

Appian for Insurance

AGENT LIFECYCLE AND PERFORMANCE MANAGEMENT

- > Digitize processes
- > Integrate across multiple systems
- > Customize workflows
- > Achieve omni-channel communication

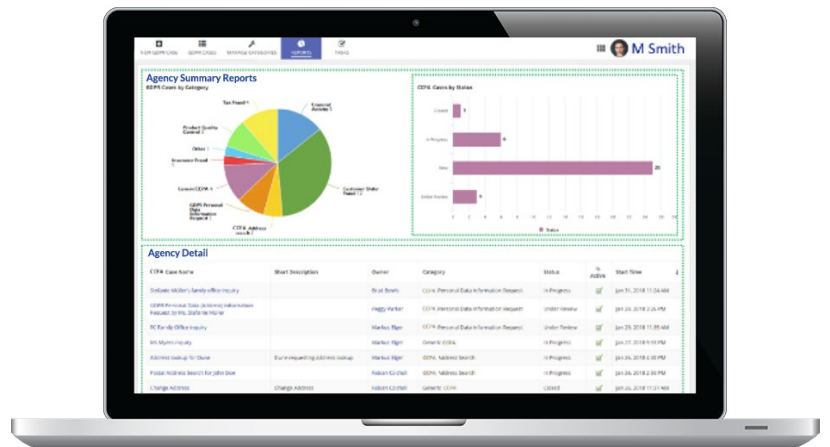
In a highly competitive environment, insurers need to recruit, onboard, and train new agents as swiftly as possible, while staying on top of sales, agent licenses, key performance indicators (KPIs), and more. Yet for many, outdated legacy infrastructure, siloed systems, and manual processes lack the transparency and flexibility that's critical in today's fast-paced business climate.

MEET THE CHALLENGE

Insurers can see more, work faster, and manage performance across the full agent lifecycle with Appian. Our low-code application development platform empowers organizations to automate processes, create customized workflows, and track progress—all within one centralized system that's flexible enough to change with your needs. This gives insurers the ability to monitor agent licensing and performance, deliver targeted training, and proactively respond to M&A activity, claims, and other needs.

Appian enables:

- **Omnichannel support** enables tasks from mobile document capture to SMS/text notification
- **Integration with industry systems** for an end-to-end view of onboarding and licensing checks through performance management
- **Real-time tracking and reporting** for goals, KPIs, training, compliance, and more
- **Agent self-service** for uploading documents, managing compliance, and tracking progress



Agent Lifecycle and Performance Management

FOCUS

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

- Eliminate paper processing with digital document capture and mobile notifications
- Reduce cycle time with a solution that tracks key metrics and integrates with industry providers
- Converge all relevant data into a single view to improve speed and decision-making
- Improve transparency with a unified interface that shows progress and remaining steps
- Achieve compliance with licensing regulations

TAKE CONTROL

With Appian, you can quickly build, deploy, and scale enterprise applications for your customer operations, including:

- Agent Lifecycle and Performance Management
- Agent and Broker Channel Automation
- Sales Automation and Marketing Management
- Operations Modernization
- NPS/CSAT/Customer Effort Tracking

PREPARE FOR THE FUTURE

The digital world is faster, smarter and more connected, and insurance companies need a platform to adapt to the new pace of change.

It takes speed and power to deliver transformational solutions. The Appian low-code application platform provides both, while leveraging your legacy IT investments.

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

LEADING ORGANIZATIONS TRUST APPIAN:



Appian

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world's largest insurance 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