



State and Local Government Solutions

AGENCIES TRUST APPIAN'S LOW-CODE AUTOMATION PLATFORM FOR THEIR ESSENTIAL PROGRAMS, SERVICES, AND ADMINISTRATIVE SYSTEMS

- Modernize and transform mission critical applications
- Leverage a secure and scalable automation platform built for government
- Deliver a superior customer experience to citizens and businesses
- Keep your data in place—no need to move data from legacy systems into Appian

The Appian low-code automation platform lets state and local government organizations deploy mission-critical applications faster and without coding. Agencies build secure applications that address their needs—rather than relying on costly, heavily customized packaged applications. The Appian platform offers significant flexibility over traditional solutions by enabling the rapid design, development, and deployment of front and back-office systems. The platform provides a single view of all relevant information across systems and data sources, increasing productivity and improving program outcomes.

Organizations can quickly implement applications that address their specific needs and integrate with their systems without having to migrate data. Furthermore, they can deploy secure and scalable applications in the cloud, on-premises, or in a hybrid environment—with full mobile and offline capabilities. Appian allows government organizations to respond quickly to legislative, regulatory, and policy changes and swiftly adapt to new government requirements.

REGULATORY AND COMPLIANCE SOLUTIONS

For managing complex cases and processes, the Appian platform delivers an enterprise-wide view of information that boosts collaboration and increases productivity. All data gathered during the regulatory process is stored within the application and accessible through Appian Records. With a low-code development platform, government programs can respond quickly to legislative, regulatory, and policy changes.

Appian's investigative case management application lets agencies oversee investigations from the office and field. Agencies can quickly implement case management, document management, and correspondence management solutions that address their specific requirements. The platform provides a single view of all relevant information across systems and data

sources. Appian's mobile capabilities provide field investigators, inspectors and auditors with the same functionality available to desktop users.

Appian Regulatory and Compliance Application Examples

- Regulatory Submission Management
- Field and Site Inspections
- Workplace Safety Compliance
- Project/Portfolio Management
- Investigative Case Management
- Background Investigations
- Entity, System, and Process Audits
- Financial Audits

REIMAGINING CITIZEN EXPERIENCE

Appian is a one-stop shop for constituent services, claims processing, and eligibility and enrollment case management solutions. Staff can define their own workflows in real time and receive a single view of all case information from legacy systems. The platform empowers agencies to transform grants management systems, including grant applications, awards, Financial Reporting (FFR), Progress Reporting (PPR), audit, and close-out.

Appian helps agencies modernize legacy licensing and permitting systems to improve customer service, reduce operating costs, and boost revenues. The platform eliminates manual steps and enables automated workflows, intelligent routing, and

concurrent application review by multiple departments—for more efficient operations and a superior customer experience.

Appian Citizen Experience Application Examples

- Constituent Case Management
- Claims Processing
- Grants Management
- Correspondence Management
- Permitting and Licensing
- Eligibility and Enrollment
- Intelligent Contact Center
- Self Service Solutions

MODERNIZING HUMAN RESOURCE MANAGEMENT

Appian helps agencies modernize and transform hiring, onboarding, training, and other human resource management (HRM) functions. Agencies gain enterprise visibility and control across the hiring, onboarding, and offboarding lifecycle while increasing government HRM, financial, and security audit compliance through complete personnel histories. Advanced case management, workflow, and robotic process automation (RPA) drive better decisions, increase productivity, and eliminate redundant data entry. With Appian, state and local government organizations can:

- **Modernize** security card request management, guarantee a clear chain of custody, and reduce security breaches
- **Improve** contractor management through a central system of record for contractor data

- **Protect** personally identifiable information (PII) with advanced security controls
- **Integrate** recruiting data with existing systems for collaboration and transparency

Appian Human Resource Management Application Examples

- Employee and Contractor Onboarding
- Employee and Contractor Offboarding
- Training Delivery Management
- Recruiting
- HRM Service Center
- Background Investigations
- Security Clearance Management
- Talent Management

MOVING TO AGILE ACQUISITION MANAGEMENT

Appian gives organizations the power to modernize and simplify all government acquisition management processes, including requirements management, solicitations, contract writing, award management, administration, and close-out. By improving procurement processes and leveraging current IT investments, agencies can transform their acquisition systems.

Appian helps organizations improve and standardize processes for acquisition planning, requirements management, and contract management. Agencies can configure the acquisition planning application to support their state's processes, rules, and legacy systems. The requirements management application guides staff through the requirements process, making procurement requests immediately actionable by the

contracting team. Contracting teams can quickly configure the contract writing application to meet their needs and comply with state regulations.

Appian Acquisition Management Application Examples

- Acquisition Planning
- Contract Writing
- Award Management
- Contract Management
- Requirements Management
- Closeout Processing
- Vendor Management
- Government Purchase Card

TRANSFORMING FIELD SERVICE, TRANSPORTATION AND ASSET MANAGEMENT

Agencies modernize and standardize processes that manage field resources and gain insight into the entire deployment life cycle with Appian's field service management solution.

Application functionality includes locating vehicles, managing worker activity, scheduling and dispatching work, and ensuring driver safety. Organizations can manage field service processes from end to end while enabling their mobile workforce to be more productive.

Appian fleet and asset management applications were developed for managing vehicles and assets owned by federal, state, and local government agencies. Departments can quickly deliver mobile field applications for managing assets, streamlining projects, and gaining insight into the entire asset management

life cycle. The applications improve readiness, responsiveness, service quality, and the quality of data provided to staff and managers.

Appian Field Service, Transportation, and Asset Management Application Examples

- Field Service Management
- Fleet Management
- Supply Chain Management
- Maintenance Repair and Overhaul
- Asset Management
- Asset Data Management
- Technical Data Management
- Item Cataloging and Provisioning

APPIAN LOW-CODE AUTOMATION PLATFORM FOR STATE & LOCAL GOVERNMENT

The Appian platform combines RPA, artificial intelligence (AI), and robotic workforce management with workflow, case management, and low-code development to quickly deliver results with a high return on investment. Appian RPA provides organizations with software "bots" that automate high-volume, repeatable tasks within legacy processes and applications. Examples include cutting and pasting data from legacy systems that lack APIs, replying to web queries, answering routine calls, and responding to common email requests. By adding the power of Appian RPA to their applications, state and local government agencies can dramatically improve operational efficiency, citizen experience, and staff engagement.

The Appian platform unifies natively mobile apps with a government organization's processes, data, legacy systems, and other applications. Applications built on Appian are instantly

and automatically mobile-ready on any iOS or Android device. Appian mobile apps provide a dynamic user interface that delivers responsive, intelligent user experiences across devices. The platform provides the highest level of mobile security, with advanced authentication, data and communication encryption, local application and device passcodes, and user access rights.

The platform's extensive security architecture complies with government standards and certifications including FISMA, FedRAMP, HIPAA, SOC 2, and SOC 3. Infrastructure options include a FedRAMP Authorized Cloud, AWS GovCloud, and Microsoft Azure. Choose where to deploy your applications without limiting functionality or flexibility.



Appian's low-code automation platform accelerates the development of enterprise applications. Federal, state, and local government agencies, as well as many of the world's largest corporations, trust Appian applications to improve and accelerate acquisition modernization, field service and asset management, regulatory and statutory compliance, human resource management, and citizen experience.

For more information, visit [Appian Public Sector Solutions](#)