

IT Applications Management

STREAMLINE IT SYSTEM REQUESTS TO INNOVATE FASTER

- Improve IT request lifecycle management from intake to delivery
- Realize cost savings from process automation and improved productivity
- Achieve consistency and standardization across requests and projects
- Improve business planning, forecasting, and stakeholder visibility

Managing the thousands of IT and system requests for new applications, solution upgrades, and new projects across the organization is a complex undertaking.

Often, organizations have a manual, email and spreadsheet-based processes to track requests and approvals, leading to errors, costly resources, and delayed delivery deadlines. A platform to unify technology requests from intake through delivery and improve visibility and control for stakeholders is critical.

How can you maintain organizational excellence and drive innovation when there are thousands of outstanding IT requests at any one time?

TRANSFORM THE REQUEST LIFECYCLE

Whether it's a new application, change request, upgrade, modification, bug fix, or IT equipment maintenance—rely on the Appian digital application platform to deliver a seamless request experience and improve IT lifecycle management.

Built on the Appian enterprise low-code platform, IT requests and application services are transformed through intelligent automation and case management.

- **Streamline processes**, including request management, demand intake, approvals, and delivery.
- **Ensure consistency** with business rules for data validation, approval, role based access, and engagement document types.
- **Track IT requests and projects** across departments with insight into applications, version development, deployment, and related processes.
- **Provide stakeholder transparency** with real-time metrics, self-service reporting, notifications, and audit history.
- **Unify and extend systems**, including existing solutions, ERP systems, and project management tools.



Streamline IT System Requests to Innovate Faster

FOCUS

Empower delivery managers and exceed stakeholder expectations with an easy-to-use platform that allows organizations to:

- Achieve excellence in application development, updates, and support services
- Realize cost savings from automation of processes and improved resource productivity
- Reduce average delivery cycle time and improve SLA adherence
- Improve business planning and forecasting with on-demand reports and dashboards
- Achieve consistency and standardization in delivery processes

TAKE CONTROL

Using Appian, you can quickly build, deploy, and scale new corporate applications, including:

- PMO and Project Management
- Procurement and Contract Management
- HR Process Management
- Employee and Contractor Onboarding
- Revenue Recognition
- Employee Experience
- Product Launch Management

PREPARE FOR THE FUTURE

Transforming the IT application lifecycle allows organizations to streamline operations and focus on innovation to maximize business efficiency.

It takes speed and power to transform the employee experience. The Appian enterprise low-code application platform provides both.

With Appian, organizations can build web and mobile apps faster, run them on Appian cloud, and manage complex processes end-to-end, without limitations.

LEADING ORGANIZATIONS ARE TRANSFORMING IT APPLICATIONS MANAGEMENT WITH APPIAN:



Appian

Appian provides a software development platform that combines intelligent automation and enterprise low-code development to rapidly deliver powerful business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk and compliance.

For more information, visit www.appian.com