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Appian for Transportation

The transportation industry has faced immense disruption over the past few years. Everything from supply chain and port disruptions to carbon regulations and customer demand for transparency have deeply impacted how organizations are thinking about their operations. Transportation companies will need to leverage innovative technology solutions to efficiently serve customers, increase agility, and build resilience across the network.

Appian is helping our transportation customers transform operations across key business areas.

Asset management	Customer service	Integrated operations	Corporate services	Safety, risk, and compliance
• Asset visibility and tracking. • Capital planning and expenditure. • Field service management. • Fleet management. • Inspections management. • Insurance and liability management. • Maintenance and repair. • Warehouse and yard management.	• Call center support. • Claims management. • Complaints management. • Customer onboarding. • Dispute management. • Loyalty programs management.	• Digital driver dispatch. • Electronic bill of lading (EBOL). • Freight tracking. • Inbound and outbound management. • Inventory control. • Logistics management. • Supply chain orchestration. • Track and trace. • Terminal operations.	• Contract management. • Employee and contractor onboarding. • Finance command center. • Human resource management. • Internal help desk. • IT asset lifecycle. • PMO management. • Quote-to-cash. • Sourcing and procurement. • Workforce safety.	• Compliance and regulation management. • Consumer privacy management. • Enterprise risk management. • ESG management. • Hazardous materials handling. • Incident management. • Shipping compliance. • Workforce regulation.

Transportation industry challenges:

- Lack of supply chain visibility.
- Need for ESG and carbon tracking.
- Better service through collaboration, communication and on-time delivery.
- Labor shortages.
- Need for better warehouse management.

Appian Low-Code Platform solutions:

- Extend and connect existing supply chain systems.
- Enhance workflow, visibility, and team efficiency.
- Improved visibility around ESG programs.
- Comply with fast-evolving regulations.
- Access mobile capabilities in the field.
- Efficiently onboard employees and contractors.

Organizations are building innovative solutions on the Appian Low-Code Platform.

Ryder has delivered 50+ applications on Appian. This includes yard checks to verify which vehicles are in the yard, the mileage, their condition, etc.; accident claims that allows field teams to capture information about incidents via mobile; breakdown analysis to ensure vehicles are in optimal condition behind the scenes; and more. The series of applications have resulted in a 10x increase in customer satisfaction index responses.

A leading shipping and logistics organization is using Appian to manage end-to-end logistics across generating invoices, actioning purchase orders, coordinating shipping services, managing warehouse tracking, and collecting final billing and payment.

Using Appian, DFW rolled out 18 process applications airport-wide in its first nine months of use. Staff across all departments are able to conduct a number of work actions on mobile devices, including terminal managers assisting passengers on terminal floors, supporting the airport's dedication to customer service.

A leading Canadian retailer's award-winning application digitizes driver check-in and load pickup at distribution centers, allowing drivers to signal their availability, check in remotely, and accept work in real time through digital dispatch. They have estimated the application will save them over $1 million in the first six months, reducing driver turnaround time by 10 minutes per trip and reducing 3PL invoice reconciliation issues by 50%.

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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, enterprise-grade, and trusted by industry leaders. For more information, visit **appian.com/transportation**.