



Appian for Energy & Utilities

FIELD SERVICE MANAGEMENT

- Increase field worker productivity through mobile-enabled applications
- Gain real-time visibility into field activities, resolution status, and performance
- Digitize manual and paper processes to leverage field, asset, and project data
- Increase customer satisfaction by ensuring quality and consistency in the field

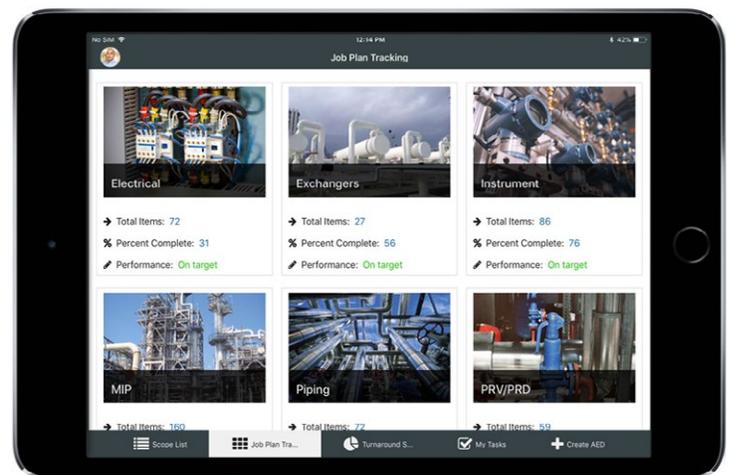
Energy organizations with extensive field operations often face challenges around scheduling and dispatching workers, meeting first-visit resolution goals, ensuring worker safety, and coordinating assets and equipment.

Paper processes, manual workflows, and disjointed systems hinder field worker productivity, project completion, and stakeholder visibility and oversight. Organizations need a way to manage the end-to-end field deployment process and enable their workforce with mobile solutions to reduce non-productive time, ensure asset utilization, and improve field service quality.

MAXIMIZE THE EFFECTIVENESS OF FIELD RESOURCES

With Appian, organizations can quickly deliver mobile field applications to effectively manage resources, reduce costs and turnaround times, and gain insight into the entire field service life cycle.

- **Manage complex routing and task distribution** to ensure adherence to standard operating procedures and maximize job margins
- **Mobile-enable your workforce** with integrated mobile apps that capture asset pictures, signatures, geolocations, customer details, work orders, and documents
- **Gain visibility into end-to-end field activities** to track status and performance, while ensuring transparency and auditability
- **Coordinate field resources and tools**, including tracking asset condition, vehicle and equipment maintenance, licensing, insurance, inspections, and repairs
- **Extend and connect** existing systems and data sources for a single view of field activity, assets, projects, crews, contractors, and customers



FOCUS

Take an automated approach to effectively managing field service:

- Reduce response times with automated processes, notifications, and reporting
- Accelerate decision cycles and SLA adherence with stakeholder insight into field activities, resolution, and impact
- Manage the end-to-end maintenance journey including issue detection, inspection, and materials and task management
- Improve collaboration between internal departments and the external ecosystem, including vendors, contractors, and customers
- Reduce non-productive time with mobile applications that allow for seamless servicing, faster job wrap up, and real-time customer billing
- Increase compliance, security, and safety to minimize risk

TAKE CONTROL

Quickly build, deploy, and scale new enterprise applications across operations, including:

- Asset Lifecycle Management
- Turnaround Execution
- Supply Chain Management
- Inventory and Equipment Management
- Vendor and Contractor Management
- Fleet Management
- Maintenance Management
- Field Site Inspections
- Incident Management

PREPARE FOR THE FUTURE

Executing exceptional field service management leads to more productive workers and faster resolution—and, in turn, business growth and impact.

It takes speed and power to transform field service management. The Appian enterprise low-code application platform provides both, while leveraging your current IT investments.

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

LEADING ENERGY AND UTILITIES ORGANIZATIONS RELY ON 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