appian

Appian for Distributed Order Management

Modernize for omni-channel commerce.

Order management challenges.

Traditional order management systems aren't flexible enough to support multiple channels, fulfillment methods, locations, and return points. Siloed systems and data limit inventory visibility and the ability to make and keep customer delivery promises.

In addition, having multiple order management systems drives a higher volume of customer inquiries on order status and delays responding to customers. Therefore, the processes needed to manage customer direct shipments, split orders across fulfillment centers, and maintain a single view of a customer's orders become unsustainable.

Appian enables distributed order management.

Order from anywhere. Fulfill from anywhere. Return to anywhere.

- Collect orders from any channel in one place.
- Automate optimal sourcing and shipping routings.

- Enable the creation of margin points post-sale.
- Gain enterprise visibility to enable orchestration of returns to any processing center.

Real-time visibility into order status and inventory availability.

- Connect siloed systems and data to enable real-time visibility across the enterprise.
- Eliminate unsustainable manual workarounds when direct shipping.

Improve the customer experience.

- Improve on-time and in-full order fulfilment at the lowest possible cost.
- Reduce customer inquiry volume and response times by providing self-service.
- Provide customer support personnel with a single interface for all customer order information.
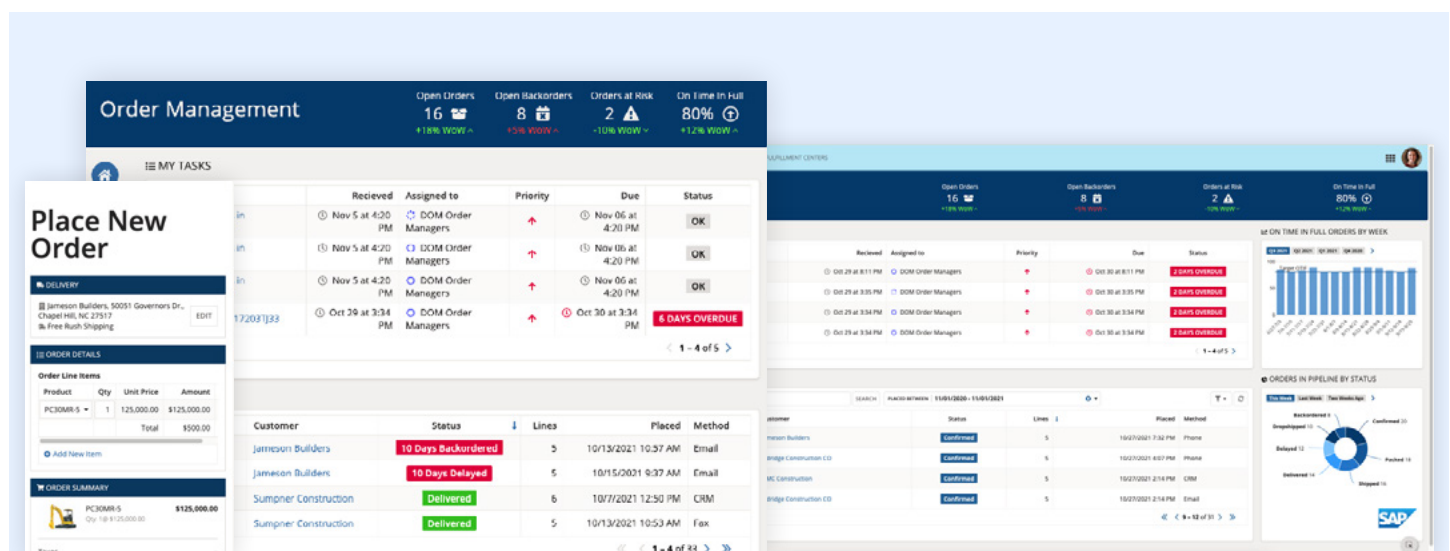
Optimize your most complex processes and deliver applications that are ready to run on any mobile device.

Gain a 360-degree view of orders across your enterprise with the management dashboard.

Leading organizations trust Appian for distributed order management.

A machinery manufacturer implemented an invoice dispute management application to manage, escalate, and resolve customer invoice disputes. The app is used by 700 employees within finance.

Outcomes: Cut the average dispute resolution time by 50%, moving millions of dollars out of dispute and into revenue.

A paper manufacturer implemented a quote-to-first-service application to enable mobile order entry for field sales.

Outcomes: 77% of new contract onboarding was completed in one day. Equipment delivery time to a new customer was reduced from 10–14 days to 48 hours.

A major technology manufacturer improved customer order management with an application that gives the customer service team a unified view of customer orders and proactively communicates order status.

Outcomes: Improved speed and quality of order inquiry resolution.