



Appian for Financial Services: Payments and Card Operations Management

The payments industry is extremely complex and highly competitive. New entrants to the market are constantly emerging adding to the landscape of payments, processors, acquirers, issuers, gateways, and software and hardware providers.

How do leading payment services providers remove complexities from their operations and future-proof their business?

Successful providers will focus on streamlining operations while maintaining the flexibility to integrate with new technologies and adhere to regulations, policies, and procedures. The efficiency gain will enable them to ensure a frictionless experience for customers while fostering innovation to improve product feature sets as well as rewards and loyalty programs.

Meet the challenge.

Shift the focus from logistics to innovation. Achieve the flexibility necessary to launch new products quickly and cost effectively using the unified Appian Low-Code Platform.

Improve payments and card operations management with:

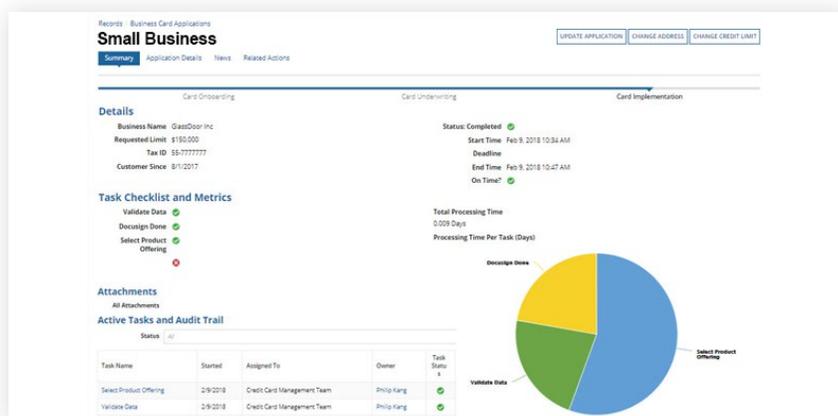
- **Streamlined operations** that maintain adequate controls across organizations, resulting in decreased operating costs.
- **A fully compliant solution** with the flexibility to stay current with industry, regulatory and legislative changes.
- **Simplified processes** that reduce complexity, errors, and training time with faster case resolution.
- **Seamless integration** that breaks down silos across systems, channels, and business units.

Streamline operations and maintain controls across organizations.

Comply with government regulations, bank policies, and network rules.

Expedite case resolution by reducing complexity and errors.

Provide seamless service across channels, products, and stakeholders.



Focus.

Don't just meet, exceed customer expectations with a Payments and Card Operations Management application that allows you to:

- Improve customer satisfaction with frictionless and compelling payments offerings (e.g., card issuance).
- Orchestrate interactions across internal and external stakeholder groups.
- Enhance your employee experience by streamlining operations and reducing email and paper processes.

Take control.

Quickly build, deploy, and scale banking business operations initiatives with enterprise solutions, including:

- Omni-channel case management.
- ATM management.
- Branch operations management.
- Merchant transactions management.
- Treasury and global transaction.
- Banking operations management.

Prepare for the future.

Pressure is mounting to deliver innovation in financial services.

It takes speed and power to deliver transformational solutions. The Appian Low-Code Platform provides both, while leveraging your legacy IT investments.

With Appian, financial institutions can build web and mobile apps faster, run them on-premises or in the cloud, and manage complex processes, endtoend, without limitations.

Leaders in financial services trust Appian.



Realize the benefits of Appian for card operations management across every channel. Learn more at: appian.com/finserv.

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Appian is the unified platform for change. We accelerate customers' businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprisegrade, and trusted by industry leaders. For more information, visit appian.com/finserv.