

Use Cases for Insurance: Corporate Services

Deliver business applications for operational agility at a lower Total Cost of Ownership.

CUSTOMER PROFILE

- 88 million customers in 130 countries
- Serves 90% of Fortune Global 500
- Market capitalization of \$70 + billion

CHALLENGES

Current systems approach out of sync with the business need for speed and cost efficiency.

- Core systems and legacy applications required costly maintenance that served a small percentage of the business.
- The business compensated by leveraging spreadsheets, access dB, etc. perpetuating operational inefficiency, and by default, triggering an increase in headcount as well as other challenges with compliance, transparency and timely revenue.

SOLUTION GOALS

The corporate services organization needed a platform that enabled IT to deliver business apps faster and at a lower TCO.

- Digitize business services for transparency, speed and efficiency.
- Improve key corporate services across a broad spectrum of functions; including, actuarial processes, procurement operations, and vendor management.

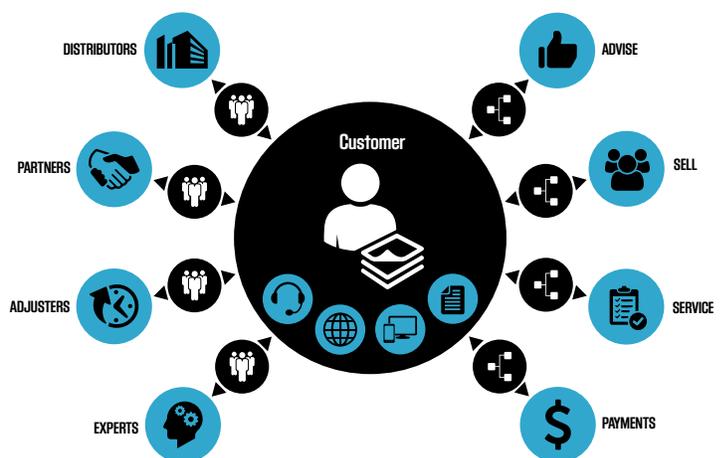
With powerful capabilities to connect the enterprise, Appian enables transformation of complex, disconnected processes, data, and systems. ►

RESULTS

- A small team of internal resources are delivering business applications an average of every 8 weeks.
- These applications carry a maintenance cost of less than 10% of heritage technologies.

FLAGSHIP APPLICATIONS

- Finance: Global Operating Expense Recharge
- Treasury: Wire Transfers
- Tax: Global OneTax - Discrete Items
- Investment Management & Capital Markets: FS Exchange, Global Real Estate Comprehensive Deals
- HR: Self-Evaluation



PRIORITIZE

Capture new markets and new business when you prioritize efforts to better serve customers.

- Increase engagement with an intuitive user interface
- Improve customer service to increase customer loyalty
- Unify process, data, systems, and people for better decisions
- Achieve rapid development of customer-centric applications

FOCUS

Transform your business processes to become a connected company in the digital world.

- Eliminate back-office inefficiencies with rapid digital innovation
- Converge all relevant data to a single location in order to improve decision-making
- Operate on-premises or with cloud-based applications

PREPARE

Achieve the efficiency and agility needed for the future while leveraging existing IT investments.

- Modernize IT infrastructure without a rip-and-replace initiative
- Break down siloed data structures
- Advance enterprise mobility efforts
- Expand implemented solutions to solve future demands

ORGANIZATIONS ACROSS INDUSTRIES TRUST APPIAN



Appian

Appian delivers an enterprise platform for digital transformation that enables insurers to become connected enterprises in the digital world. Powered by industry leading Business Process Management (BPM) and Case Management capabilities, Appian's low-code approach can radically accelerate the time it takes to build and deploy

powerful, modern applications, on-premises or in the cloud. The world's most innovative organizations use Appian to revolutionize their customer experiences, transform their business operations, and master global risk and compliance.

For more information, visit www.appian.com