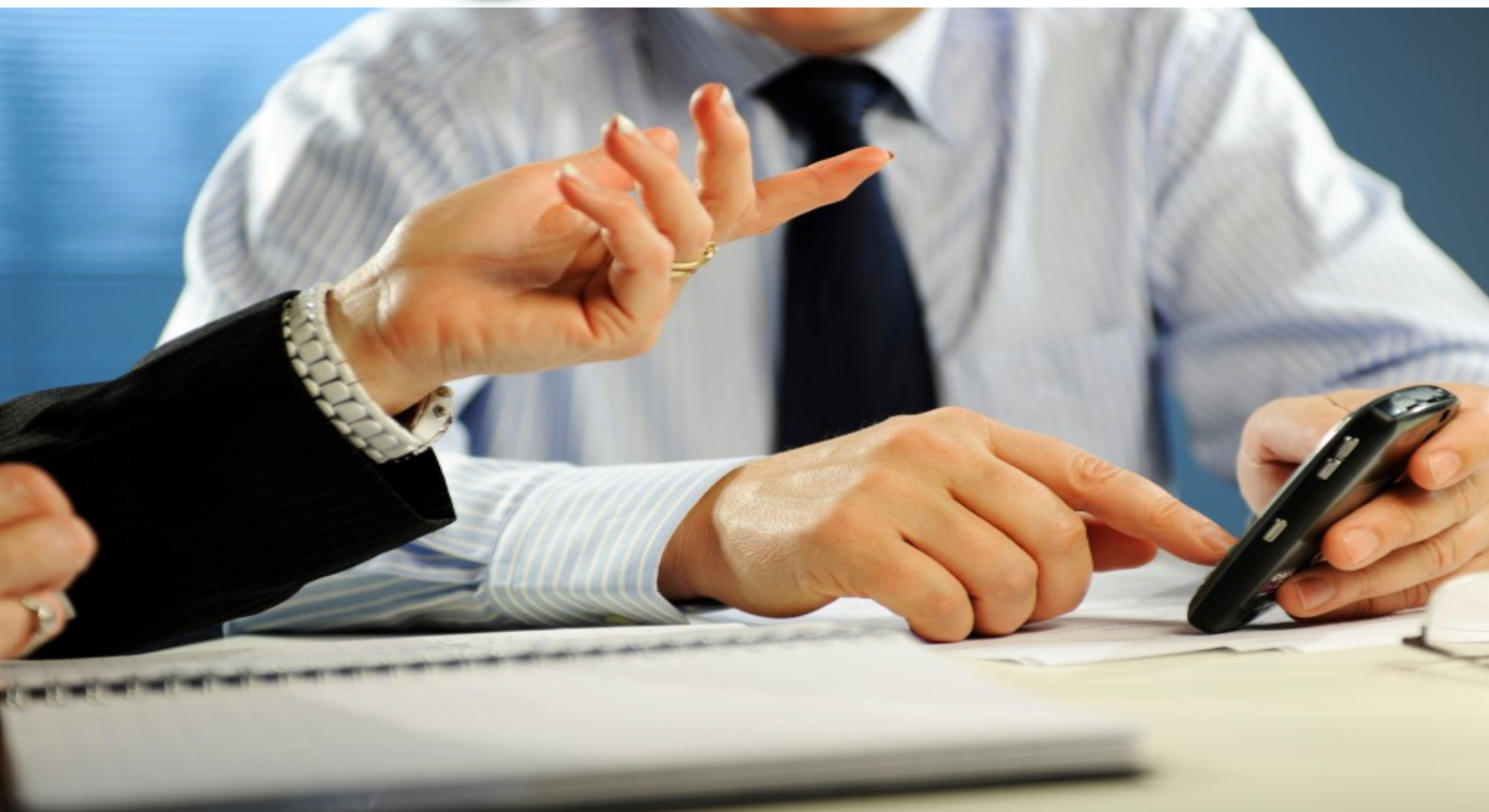




# AWPL

TRANSFORMING THE WAY PEOPLE WORK



## Introduction

At AWPL we understand the challenges of building and maintaining business process management and delivering business benefit improvements. We understand your success often involves creating in-house expertise that can continue to evolve your solutions with your business process management strategy.

AWPL Professional Services have spent more than 15 years helping some of the world's largest companies implement leading edge business process solutions. We want our customers to benefit from this experience where it is most needed and in the most cost effective manner as possible.

The way we go to market, and the way we engage with our customers is based on having a team of people who are equipped to truly create and deliver value. It is about being focused on the customer's business objectives rather than our own.

With offices in the UK, South Africa, Canada, Singapore, Malaysia and India, the company has built an infrastructure to be a true global partner for global organisations.

## Our Core Expertise

Through the professional delivery of our product range, AWPL make a positive Business Impact with strong ROI through competitive pricing models and quality integration into the business landscape through intelligent design and effective management of our core products and supporting services.

## DotSphere Work Manager

Our flagship product, **DotSphere Work Manager Case Management**, is an ECM/ BPM Accelerator, which enables customers to build business processes more efficiently, reducing the risk and implementation time of a BPM solution by 70-80%. This can be delivered directly or via our **Cloud** offering, allowing flexible licensing and faster expansion for those busy business periods or faster geographical growth.

## Key DotSphere Product Areas:

### DotSphere Industry Accelerator

DotSphere has industry accelerator templates that allow a more effective use of pre-defined artefacts from the insurance and banking industry, these include:

**Underwriting**  
**New Business**  
**Claims Processing**

**Treat Customer Fairly**  
**Credit Management**  
**Loan Management**

**Customer Servicing**  
**HealthCare Claims**  
**Commercial Lines**

These templates allow a significant saving in the time for deployment with a standard departmental rollout taking as little as 3 to 6 months to design and deliver.

### DotSphere Federation Layers for ECM and BPM

DotSphere has a federation layer made up of two component parts, which allow the Case Manager to collaborate with any industry recognised ECM or BPM products seamlessly. The power of these can best be seen when a company acquires another and they need the business to have access to all forms of content and both parties' Business Processes. These layers allow the customer to "plug in" the content so the business user has access to both architectures in a secure fashion.

Another strong ROI is seen when companies are being encouraged to upgrade or are advised that certain BPM and ECM products are not compatible. These issues can be removed by using federation layers and allowing DotSphere to control the conversation between these tools and even enhance their functionality should it be lacking.

NOTE: The longer term migration of data to the chosen platform can then facilitated in the background using AWPL's Migration Framework and Services.

### Understanding You Future Needs

AWPL has always been at the front edge of technology with its DotSphere Case Management tools being in its 9<sup>th</sup> year and 5<sup>th</sup> release. We have also seen a strong shift in the need for our customers' to utilise the Internet and the ability to expand quickly using Cloud technology.

### Treat Customer Fairly (TCF)

The Financial Marketplace has a need for stronger Compliance, so we have developed a "Treat Customer Fairly" solution to allow our customer to proliferate fair dealing throughout their organisation via the DotSphere Case Manager. This not only controls conversations, but allows future analysis to allow a better service to your customers.

### Collaboration of the Social Enterprise

In this fast moving world we see Social Media as a key route to market, with such companies as Dell already having their workforce trained and working with Social Media which is becoming their best route to market in terms of speed and cost.



At AWPL we are working with a collaboration of key partners to ensure you get the most out of this new world technology, bringing the power and speed of Social Media conversation and networking into the world of ECM and Business Intelligence. We allow you a look at how the Social Media world sees you and your competition. We also allow you a look at how your internal staff and customer communication can both drive your products and services, as well as forming strong collaborative groups for a more efficient and informed workforce with your customer base. This loyalty is the new way to sell and ensure you are in tune with your marketplace.

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