AppianRPA for Financial Services

A KEY CAPABILITY IN YOUR
AUTOMATION TOOLBOX

The need for automation and real-time information has never been greater for financial institutions. The COVID-19 crisis has affected almost every aspect of financial services, from operations, to employee productivity to customer service. In some ways, financial institutions have been forced to move faster than ever before, to respond to stimulus lending programs, and ensure they are adequately prepared for a potentially lengthy recession.

Financial institutions have had to rapidly adapt to support customers, while simultaneously making dramatic changes to internal operations. The break-neck response could represent the beginning of an era of far greater adaptability and faster innovation cycles.

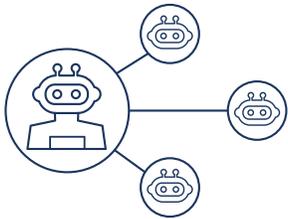## APPIAN RPA FINANCIAL SERVICES APPLICATIONS

Credit Approvals — Validate information like required documents, background checks, credit checks and take the decision of the basis of rules to approve or disapprove the application. RPA can talk to multiple systems simultaneously to help define debt limits and ratings.

Customer Service — Enhance the customer experience with a digital workforce that meets customer needs 24x7. Eliminate manual tasks in back office and customer service operations processes including customer data inquiries and updates, cancellations, and anomaly detection.
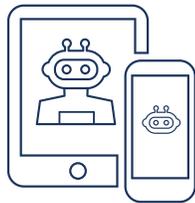
Regulatory Compliance — Automate mundane manual tasks and quickly complete operational tests within specific regulatory frameworks to ensure compliance. RPA can be used for data segmentation for risk reports, data entry and verification, and to collate details from different systems, improving security and compliance, and reducing error rates for customer-facing processes.

Finance Command Center — Eradicate tedious manual processes across finance areas to enable teams to quickly pivot to manage changing requests, improve productivity, and gain a better understanding of working capital and risk management

AppianRPA

Connect robots into any broader business process

Deploy and monitor bots from any device

Bring humans into the loop to handle robot exceptions
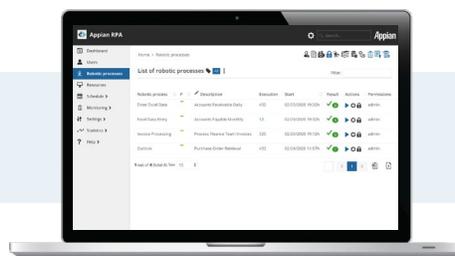
Analyze value and impact of all bot processes

APPIAN RPA KEY FEATURES

- **Powerful Governance:** Centrally manage, monitor, and deploy bots across the organization to increase scale and performance.

- **Secure, Cloud RPA:** Simplify access and adoption of RPA across Appian's globally available and highly secure cloud.

- **Dynamic Exception Handling:** Best-in-class human-in-control capabilities to handle exceptions and ad-hoc activities.

- **Robust Java Development:** Provide developers greater control to create sophisticated bots that can handle even the most complicated tasks.

- **Deployment Flexibility:** Create unlimited bots and deploy in both Windows and Linux environments, optimizing the cost of operating a digital workforce.

- **End-to-End Automation:** Powerful process orchestration, exception-handling, and integration capabilities enable end-to-end business process automation—and bigger business impact.

Deploy bots within any business process to automate repetitive tasks.

Orchestrate bots from a web-based control center.

To learn more, visit:
appian.com/RPA

Appian

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world's largest financial institutions use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance. For more information, visit **appian.com/rpa**