

Appian for Insurance

CUSTOMER SERVICE COMPLAINT MANAGEMENT

- Quickly manage disputes with automated processes
- Increase oversight and transparency
- Keep records and data consistent with a unified view
- Achieve regulatory compliance with real-time tracking

Amid growing regulatory oversight, complaints are no longer matters just for customer service staff. They may be reported to industry regulators as well. And failure to manage complaints appropriately can lead to audits, fines, and reputational risk.

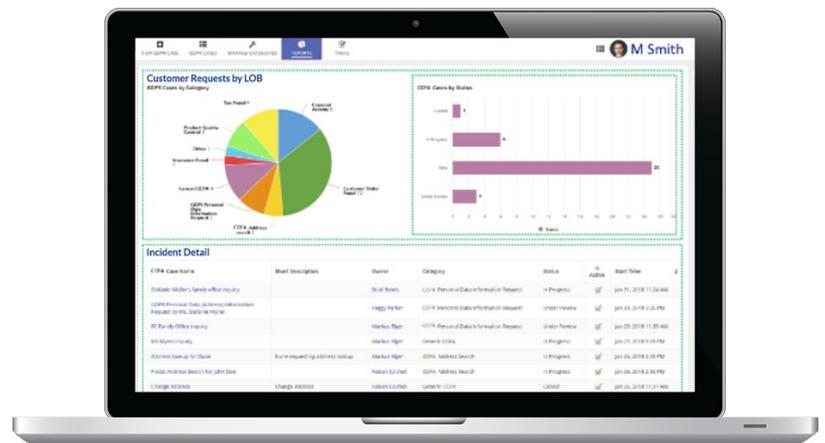
To manage complaints from multiple sources and channels—and maintain consistent records across the enterprise—insurers can no longer rely on spreadsheets and files. Meeting regulatory requirements, providing actionable information, and resolving issues fast requires a centralized database and comprehensive complaint management software.

MEET THE CHALLENGE

Appian's low-code application development platform helps insurers manage disputes and complaints from initiation to resolution. Insurers gain a unified overview of cases, plus the ability to identify patterns and detect fraud events beyond a single incident, enabling them to take action in real time to prioritize and allocate resources, evaluate performance, and provide evidence to regulators. They can also obtain valuable insights into their business, including potential regulatory issues, employee training gaps, and customer service discrepancies.

Appian enables:

- **Automated processes** for more streamlined workflows
- **A unified view** across customers, suppliers, and other stakeholders
- **Consolidated data** within a centralized database and single platform
- **Full complaint lifecycle management** with real-time tracking, reporting, alerts, and escalations



Customer Service Complaint Management

FOCUS

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

- Improve customer service by ensuring timely, consistent handling of complaints, resolutions, and follow-ups
- Simplify processes with notifications for task management and regulatory timelines
- Strengthen compliance through a secure platform and a 360-degree view of individual cases

TAKE CONTROL

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

- Contact Center Operations
- Customer Self-Service
- Field Policy Audit and Administration
- Pension Servicing and Administration

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