



Appian for Manufacturing.

A low-code automation platform to streamline operations and get products to market faster.

Priorities for manufacturing companies.

In an increasingly competitive environment, manufacturers are under pressure to modernize their technology so they can improve the quality of their products and their interactions with suppliers, partners, and customers. However, the inflexibility of outdated systems and heavily customized applications creates roadblocks on the path toward modernization.

Breaking down these roadblocks requires:

- **Speed.** To quickly get products to market and drive organizational change, manufacturers require processes, technology, and agile approaches that enable them to unite information across systems, orchestrate critical workflows, and deliver intuitive applications to employees.
- **Technology.** For stronger decision-making and sharper insights, manufacturers need technology that leverages historic data and enables digital tracking for process improvement, performance monitoring, and risk mitigation. They also can benefit from solutions like artificial intelligence, IoT, and automation for reducing resource needs and operating costs.
- **Evolving business models.** Manufacturers must improve how they collaborate with suppliers, design new products, bring these products to market, and meet regulations. They also have an opportunity to generate new revenue streams through manufacturing as a service, remanufacturing, direct to customers, and new partnerships. However, supply chain improvements and evolving business models must be supported by the right processes and technology.

As manufacturers everywhere seek ways to enhance customer engagement while mitigating risk, increasing efficiency, and improving collaboration, one intuitive solution can do all of this and more, and it is flexible and scalable enough to change with the organization.

Manufacturing, the Appian low-code way.

Appian's low-code automation platform empowers manufacturers to deliver modern applications that extend existing systems. Robust automation capabilities streamline the most complex processes, while intuitive, mobile-ready apps put information at employees' fingertips for improved productivity and service.

Appian combines artificial intelligence, machine learning, data analytics, IoT, and robotic process automation to drive innovation for improved decision-making, operational visibility, and customer engagement.

Appian's benefits include:

- **Simple Design.** Accelerate app development with drag-and-drop functionality, reusable components, and the ability to access data anywhere.
- **Intuitive Experience.** Improve employee experiences and drive adoption and organizational change with modern, mobile-ready interfaces.
- **Automated Work.** Swiftly collaborate across people, robots, and machines while maintaining process control and governance.
- **Future-Proof Applications.** Easily adapt applications to meet changing market demands, operations, and design requirements.
- **Worry-Free Development.** Keep customer and business data safe with the most secure, reliable, and scalable enterprise cloud platform.

Guided by the belief that companies need a simpler way to create powerful software, Appian pioneered the low-code market. Our low-code automation platform allows organizations to deliver modern applications 20 times faster, with fewer resources.



Digital transformation is now the overriding priority for most manufacturers, with the adoption of digital technologies aimed at improving efficiency and effectiveness in the shorter term while providing the opportunity to disrupt their market segment or be resilient to others that may try.

Simon Ellis, Program VP, Global Supply Chain Strategies ⁽¹⁾



Adopting [Appian] means increasing efficiency. It is possible to achieve greater results, reducing implementation times and reducing costs compared to traditional technologies.

Luca Urban, Global Head of Enterprise Solutions, Pirelli

(1) Simon Ellis. "IDC FutureScape: Worldwide Supply Chain 2019 Predictions". IDC, Oct 2018.

Highlighted solution areas:

Inventory & Materials Planning.

Because sourcing brand new materials for prototyping was leading to idle and expensive inventory, a leading semiconductor company needed a way to manage their material requests with outside suppliers. With Appian, the company's 3,000 engineers and designers can now see available parts from anywhere within the organization and easily source it from inventory. This has saved the company \$6 million in operation costs to date.

Invoice Disputes and Processing.

For Flowserve, one of the world's largest manufacturers of industrial pumps and valves, multiple ERP and financial systems led to complicated processes for resolving customer invoice disputes. Appian helped the company combine these systems into a single collaboration interface for dispute management, escalation, and resolution. Flowserve has cut average dispute resolution time by 50 percent and moved millions of dollars out of dispute status into revenues.

Field Service Management.

A global leader in the elevator and escalator industry needed to give site supervisors better access to project installation data. The company used Appian to deliver a mobile-first project and resource management application that integrated with its existing SAP systems. Now 400 supervisors across 80 countries have mobile access to project data such as real-time events and updates, maximizing their on-site productivity and improving project delivery.

Explore the Appian applications for manufacturing:

Engineering and Product Development	Operations and Manufacturing	Sales, Marketing and Service	Quality Management	Safety, risk, and compliance	Corporate services
<ul style="list-style-type: none"> • Design Change Management • Engineering Innovation • Packaging and Labeling • Product Lifecycle Management • Prototype Management • Research and Development • Strategic Sourcing • Supplier Collaboration 	<ul style="list-style-type: none"> • Asset Lifecycle Management • Field Service Management • Industrial Cost Management • Inventory and Materials Planning • Logistics Management • Manufacturing Execution System • Preventative Maintenance • Supply Chain Orchestration • Track and Trace • Warehouse Management 	<ul style="list-style-type: none"> • Aftermarket Parts • Contact Center Automation • Customer On-Boarding • Dispute Resolution • Feedback Management • Lease and Financing Programs • Marketing Planning and Execution • Program Management • Sales Quote Management • Service Lifecycle • Tender Request Management 	<ul style="list-style-type: none"> • Advanced Product Quality Planning • Audit Management • Corrective Action Plans • Layered Process Audits • Non-conformance Management • Quality Management Systems (QMS) • Recall Management • Supplier Quality Management • Warranty Management 	<ul style="list-style-type: none"> • Accident Management • Health and Environmental Assessments • Incident Management • Inspection Management • International Labor Standards • Legal Matter Management • Regulatory Compliance • Risk Management • Safety Certifications 	<ul style="list-style-type: none"> • Contract Management • Employee and Contractor Onboarding • Finance Approvals • Human Resources Management • Invoice Processing • IT Asset Lifecycle • Order-to-Cash • Planning & Forecasting • PMO Management • Procure-to-Pay

Customers transforming manufacturing operations with Appian:

