Appian

Constituent Case Management

> Fast, simple access to the complete, contextual picture speeds outcomes

> Document and Content Management

> Appian Records converge case information in a single location

> Contact Center Integration Support

The work of government continues long after a constituent is deemed eligible for government programs. Delivering these benefits and services to constituents is a core function of Government performed at nearly every agency.

New challenges have emerged with the rise of service delivery through mobile devices. Government agencies are finding it harder than ever to force consumers to communicate with their agencies through traditional call centers. In today's world of immediate gratification via mobile, Government needs to be more ready than ever to provide access to services on demand and across a variety of channels.

ENTER APPIAN CONSTITUENT CASE MANAGEMENT

With Appian, interactions from multiple data sources can be integrated seamlessly into a single, unified view of a constituent. Omni-Channel delivery, including mobile, allows government services to be delivered in a consistent manner across a variety of demographics.

Appian provides the most flexible solution available for meeting the needs of today's modern contact centers. Appian is a business process management (BPM) driven application platform that unites all data, processes, and collaborations in one environment, accessible on any mobile device through a simple social interface. This solution allows agencies to combine data from multiple systems and data sources into a single view of the constituent interaction.

Considered the leading Dynamic Case Management vendor, Appian software is distinct from traditional Case Management vendors in that it provides all of the following aspects:

- Appian Records
- Document Management
- Full support for both Structured, and Unstructured Processes
- Native Mobile Application
- Real-Time Reporting
- Scalable

APPIAN FOR FEDERAL AND DOD
Appian delivers a platform for Federal and DoD acquisition that unifies powerful capabilities:

Business Process Management: Recognized as the leading platform for BPM.

Dynamic Processes: Handle dynamic and ad hoc contract management processes.

Complete information: Unify all information on any topic and view it in a single, drillable report.

Business Rules: Create and manage business rules to quickly adapt to evolving policies.

Collaboration: Take advantage of the brain power of your workers with social collaboration that uncovers new insights.

Native mobility: Launch on any device so action may be taken...anywhere.

Low-code: Use drag-and-drop, point-and-click design to launch applications, fast.

FOCUS ON IMPACT
- Automate core processes
- Unify all data
- Get instant analytics
- Become mobile
- Build powerful applications
- Adapt to continual change
- Adhere to regulations

FOCUS ON CAPABILITIES
- Point and Click Application Design
- Agile Delivery
- Native Mobility
- Business Process Management
- Document Management
- Dynamic Business Rules
- Complex Approval Routing
- Role-based Security
- Real-time Reporting

FOCUS ON CONSTITUENT CASE MANAGEMENT
- Centralize Constituent Interactions
- Integrate with Contact Center solutions
- Provide audit traceability
- FISMA Moderate certification
- Store Content from multiple sources in one easy to access interface

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Appian delivers a modern enterprise platform for digital transformation that is accelerating solution delivery for the benefit of Government stakeholders. Powered by Business Process Management (BPM) capabilities, Appian's approach enables critical services at a lower cost than traditional software development methodologies. With Appian, Federal Government key initiatives, including: Constituent Case Management, Regulatory and Statutory Compliance, Eligibility and Enrollment, Investigative Case Management, and Acquisition and Procurement can be easily deployed using our low-code approach, both in the cloud and on-premises.

For more information, visit www.appian.com