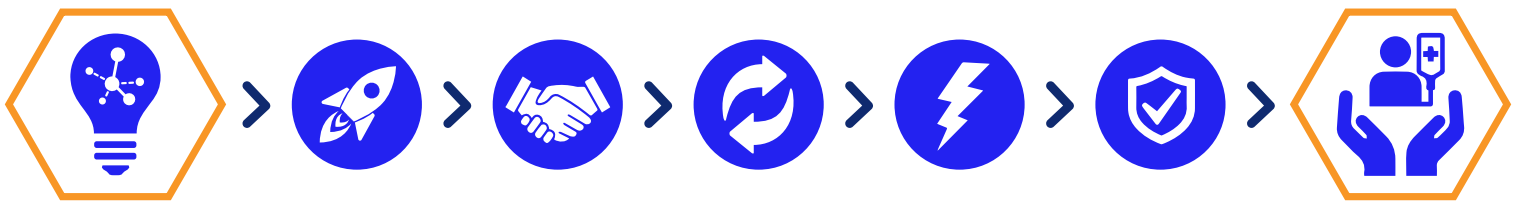




Streamline End-to-End Processes with the Power of a Low-code Automation Platform

5 ways Appian delivers patient value.

What used to be a best practice to solve your departmental needs—packaged point solution software—has now spawned a larger enterprise-wide issue. Realizing this approach is no longer sustainable or scalable. Pharmaceutical organizations are discovering the benefits of a low-code automation platform approach to application development: digital power, better consumer engagement, regulatory compliance, end-to-end process innovation, and ultimately accelerated speed to market.



Here are five reasons to use Appian's powerful platform.



Speed to Market

Appian is fast. In fact, application development on Appian is 20X faster than traditional development. That's because of Appian's low-code automation platform approach, which is bolstered by visual tools and drag-and-drop functionality. Your IT organization can rapidly build and deploy natively-mobile apps, and empower business users and citizen developers to do the same. What this really means for life sciences organizations is faster time-to-market for life-saving products.

...Frost & Sullivan applauds Appian for having developed a truly unified, low-code digital application development platform that empowers its customers to quickly and easily build applications so life sciences and pharmaceutical companies can now speed up product innovation and add value for patients, maximize operational performance, and respond to the ever-changing risks and regulations in a timely manner.

— FROST & SULLIVAN, 2018 NORTH AMERICAN DIGITAL TRANSFORMATION PLATFORM FOR LIFE SCIENCES & PHARMA PRODUCT LEADERSHIP AWARD



A Unified Experience for Consumers

Appian is innovating the consumer experience. The Appian Intelligent Contact Center™ unifies all systems, channels, and consumer and patient information into a single, intelligent interface for life sciences organizations.

With the power of automation, Appian can help reduce training time for new agents with consolidated customer views and recommended actions, drive efficiency by reducing agent handle times for interactions, and deliver higher value to patients and consumers with individual information to help them make better decisions.

Advanced business process management, case management, artificial intelligence, robotic process automation through Appian RPA, and collaboration capabilities help to unify siloed consumer data and tackle enterprise-wide transformation efforts.

Customers are realizing:

9x Faster
Customer Service

50% Operational
Cost Savings

64% Increase in
Customer Satisfaction



High Impact for End-to-End Process Innovation

Appian drives innovation for processes throughout the product lifecycle. With Appian's low-code automation platform, organizations can streamline all aspects of life sciences, from R&D to pharmacovigilance. With Appian, organizations can achieve operational efficiency and positively impact patient value in areas such as:

- **Labeling:** Tie together safety findings, health authority citations, manufacturing changes, and new research and development findings and more efficiently and effectively connect these to the product labeling process.
- **Health Care Provider Engagement:** Provide a unified environment that threads multiple point solutions together across numerous jurisdictions and gives the transparency and controls needed for compliance and engagement.
- **Product Release Management:** Pull crucial labeling and quality information into the product release process to cut down on manual work and ensure safety and compliance.
- **Consumer & Patient Support:** Drive the agent quality experience and compliance to policies and procedures while better meeting the needs of patients and consumers.



Flexible Systems

Appian is powerful.

Appian bridges silos. Appian's integration capabilities can handle data from thousands of sources, breaking down silos and unlocking valuable information from across the organization into a single view. The scalable architecture of the platform supports performance no matter how many users, so organizations can roll applications out globally with confidence.

Plus, mobile apps built on Appian are native. That means you design once, and your app works natively and as expected on virtually any device. Workers are enabled to perform their jobs in the optimal location to provide the best experience on-the-go and customer-facing apps live up to rising digital demands.



REGULATORY COMPLIANCE

Appian ensures regulatory compliance. Appian's low-code automation platform has advanced business process management capabilities that allow you to automate, monitor, and control regulatory efforts during each step of a product's lifecycle. With Appian's flexible platform, applications and processes can be compliant throughout the entire process and can be easily adjusted as regulations evolve and change.

GxP: Organizations in the cloud can maintain GxP compliance and data integrity on the Appian Cloud by ensuring audit trails, establishing service level agreements (SLAs), and monitoring changes.

RIM: The Appian approach to Regulatory Information Management (RIM) has helped life sciences organizations successfully manage a regulatory portfolio of thousands of products across over 150 countries, comprising global, regional, and local projects. Using Appian, organizations can increase submission quality and achieve over 99% regulatory compliance while decreasing system maintenance costs, organizational complexity, and time to market.

We needed a new regulatory submission management platform that combined quality and compliance with the flexibility to bring each new drug to market as quickly as possible. With Appian, we have simplified our end to end business processes, and created a single authoritative source of truth.

— MULTINATIONAL PHARMACEUTICAL COMPANY

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 solutions to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com