

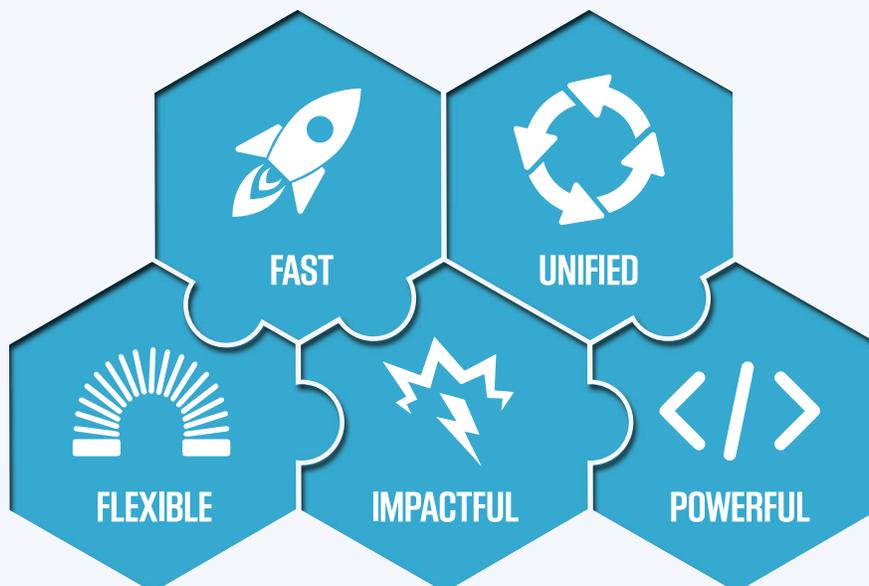


# Five Ways Appian Helps Innovate Energy and Utilities Operations

DELIVER POWERFUL APPLICATIONS, FASTER.

As technological advancements continue in the energy and utilities sector, organizations must modernize their processes in order to meet customer expectations, avoid risk, stay agile, and improve cost-effectiveness.

**Here are five ways that Appian can help utilities realize your digital potential.**





## SPEED TO DELIVERY

**Appian is fast.** In fact, application development on Appian can be up to 20X faster than traditional development. That's because of Appian's low-code platform approach, which is bolstered by visual tools and drag-and-drop functionality. In Appian, you don't code an application, you draw it—like a flowchart.

Rapidly build and deploy natively-mobile apps that empower business users and field workers. Deliver critical applications faster, with customizations specific to your organization.

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*One Appian utility customer wanted to differentiate their service in the market by bringing customer financing in-house. Quickly delivering a modern, natively-mobile application that hosts and streamlines the entire loan financing process, **they can now finance customers and their allies in just 33 hours**—a process that used to take up to 3 weeks.*

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## A UNIFIED EXPERIENCE

**Appian automates processes for higher productivity.** By combining the power of advanced business process management, artificial intelligence, and robotic process automation (RPA), intelligent automation is enabling organizations to eliminate redundant, manual tasks, work more efficiently, and redirect their focus to critical activities that translate to business value.

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*One Appian utility customer has been able to innovate how they handle their energy procurement process. Putting in place an automated bidding process that handles the energy bidding cycle from RFPs to submissions to selection, **the cost of energy procurement has been reduced at least 15%**.*

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## FLEXIBLE SYSTEMS

**Appian enhances visibility.** Advanced integration capabilities seamlessly bring together people, processes, and data from siloed systems into one unified platform, allowing energy and utilities organizations to view an accurate, up-to-date view of customers and equipment. This makes it easy for staff to have the contextual information and suggestions at their fingertips to improve how they service customers, manage performance, and more, without having to migrate data.

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*Every year, GRDF receives about 80,000 network extension requests and more than 2.5 million maintenance requests that trigger as many work files. With Appian, the natural gas distributor replaced the four legacy applications that managed them with a single solution. Appian is integrated with their accounting applications, supplier portals, work orders for partner companies, and more. **GRDF internal measurements show that Appian has delivered strong ROI while accelerating GRDF service delivery.***

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## HIGH IMPACT

**Appian transforms operations.** With Appian's low-code platform, organizations can achieve operational efficiency in areas such as:

**Asset Management:** A global oil and gas producer is leveraging Appian to digitize and automate asset management processes. The company has realized \$22 million of netback new revenue and reduced cycle times from 192 days to 50 days, increasing their capacity to drill more wells.

**Field Service Management:** A large North American refiner used Appian to deploy a mobile-enabled field application that transforms how they perform pipeline maintenance. By automating maintenance processes and providing full project intelligence within the application, contractors now have a 5 minute handover instead of a one hour status meeting when switching shifts.

**Incident Management:** A leading renewable energy company has implemented an application that automates the prioritization of turbine repairs. The application factors in real-time data on weather, issue severity, wind patterns, and energy pricing information—leading to \$100 million worth of turbine issue solutions captured in its first 9 months.



## LOW-CODE AUTOMATION PLATFORM

**Appian helps energy and utility organizations innovate.** The scalable architecture of Appian's low-code automation platform supports performance no matter how many users so organizations can deploy applications globally, with confidence.

With Appian, organizations can automate even the most critical and complex processes and turn great ideas into innovative applications in as fast as eight weeks.

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*We've got the [Appian] smart app on our tablets, on our phones. It's just a click away. It's intuitive. It's very simple. If you can read, you can run through this application. With the application based we've got everything here. You submit your information, the approval comes back within five to 10 minutes max and we're done.*

– GM, ALABAMA POWER

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## CUSTOMERS TRANSFORMING THEIR ENERGY OPERATIONS WITH APPIAN:



# Appian

Appian provides a low-code automation 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](http://www.appian.com)