



Appian for Licensing and Permitting

State and local governments trust the unified Appian Low-Code Platform for complex and mission-critical workflows.

- **Modernize and transform licensing and permitting systems.**
- **Deliver a superior citizen experience to residents and businesses.**
- **Reduce operating costs while boosting service revenues.**
- **Deploy in the cloud, with industry-leading security, availability, and scalability.**

Licensing and permitting are essential government services for residents and businesses. But often the processes involved in issuing or renewing a license or permit are slow, manual, and inefficient.

Appian helps departments and agencies modernize legacy licensing and permitting systems, so they can reduce turnaround times and provide better service to citizens. The Appian Low-Code Platform eliminates manual steps and enables automated workflows, intelligent routing, and concurrent application review by multiple departments—for more efficient operations and a superior citizen experience.

With Appian, states, counties, and cities can move from paper applications and in-person payments to all-digital processes for permitting and licensing. Appian simplifies and accelerates complexity so departments and agencies can provide residents and businesses with better service.

Appian Portals: the new front door for your applications.

Appian Portals allows organizations to quickly build secure applications that don't require external users to log in to engage with you, like scheduling an appointment or reporting a service issue. They can receive email notifications and status reports for application receipt, completeness, approval, payment, and permit or license issue.

Convenient, secure, and scalable, Appian Portals connects your data, constituents, partners, and external stakeholders to your Appian workflows without disruption, integration challenges, or the need for specialized skills. Portals are deployed as independent microservices to scale up or down without affecting performance or platform stability. Applications also comply with stringent security requirements, including SOC 2. In addition, mobile offline capabilities allow users to access and complete tasks from any device when wireless connections are unavailable.

Licensing and permitting workflow management.

With Appian, workflow designs can be configured to automatically route applications to the appropriate queue, based on a department's unique processes. Roles and workflow features ensure that all stakeholders perform their actions in a consistent manner and only access the items they have permission to view. Department employees can easily consolidate all application-related information into one place and simultaneously track progress across multiple applications.

Appian also lets departments and agencies design as many templates as they need to manage their processes and define their workflows. Staff are able to review applications with associated documents and maps and request additional information. This streamlines reviews, approvals, and sign-offs for a wide variety of cases, documents, correspondence, and forms.

An emphasis on real-time insights and citizen service.

The Appian Low-Code Platform presents all relevant application and case information in a single, unified view. This lets staff quickly view tasks, cases, workload, and metrics from one dashboard and eliminates the need to open multiple applications and windows. Such a view of relevant information across all systems and data sources increases productivity and improves customer service.

Appian enables insight through key performance indicators (KPI) and real-time reporting. Managers can track department performance, identify bottlenecks, and view employee workload and application process information from their dashboard. Appian's workload management and reporting empowers managers to track all applications and activities and prioritize or reassign them based on workload. Staff and managers can also create custom reports and ad hoc searches.

By providing services like initial applications, fee calculations, renewals, and real-time status updates online, departments reduce the need for residents and businesses to call to check their application status or visit offices and wait in line to submit paperwork. Appian supports this improved constituent experience by automating manual processes and modernizing legacy systems.

Through decreasing staff time on manual processes, the automation of routine licensing and permit processes reduces turnaround times for new and renewal applications. This means that departments and agencies receive revenue faster. Appian also helps departments recover lost revenue from late filing fees and lapsed renewals — which often go unbilled because of resource constraints and a lack of information.

Appian enables departments and agencies to track and calculate fees, revenue, and assessments for permits, licenses, and applications. The platform supports the many fee and tax calculations required by state and local governments, including flat, incremental, variable, linear, percentage, and minimum fee structures.

Lower operating costs and improved compliance.

Because citizens can submit applications, reporting, documentation, renewals, and fee payments online, Appian helps departments and agencies reduce costs. Mobile applications and an online portal for application intake and document submission mean that employees and citizens avoid duplicate data entry. In addition, automated, online workflows prevent the errors and delays associated with manual and paper-based application processes.

Appian extends the capabilities of current IT investments and legacy systems. Departments can store and manage the same business rules and process models for reuse by other legacy systems. In this way, the Appian platform reduces maintenance and support costs for licensing and permitting systems.

The Appian Low-Code Platform for state and local government.

With the unified Appian Low-Code Platform, departments and agencies can deploy applications faster and without coding. The platform offers significant flexibility over traditional solutions by enabling rapid design, development, and deployment of government systems. Organizations can quickly build and implement applications that address their specific requirements and integrate with their legacy systems. Departments can deploy their systems on-premises, in the cloud, or in a hybrid environment without limiting functionality or flexibility.

More than 200 government departments and agencies trust Appian and our open, enterprise-grade platform.



Learn more at appian.com/government.