

## Appian Request Center (ARC)

APPIAN IS TRANSFORMING INTERNAL PROCESSES ON THE APPIAN PLATFORM

Appian stakeholders noticed an opportunity for improvement within internal processes. There was a need to streamline requests across the organization to increase efficiency and reduce manual work for users.

### IMPACTFUL

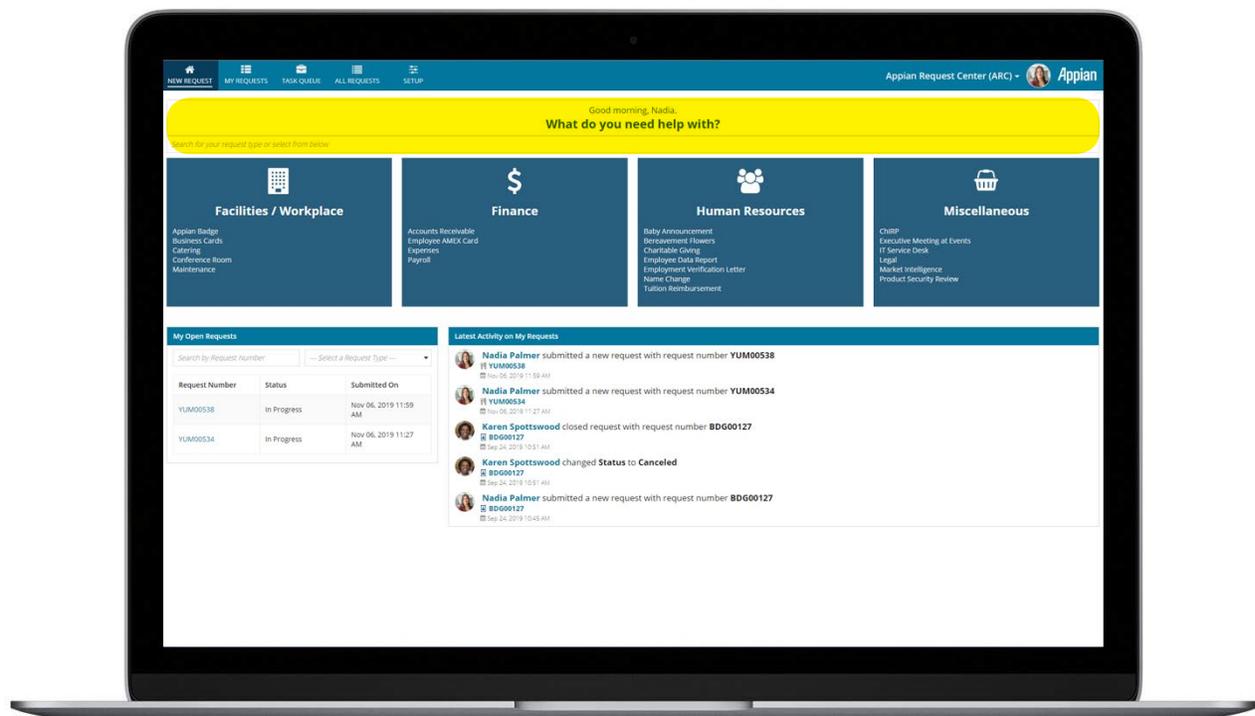
The request center was built on Appian's platform to manage a wide range of organizational processes. This impactful solution:

- **Provides** a single landing point for users to locate requests across the organization
- **Allows** all internal global Appian users to create and respond to requests
- **Automates** manual business processes with new request types developed in minutes
- **Saves** time with no development bottlenecks for new request types and one consistent code-base to maintain, eliminating the need for legacy systems

### INTUITIVE

Appian's Request Center solution facilitates easier user submission with an intuitive process. This solution:

- **Suggests** task assignees, auto-filled for each request type
- **Delivers** simple step-by-step workflows, with progress bars and added instructions where needed
- **Enables** specialized request types, with customized forms and individualized task options
- **Pulls** internal data into requests and offers the ability to link out to external applications



*Easily search for request types*

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## FLEXIBLE

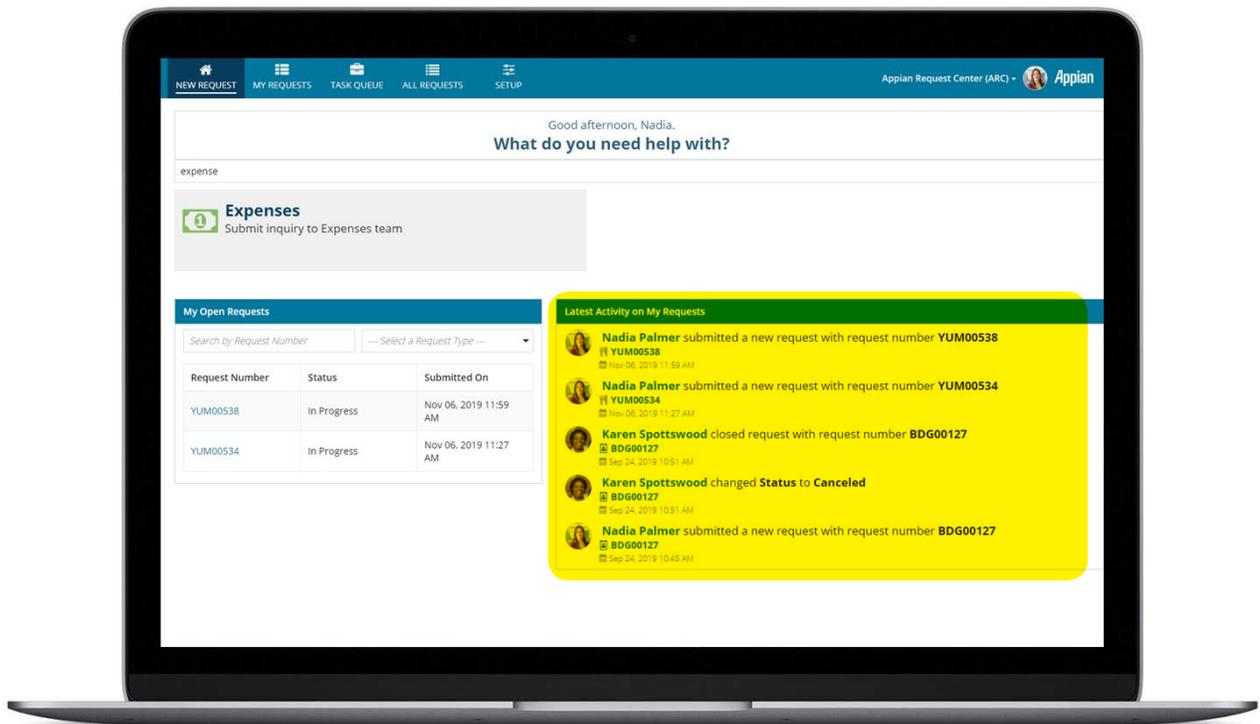
The Appian Request Center offers the flexibility to create individual processes for all the unique requests across departments. The Request Center currently holds 25 different request types, and the list is growing. The solution provides:

- **Custom** workflows, with the flexibility to allow users to change the process easily
- **Different** request types that are unique to departmental needs, pulling information from external sources when needed
- **The ability** for business users to build requests themselves, saving time

## TRANSPARENT

The Request Center provides visibility into all processes and workflows. It pulls information into Appian's internal system, making it easy to access and use. The solution offers:

- **A single interface** for viewing and accessing all request types and task lists
- **Communication capabilities**, with optional discussion threads throughout the entire workflow
- **An audit trail** for each request, with a history feature to show past iterations and conversations



*Gain real-time updates on submitted requests*

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# Appian

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](https://www.appian.com)