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Records

Access to complete, correct data is more important than ever when quick decisions can drive the greatest impact...or the worst outcome. But with expansive data across so many systems, how do you know your decisions are always based on complete, correct data? Enter Appian Records.

With Appian Records, complete information on any topic from across your organization is available with a click. By converging complete, real-time data from across all systems of record, Appian helps you install a foundation for adaptive case management, effective business processes and enterprise collaboration. Faster decisions. Smarter actions. Increased collaboration. Greater visibility. That's Appian Records.

Enable insights, decisions, and actions.

The Appian Records architecture unites enterprise data sources using standard RDBMS and service connection frameworks. This provides users with a single point of access to all their enterprise data from multiple processes, data sources, and systems. Once the connections are established, users may navigate, analyze, collaborate, and take action on enterprise data from Appian's intuitive web and native mobile application interfaces.

Break down silos to accelerate performance.

By breaking down silos of data across your organization, Appian Records helps you more effectively share information and insights, make better decisions, and take faster and more impactful actions. Organizations that can fully take advantage of the combination of data convergence, process automation, enterprise mobility, and social collaboration achieve more:

- Increased visibility into enterprise operations
- Instant access to complete enterprise data
- Faster, more accurate decisions
- Increased collaboration and productivity
- More impactful actions
- Faster adoption and reduced training costs
- Fast return on investment
- Reduced operational risks

Drive better customer engagement.

Appian Records encapsules a "data-first" design model that dramatically eases enterprise data navigation, orchestration, collaboration, and reporting to a new level of ease. Through a single social interface, business users can easily manage, access, and update data needed to do their jobs — no matter where that data resides. With Appian Records, the all too familiar 'swivel effect' — switching between multiple systems and applications to find the most complete, current data — is a thing of the past.

For example, let's say a customer record includes data from across various systems — CRM, ERP, Legal, and others. With Appian, a call center representative fielding a support call can now for the first time sees the customer's complete status immediately, in one simple view. This provides the support rep the ability to better engage the customer, reducing customer frustration while empowering the rep to provide the right help more quickly.

By converging the most current data from across enterprise systems in real-time, Appian Records speeds the next best action and enhances employee and customer engagement.

Key records features:

Integration – Integrate quickly across diverse systems with out-of-the-box connectors.

Social Collaboration – Expand collaboration and gain situational knowledge with structured and unstructured information all in one place.

Enterprise Reporting – Make the most informed decisions with performance reports on business records and process metrics, delivered by Appian's flexible reporting engine with dynamic aggregations.

Action and Process Orchestration – Turn information and insights into actions. Make decisions, complete tasks, and advance the process or case directly from the record to increase efficiency and response time.

Mobile Access – Access Records from any device, any time, for the same experience in the field as in the office.

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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 **appian.com**