Appian

Eligibility and Enrollment

> Easily configurable workflows optimize the journey

> Mobile solutions to allow constituents to interact with government on their devices

> Appian records converge case information in a single location

> Business rules capability enforces consistent outcomes

Eligibility and Enrollment (E&E) programs can be large and complex; converting government regulations, policies, and rules into systems that allow for automation of those programs can be even more daunting. Couple that with the fact that many government E&E programs have seasonal enrollment periods, and you have a recipe for keeping many government executives up at night.

In addition, new challenges have emerged with the rise of service delivery through mobile devices. The public wants access to government programs without being tethered to their desktop computers (if they even have one). 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.

As with any E&E program, ensuring fairness and consistency through the determination and adjudication process is critical. Government agencies must be able to withstand audits from both internal Inspector General departments as well as the Legislative Branch; responding quickly and accurately to these inquiries can tie up agency resources for weeks at a time.

HOW DOES APPIAN ASSIST THAT RESPONSE TIME?

Appian is a business process management (BPM) driven application platform that unites all data, processes, and collaborations in one environment; it's 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.

With Appian, building interactive forms with rich data validation and enforceable business rules has been simplified for developers. With our build once, deploy everywhere model, input screens are built and are immediately mobile enabled.

The Appian cloud solution gives government the assurance that their applications will perform under heavy load during peak enrollment periods. Our audit history tracking means that agencies can be confident that actions are being accurately tracked and can quickly respond to inquiries and audits, drastically reducing response times.

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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 that offer unique advantages in the E&E space:

- Appian Records
- Document Management
- Full support for both Structured, and Unstructured Processes
- Native Mobile Application
- Real-Time Reporting
- Scalable
- Secure Cloud solution capable of storing sensitive PII data

APPIAN FOR FEDERAL AND DOD

Appian delivers a platform for Federal Eligibility and Enrollment that unifies powerful capabilities:

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

Dynamic Processes: Handle dynamic and ad hoc correspondence and tasking 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 you worker's brain power with social collaboration that helps resolve issues faster.

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

Appian's solutions give agencies the tools to achieve a cloud first posture and provide a suite of tools to deliver on their mission.

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

FOCUS ON CAPABILITIES

Appian provides the capabilities that agencies need to deliver complex eligibility and enrollment systems on time and on budget.

- 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 ELIGIBILITY AND ENROLLMENT

The days of building completely custom applications to deliver E&E solutions is past. In Today's IT landscape, Appian provides a one-stop shop for creating robust solutions.

- 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

Appian

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