

# Appian for Incident Management

Minimize risk and be prepared for swift, effective action.

- Orchestrate a seamless, end-to-end incident management process
- Gain real-time visibility into events, risks, actions, and outcomes
- Improve collaboration during incidents between internal and external entities
- Reduce risk, safety issues, lawsuits, and insurance costs

When unexpected incidents occur, organizations need to respond quickly and appropriately, which requires visibility and control across the enterprise. However, many companies still handle these critical procedures manually, relying on phone calls, emails, spreadsheets, and even paper forms. This cumbersome, decentralized approach results in inefficiencies and bottlenecks, opening the door to risk, legal and safety concerns, and higher insurance costs.

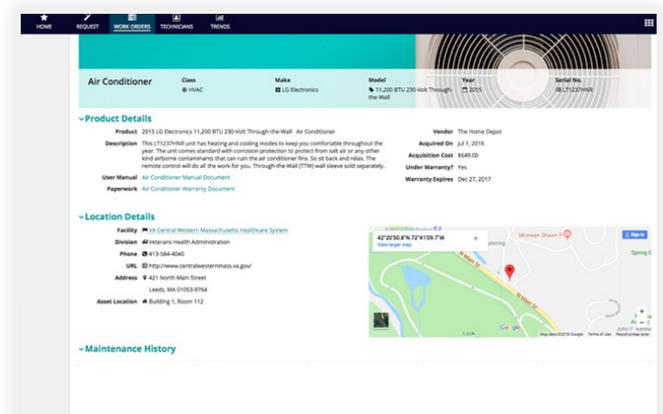
To minimize the risk of unexpected incidents—and to effectively respond when they do happen—organizations need a comprehensive solution that enforces standards and quality, as well as orchestrates response procedures through automated notifications, actions, and resolutions.

## Be incident ready.

With Appian, organizations can maintain control and visibility before, during, and after incidents to respond effectively, while limiting risks and safety issues.

Rely on the Appian digital application platform to orchestrate comprehensive, automated incident response procedures by connecting employees, processes, and data in a modern interface.

- **Connect all phases of an incident** with automated processes to improve response effectiveness.
- **Mobilize personnel** involved in incidents with ease of escalation, notifications, and collaboration.
- **Provide stakeholder reporting** to maintain control and visibility into incident and resolution progress.
- **Orchestrate field inspections** and preventative maintenance to ensure assets are incident ready.
- **Ensure compliance** with standards and regulatory requirements across health, safety, and environment.
- **Extend existing systems** with modern applications while leveraging IT investments, including SAP.



Track assets, equipment, and maintenance history to respond effectively when incidents occur.

## Focus

Effectively manage incidents with an easy-to-use application that enables organizations to:

- Reduce response times with automated processes, notifications, escalations, and reporting
- Accelerate decision cycles with real-time stakeholder insight into incident status, resolution, and impact
- Establish a cohesive and comprehensive incident management process
- Enable communication and collaboration during incidents between internal and external entities
- Minimize risk, safety concerns, legal issues, and insurance costs

## Take control

Using Appian, you can quickly build, deploy, and scale new corporate applications, including:

- Field Site Inspections
- Quality Assurance Management
- Field Service Management
- Regulations and Compliance Management
- Enterprise Risk Management
- Employee and Contractor On-Boarding
- Project Management
- External Stakeholder Engagement

## Prepare for the future

Designing and executing effective incident management procedures leads to faster response and improved risk management—and in turn, business growth and impact.

It takes speed and power to transform incident management. The Appian enterprise low-code application platform provides both.

With Appian, organizations can build web and mobile apps faster, run them on Appian cloud, and manage complex processes end-to-end, without limitations.

## Leading organizations are transforming incident management with Appian:



In just 3 months, the Chief Security Office investigations team deployed an application to manage security and fraud incidents, tracking referrals, cases, and investigations.



Incident reporting application captures all airside, work, health, and safety incidents at the airport, helping to initiate investigations, reduce employee downtime, and prevent occurrence.



Mobile application handles accident and damage claims, managing the end-to-end process from incident creation to escalations to invoicing.



Health and safety assurance application collects and analyzes data on safety incidents to reduce incidents and improve on-site worker safety conditions.



Appian helps organizations build apps and workflows rapidly, with a low-code automation platform. Combining people, technologies, and data in a single workflow, Appian can help maximize resources and improve business results. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit [www.appian.com](http://www.appian.com)