Appian

Use Cases for Public Sector: Contact Center Automation

100% Success with Affordable Care Act Applications

BEFORE APPIAN

When the Affordable Care Act (ACA) was rolled out in the United States, the failure of the web site made a lot of news. What the public didn't see was that behind the scenes, Federal Contractor Serco was responsible for getting millions of applications across the finish line. CMS had originally contracted with a systems integrator to build a case management system to handle the paper application processing and document verifications, but that contractor failed to deliver. Serco immediately reached out to Appian and asked us to rise to the challenge of delivering a case management system on short notice that could go-live as part of the overall ACA launch.

APPIAN ADVANTAGE

Appian met the challenge and delivered a robust, massively-scalable case management solution. It was ready on time, and it was agile enough to meet the incredible pace of change that has become the hallmark of the ACA program. The work performed by Appian included all requirements gathering, configuration of the solution, continuous demonstrations and requirements changes from the customer, the writing of performance test scripts, and the configuration and testing of the production environment scaled to handle up to several hundred thousand transactions per day. Since initial roll-out, Appian and Serco have continuously enhanced the system adding functionality that now covers all application processing (paper and online), all exemptions processing, and call center agent support for Serco's multi-shift ACA contact and document processing center.

VALUE DELIVERED

Appian helps support the population of the Federal ACA Marketplace by managing:

- Managing more than 70 million Records

- Document processing actions for more than 20 million documents

- Triaging millions of pieces of consumer correspondence and mail

- Logging over 500,000 outbound calls

- Managing the workload of several thousand service contract act staff

FOCUS

Deliver optimal citizen experiences with intelligent automation of the contact center that allows you to:

- Deliver a consistent and personalized experience, across all channels

- Empower agents to deliver fast and contextual resolutions

- Improve first call resolution (FCR) and customer satisfaction scores

TAKE CONTROL

Appian provides a one-stop shop for creating robust Constituent Services solutions for:

- Contact Center Automation

- Self Service Solutions

- Eligibility and Enrollment

- Grants Management

- Constituent Case Management

- Claims Processing

- Correspondence Management and Tasking

- Service Desk

PREPARE FOR THE FUTURE

It takes speed and power to deliver transformational public sector solutions. The Appian application platform provides both.

Transform critical, public sector services with an application platform that delivers high-speed, cost-effective IT modernization that fits your specific organizational demands.

With Appian, your agency can harness the power of a unified, low-code platform on premises or in the cloud to manage complex processes, end-to-end, without limitations.

LEADING ORGANIZATIONS TRUST APPIAN:

Appian

Appian provides a leading low-code software development platform that enables organizations to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and competitive differentiation.

For more information, visit www.appian.com