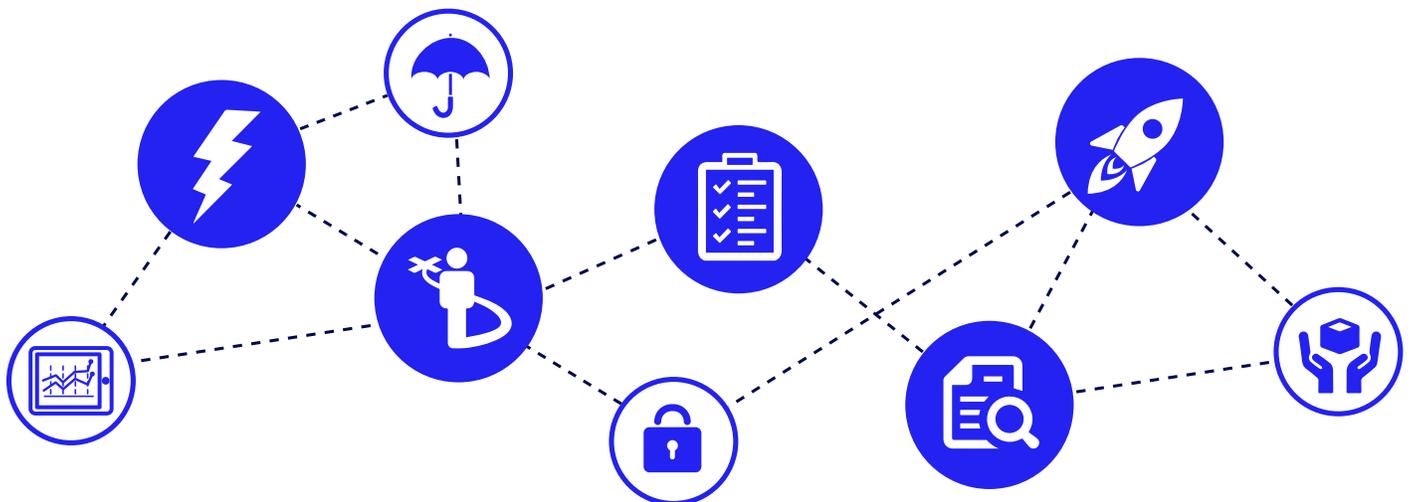# appian

Innovate at the speed of the customer.

Five ways Appian helps insurers prepare for the future.

Today, insurers are innovating with the customer in mind: focusing on the need to be on top of emerging trends, stay ahead of the competition, and reduce costs while still offering the highest level of customer service.

For insurers to innovate fast, they need a platform that speeds development and enables them to leverage their existing systems—automating work through integrations and streamlined processes—so they can quickly address high priority projects.

The Appian Low-Code platform enables P&C, Life, and Reinsurance organizations to rapidly build high-impact business applications, giving them the speed and agility to respond to changing regulations, business needs, or market demands.

Speed to market

Appian is fast. In fact, application development on Appian is 10x-20x faster than traditional development. That's because applications are configured in Appian's low-code platform, not coded.

With visual tools and drag-and-drop functionality, your IT organization can build and deploy natively-mobile apps. What this really means for insurance organizations is effective, rapid implementation of mission critical applications and change initiatives.

Appian customer references stated that they use Appian for implementing multiple processes that span cross-functional boundaries, with most indicating that they use the platform to optimize interactions with partners. Similarly, the majority were experimenting with radical changes to their operating models.

– GARTNER IBPMS MAGIC QUADRANT 2019

Speed enables your organization to easily pivot and move to meet market demands, allowing you to achieve flexibility and business agility.

Improved customer service

Appian empowers customer-centricity. Digital disruptors are taking insurance incumbents by storm, offering new and innovative ways to purchase and manage policies. The Appian Intelligent Contact Center™ unifies all systems and data into a single, intelligent interface to deliver superior agent performance and world-class customer experiences.

Appian's advanced integration capabilities bring disparate data from siloed systems together seamlessly on one unified platform, allowing insurers to view an accurate, complete, and up-to-date record of the customer. Role-relevant views provide staff with contextual information at the right time, making touchpoints efficient, speedy, and helpful to customers. Plus, apps developed on Appian's low-code application development platform are natively-mobile, so service can happen at any time and on any device.

Aviva combined 22 disparate systems into four synergistic apps using Appian, resulting a single view of the customer. Now they are able to service their customers nine times faster while spending 50% less on IT systems costs.

– DIRECTOR OF OPERATIONS

Accelerated claims management

Appian helps master your claims ecosystem. Insurers can gain visibility to the entire claims management process with Appian's unified platform view, providing crucial data throughout the claims lifecycle and at the customer moments of truth—creating an informed claims system that accelerates processing and administration.

Empower your claims organizations across all lines of business to rapidly build fit-for-purpose apps using Appian's low-code approach and intuitive, role-based user interfaces. Using sophisticated process management and case management functionality, along with seamlessly integrating with RPA and AI, the Appian Platform can automate and optimize core claims operations.

Efficient underwriting

Appian makes efficient, connected underwriting a reality. Insurers can automate manual operations, such as new business clearance and risk appetite assessment, streamlining processes and reducing operational expenses. Insurers can gain insight and take action on relevant information using one, integrated platform that leverages data from existing systems, ultimately positioning insurers to easily access future sources of data. Supercharge core systems with a digital overlay approach and business process rules that ensure risk is mitigated and opportunities for the business are maximized.

Appian is a low-code vendor that thrives in complex process environments.

- THE FORRESTER WAVE™: SOFTWARE FOR DIGITAL PROCESS AUTOMATION FOR DEEP DEPLOYMENTS, Q2 2019

Underwriting efficiency directly impacts the bottom line and significantly increases the ability to generate new business and review and re-underwrite renewals using new parameters.

Power to transform

Appian is a powerful platform capable of transforming the enterprise. The foundation of an agile digital platform — with advanced business process management, case management, RPA, AI/IPA chatbot and collaboration capabilities — can extend the reach of mature core systems, maximize the investment of existing legacy platforms and provide a launchpad to tackle enterprise-wide transformation efforts.

Appian enables you to proactively automate, monitor, and control regulatory and compliance efforts with powerful process orchestration and enterprise data management capabilities. Appian consolidates data from across the enterprise, giving compliance officers the power to search and quickly find pertinent information for regulatory reporting.

Appian's integration capabilities can handle data from thousands of sources, breaking down silos and unlocking valuable information from multiple systems and databases into a single view. The scalable architecture of the platform supports performance no matter how many users, so insurers 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. Staff can perform their jobs remotely as needed, and customer-facing apps live up to rising digital demands and expectations, reducing layers and complexity that result in a lower overall cost to service, and increased customer satisfaction.

Low-code has the power to overcome the toughest barriers to successful digital transformation. In fact, we found that 100% of low-code enterprises have received ROI from their low-code adoption.

- LARGE ENTERPRISES SUCCEEDING WITH LOW-CODE | FORRESTER 2019

Underwriting efficiency directly impacts the bottom line and significantly increases the ability to generate new business and review and re-underwrite renewals using new parameters.