Appian

HR Service Center
DELIVER UNMATCHED EMPLOYEE EXPERIENCES

Employees are your most valuable resource. Appian helps human resources (HR) organizations create employee-centric solutions that exceed expectations and free HR leaders and specialists to focus on engagement, not systems.

The Appian **Intelligent Contact Center™** provides a centralized solution to streamline HR requests and empower HR staff to deliver exceptional employee experiences. With Appian, HR specialists have a unified employee view that dynamically changes to give them the right data at the right time. Embedded omni-channel communications consolidate all employee inquiries into a single solution, providing insight into HR workloads and ensuring HR specialists can track and quickly resolve requests. And Intelligent Automation and Case Management capabilities help your HR team eliminate repetitive tasks and handle complex process and HR situations.

PROVIDE THE VERY BEST EMPLOYEE EXPERIENCES

Appian's **intelligent automation** and **case management** capabilities help increase productivity, accelerate HR processes, and improve employee experiences.

From benefits changes to time off requests, Appian empowers HR representatives to deliver seamless experiences by consolidating employee data, processes, and requests.

Deliver personalized employee experiences by surfacing the right data at the right time with **unified employee views**.

Provide a self-service HR request portal to manage employee requests and a searchable knowledge library of HR documentation and articles.

Streamline employee inquiries into a single, trackable case management solution ensuring HR can monitor and resolve requests fast using embedded omni-channel communications.

Tailor solutions quickly to your organization's unique needs to optimize experiences across the entire employee lifecycle.

Extend HR systems, including Human Capital Management systems like Peoplesoft, Workday, and ADP for end-to-end processes transparency and a single record of truth.

DELIVERING METRICS THAT MATTER

The Appian Intelligent Contact Center drives improvements to metrics that matter to HR and employees:

Employees
Improve productivity, workplace engagement, and job satisfaction.

HR Leadership
Increase employee happiness, HR efficiencies, and ROI.

HR Specialists
Boost performance, role satisfaction, and time to productivity.

Appian HR Service Center

UNIFIED EMPLOYEE VIEW

Abolish data silos and provide HR a unified and dynamic employee view to deliver exceptional employee experiences.

Integrate structured data, documents, reports, and collaboration for the deepest possible employee view.

Keep employee data safe, secure, and compliant with a single record of truth and detailed audit logs.

HR CASE MANAGEMENT

Provide HR the power to manage employee issues, structured and unstructured, from inception to resolution.

Identify and resolve workplace incidents fast for minimal business impact.

Instant access to complete and current information boosts HR representative productivity and speeds time to resolution.

OMNI-CHANNEL COMMUNICATIONS

Centralize employee communications to understand HR workloads for appropriate resourcing and assignment.

Give employees the ability to communicate when and how they want with embedded voice, chat, and SMS for improved employee experience.

Keep a detailed history of employee communications and requests to identify trends and areas of improvement.

INTELLIGENT AUTOMATION

Business Process Management (BPM) to orchestrate HR actions across HR specialists, systems, and artificial intelligence repeatable success.

Supplement and guide HR specialist decision-making in real-time with next-best-action through cognitive services performed across massive data sets.

Robotic Process Automation (RPA) can perform high-volume, repetitive tasks across previously disconnected legacy HR systems, improving productivity and eliminating the associated data errors.

THE WORLD'S LEADING ORGANIZATIONS RELY ON APPIAN TO DELIVER UNMATCHED EMPLOYEE EXPERIENCES

CME Group   DFW DALLAS FORT WORTH INTERNATIONAL AIRPORT   LiUNA!   S&P Global   USF UNIVERSITY OF SOUTH FLORIDA

TURN IDEAS INTO APPLICATIONS, FASTER. WE GUARANTEE IT.

Appian GUARANTEE — IDEA TO APP, FASTER.

The Appian Guarantee is our commitment that you will realize incredible productivity and impact with Appian's low-code platform. The Appian Guarantee establishes an accelerated 8-week project for your first application at a fixed price. Appian also guarantees that anyone technical can be trained as an Appian developer in 2 weeks.[1]

1. The Appian Guarantee is available to new Appian customers developing and deploying in the cloud who purchase Appian software with an annual contract value in excess of an Appian-set minimum, who agree to fully use standard Appian features and prioritize scope according to the guidelines as qualified by Appian Professional Services. These guidelines are best practices for fast delivery as they relate to project delivery methodology, integrations, data manipulation, and data design. The 10-day design course fees are not included in the first application project cost. Subject to project scope and conditions. Visit appian.com/company/appian-guarantee/ to learn more.

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Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com