Appian Portals for Public Sector

Key challenges.

The modern citizen expects to connect with their government on their own terms. They want world-class experiences that are fast, engaging, and meet all of their needs right from the start—much like what the private sector has been able to offer them.

This means government organizations need to be prepared and ready to serve constituents at any time, offering them more options for self-service and faster turnaround times. Now more than ever, you need the agility to change and update the way you interact with the communities you serve.

Creating a public website isn’t difficult. What can be challenging, though, is merging citizens and cases into internal workflows to create seamless experiences for both citizen users and public servants. A glitch in the citizen or employee experience can be detrimental to their total experience and costs time, taxpayer dollars, and even delays in the delivery of critical goods and services.

And public sector institutions face other challenges, such as ensuring site stability when managing spikes in visitor traffic or safeguarding sensitive personal data. For the public sector, a site crash or security breach has significant ramifications and ultimately erodes the public’s trust in its government institutions.

Solution.

Appian Portals is the front door to your applications.

Appian Portals brings the power of low-code to web apps for citizens. With Appian Portals, you can now digitally connect with your external audiences without needing to provide them with user accounts. Build and iterate on secure, immersive experiences that improve your ability to serve and delight your constituents. All with the speed, agility, and security of the unified Appian Low-Code Platform.

- Rapidly build public, citizen-facing websites with low-code.
- Integrate external end users with your internal workflows.
- Update web experiences with lightning-fast agility.
- Enable enterprise security and scalability.

Appian Portals is a game-changer for us. We have more than half a million members across the continent, and we use Appian to manage their Local Union’s relationship with the International Union. With Appian Portals, we are enhancing the member experience by delivering more immediacy, allowing them greater self-service, and deepening our engagement with them.

Matthew Richards
CIO of Laborers International Union of North America (LIUNA)
Example use cases.

Citizen request, payment, and reporting forms.
Whether it’s applying for a fishing license or building permit, paying a fine, or reporting an issue in the community, Appian Portals connects citizens to your internal workflows for a seamless and faster experience.

Document submission.
When dealing with sensitive material from a public domain, security is critical. Appian provides the high security level required to protect user information and comply with data and regulation policies. Appian has an extensive security infrastructure that complies fully with US federal standards and certifications, like FISMA, FedRAMP, HIPAA, SOC 2, and SOC 3. Our managed services are currently authorized at the FedRAMP Moderate level, which is in process for StateRAMP certification.

Grant application intake.
Managing thousands of applications is challenging for anyone. You need a website that can scale as troves of visitors come to your site and upload information. Appian Portals automatically scales so you can easily stabilize and manage your site.

Why Appian Portals?

Expand the reach of Appian-built applications to external users.
Use visual low-code design tools to create scalable and secure self-service experiences. This allows your external users to receive a unified experience and interact with your organization without creating an account or logging in.

- **Connect with external users and prospects.** Easily design engaging and intuitive experiences that connect your audiences directly into your organization’s workflows without requiring them to log in.
- **Accelerate development.** Build custom low-code portals much faster than with traditional high-code development methods.
- **Streamline management.** Design, publish, and manage custom portals easily with an intuitive user experience that connects to your existing workflows and databases.
- **Achieve peace of mind.** Use secure, reliable Appian Portals to automatically scale to meet fluctuations in demand. By leveraging the security of the Appian Low-Code Platform, you’ll be covered on a number of fronts, such as SOC 2 compliance, encryption, and data security.