



# Appian for Supply Chain

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Low-code platform for end-to-end automation and visibility across supply chain operations.

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## Traditional supply chain challenges

Increasing customer expectations—in the age of same day delivery—are challenging organizations to reevaluate their supply chain operations. As customer service and operating models are forced to change with the market, organizations must address:

- Aging systems, siloed data and point solutions, and paper-heavy processes
- Capability to modernize and innovate around current solutions to improve user experience, incorporate mobility, and integrate new technologies
- Channel friction, disjointed communication, and inefficiencies between B2B networks and stakeholders
- Lack of end-to-end visibility, traceability, and auditability for operations and stakeholders
- Need for better analytics and predictive insights to more efficiently conduct business and demand planning

This is why organizations across industries are looking to leverage multiexperience development to deliver and tailor various types of apps to users in the way they need to interact with the business, the field, and external partners.

*“By 2023, more than 25% of the mobile apps, progressive web apps and conversational apps at large enterprises will be built and/or run through a multiexperience development platform.” - GARTNER*

Gartner, Magic Quadrant for Multiexperience Development Platforms, Jason Wong, Van Baker, Mark Driver, Adrian Leow, Paul Vincent, 10 July 2019.

## Digital supply chain, the Appian low-code way

Digitize supply chain operations faster with a low-code app development platform. Build multiexperience applications to orchestrate processes that span your supply chain network and leverage intelligent automation to drive innovation initiatives.

- **Simple Design.** Accelerate app development with drag-and-drop design, reusable components, and ability to access data anywhere.
- **Intuitive Experience.** Modern user interfaces improves employee experiences and drives organizational change and adoption.
- **Automated Work.** Orchestrate processes across people, robots, machines, and multi-enterprise networks.
- **Future-Proof Apps.** Operationalize leading technology within your solutions, including AI, Machine Learning, RFID, RPA, IoT, and Blockchain
- **Worry-Free Development.** Get the most secure, reliable and scalable cloud platform for the enterprise.

At Appian, we believe companies need a simpler way to create powerful software. That’s why we pioneered the low-code market. Appian’s low-code platform allows organizations to deliver modern applications 20x faster, with fewer resources.

*“Companies with highly digitized supply chains and operations can expect efficiency gains of 4.1 percent annually, while boosting revenue by 2.9 percent a year.” - PWC*

PwC Report, Industry 4.0: How digitization makes the supply chain more efficient, agile, and customer-focused, Stefan Schrauf & Philipp Bertram.

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## The Appian Difference

- **Extend enterprise and legacy systems.** Easy-to-configure connectors and APIs let you quickly unify and extend virtually any system or data source—including SAP, Oracle, and existing supply chain systems.
- **Orchestrate B2B network connectivity.** Automate processes and workflows that span organizational silos and external business partners, with real-time action to improve communication and execution.
- **Improve auditability and compliance.** Gain control and validation with better traceability, end-to-end tracking, and real-time actions to adhere to regulations, improve safety, and mitigate risk.
- **Accelerate digital innovation.** Quickly deliver apps where needed across the value chain to be more efficient, responsive, and sustainable—while accelerating autonomous supply chain planning.

## Highlighted solution areas:

**Track and Trace.** Organizations with manufacturing operations leverage Appian to better manage shipping and gain quality assurance for products. A digital control tower tracks geographic location, controls cold chain distribution, and ensures the accuracy, authenticity, and safety of products in transit to **protect against fraud and counterfeiting—and ensure corporate responsibility.**

**Claims Investigation & Compliance.** A leading supermarket chain is leveraging Appian to improve the claims investigation processes with distributors. By automating 90% of their compliance team processes, including eliminating spreadsheet tracking and error prone steps, they have **reduced the time it takes to process claims from 4 hours to 15 minutes**, saving tens of thousands of hours annually.

**Contract Lifecycle Management.** Using Appian, the United States Air Force (USAF) deployed the Contracting Information Technology (CON-IT) system to orchestrate and automate the end-to-end contract lifecycle, replacing 7 separate legacy systems. The solution **launched in 9 months and led to a cost avoidance of over \$80 million.**

## Explore Appian's applications for supply chain orchestration:

### Sourcing & Procurement

- Business Partner Compliance Management
- Category Management and Strategic Sourcing
- Contract Lifecycle Management
- Cybersecurity Risk Management
- Procure to Pay
- Rebate Management
- Sample Management
- Supplier Relations Management
- Vendor Qualification and Onboarding

### Logistics

- Cross-Docking Management
- Fleet Management
- Freight Tracking
- Product and Lot Release
- Shipping Compliance
- Route Planning
- Track and Trace
- Transportation Management

### Asset Management

- Asset Visibility and Tracking
- Cataloging and Provisioning
- Field Service Management
- Maintenance and Repair Operations
- Mobile Inspections
- Job Planning
- Real Estate and Property Management
- Request Management

### Demand & Supply Planning

- Claims Investigation and Compliance
- Inventory Management
- Materials Pipeline Planning
- Product Launch Management
- Recalls Tracking
- Stock Replenishment
- Warehouse and Delivery Center Management
- Yard Management

### Order to Cash

- After Sales Service
- Claims Management
- Credit and Product Availability Check
- Customer Onboarding
- Dispute Management
- Invoice Processing
- Order Fulfillment
- Returns Processing
- Warranty Management

## With Appian, customers can:

-  Increase Operational Efficiency
-  Master Safety and Compliance
-  Improve Customer Experience
-  Achieve Organizational Change

## Customers transforming the supply chain with 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 [appian.com/operational-efficiency](https://appian.com/operational-efficiency)