Communication Service Providers (CSP’s) understand that getting broadband to the “last mile” may be costly, but it’s extremely important to get there first. If you want to keep that competitive edge, you’ll have to establish a connection with the customer and continually deliver a great experience to keep them as a customer.

But there are a number of challenges you face when trying to make this initial connection, including:

- Disparate data sources such as spreadsheets, databases, and other applications that are difficult to access, hindering efficiency and speed.
- Communication silos across multiple network teams — architecture and design, planning and engineering, construction, and provisioning.
- Manual project management and task assignment via inefficient solutions like spreadsheets or legacy project management tools, introducing opportunities for errors and delays.

Appian enables a centralized and integrated process to oversee all project management activities.

**Drive speed and value across your organization.**

We accelerate your business by discovering, designing, and automating your most important processes. Appian delivers capabilities enterprises need to achieve true digital transformation in a unified low-code platform:

- **Build applications fast** using visual tools that empower IT and line of business to create beautiful, powerful apps.
- **Embrace multi-experience development** for engaging, consistent user experiences across web, mobile, and other digital touchpoints.
- **Leverage no-code integration** to connect and act upon data across databases, cloud services, and legacy systems with no data migration necessary.
- **Realize the power of end-to-end process automation** by orchestrating humans, bots and AI.
- **Identify bottlenecks** by quickly discovering and visualizing process inefficiencies with automated root cause analysis for true process transparency.
- **Deploy with confidence with DevSecOps** and its built-in security-focused, continuous delivery.
- **Deliver enterprise-grade** security, scalability, and reliability to support mission-critical business applications.

**Global telecom companies trust Appian.**

**Lumen**

With Appian, Lumen Technologies eliminated 2 legacy applications serving 11 different functions across Pre-Sales, Planning, Engineering, Construction and Provisioning while reducing support costs.

**T-Mobile**

T-Mobile built 22 apps on Appian including a network densification effort, enabling them to survey 200K sites in just 3 months. In all, they’ve improved employee productivity and eNPS, increased data accuracy by digitizing manual steps, improved compliance, and accelerated innovation by building apps in days or weeks.

**TELUS**

TELUS Communications built a single application on Appian in 12 weeks (10-15x shorter development cycle) and retired 11 legacy IT applications connecting multiple BSS systems that previously could not scale for 5G services.
Companies across the telecom sector trust Appian.

Try Appian for free with Appian Community Edition