Transform Engagement, Efficiency, and Government Services Experience with Appian

Leverage a low-code platform to power technology modernization for increased productivity and data-driven decision-making.

The drive toward technology modernization.

Challenges posed by legacy systems, multiple, disconnected data sources, and complex workflows are driving government and public sector organizations to transform their processes and systems. These organizations are looking for a frictionless platform and a technology partner to help them improve efficiency, productivity, and flexibility to meet their long-term needs. They need technology that will meet the needs of a variety of departments and functions. Applications should enable workflows to span existing systems and work with other platforms, whether on-premises, in the cloud, or in hybrid environments. Core technologies used by these agencies need to support modernization and cloud transition journeys—not hinder them.

Making quick, iterative, data-driven decisions to better serve constituents requires alignment between people and processes and the right technology.

Adopting a low-code platform with complete automation and dynamic case management will help government organizations overcome the challenges put forth by legacy systems, data silos, complex cloud and as-a-service journeys, and retiring knowledge workers, making knowledge retention more achievable.

A trusted, frictionless platform.

The Appian Low-Code Platform is a single, comprehensive foundation that allows government organizations to build workflows and processes that meet their requirements without being tied to out-of-the-box, pre-built, and hard-coded process structures. Agencies can access usable data across sources without a cumbersome migration. Applications built on Appian work on-premises and can be hosted on the Appian Cloud. For technology modernization projects that are in progress, the applications can also be supported in hybrid environments. Appian provides the capabilities to meet the demands of a variety of departments and functions, like dynamic case management, grants management, acquisition management, onboarding, correspondence and communication management, and more. With a foundational technology backed by many successful government implementations, Appian helps unify data and automate business processes while enabling the development and deployment of mission-critical apps over 10x faster than with traditional development.
Why Appian.

**Low-code platform.** Rapidly and effortlessly develop customized applications with minimal coding for current requirements and future changes.

**Process mining.** Discover bottlenecks more easily in your workflows. Optimize them from a unified platform, reducing the number of steps and time from insight to action.

**Automation.** Machine learning (ML) and robotic process automation (RPA) bots orchestrate people, systems, and data in a single workflow, scaling across your entire organization.

**Cloud-based models.** Enable your cloud migrations to run on-premises, in the cloud, or in hybrid environments as you move along your cloud journey.

**Data anywhere.** Access your data wherever it resides and make it widely integrated and usable with flexibility and speed.

**Case management.** Jumpstart your workflow modernization with case management, acquisition management, grants management, and more.

**Future-proof system.** Support phased implementations, starting with key projects and growing exponentially to achieve longer-term modernization objectives.
These government organizations modernized with Appian.

The Centers for Medicare and Medicaid Services lean on Appian for highly scalable applications to support the Affordable Care Act, handling more than 26 million consumers, managing more than 100 million records, document processing actions for at least 45 million documents, and managing the workload of several thousand service contract staff.

CSBS chose Appian to develop their SES platform, which makes the supervision process more collaborative and networked across the agencies and reduces the burden companies experience as they operate and provide financial services nationwide.

The US Marine Corps chose Appian to build the future backbone for all their logistics business operations and reduced application access time by 95%.

The Office of the Comptroller of the Currency (OCC) modernized their Central Application Tracking System (CATS) that affects roughly 160,000 institutions across the US. They improved the efficiency, security, and flexibility of licensing processes for all US national banks with a single view across multiple systems.

Tarrant County, Texas now has an integrated case management solution built on Appian with unified reporting and data structure and some 350,000 legal cases and 53 million payment records on file.

The FTA enabled all 4,000 government transit agencies to unify processes and data via a single platform and realized a 60% acceleration in grants management processing.

The Department of Labor consolidated disparate case management systems, launched 11 production applications, and saved $6 million per year on average with Appian.

The Queensland Government Department of State Development, Infrastructure, Local Government and Planning’s (DDILGP) MyDAS solution (Development Assessment System) is a new online business support system built on Appian that allows applicants to prepare and lodge applications efficiently.

Appian is the unified platform for change. We accelerate customers’ businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprise-grade, and trusted by industry leaders. Learn more at appian.com/government.