



Defense Agencies Trust Appian for Investigative Case Management

Investigative Case Management (ICM) built on the Appian Low-Code Platform enables the swift collection of evidence, validated data inputs, flexible application logic, and definition of automated processes, tasks and notifications to ensure timely evaluation of criminal cases.

Case Management leverages robotic process automation (RPA) and artificial intelligence (AI) to eliminate redundant and manual tasks. Natively mobile applications allow investigators and litigators to easily update case information and details from the field providing a single, real-time view of all relevant information across systems and data sources. Fast and simple access to the complete picture in context speeds informed decision-making.

Case management takes time, effort, and personnel. Having a composable application capable of working in the field and in the office is critical. Traditional ICM processes and data—collecting evidence, organizing cases, archiving findings and proceedings—can be a burden to operate and maintain. When organizations add new technologies to legacy systems, siloed data, processes, and systems prevent them from working together efficiently. This can lead to increased technical debt—that is, the spend on resources outweighs the benefits gained from technology solutions.

Many IT leaders mistakenly think they have to choose between A) building a custom system from scratch through traditional development processes with long project timelines, or B) performing ICM activities on commercial-off-the-shelf (COTS) systems with generic terms, procedures, and processes that are controlled by an outside vendor. Both these approaches involve years of implementation, change management, training, and customization. Fortunately, there is a better way. The Appian ICM application offers customized workflows and a fast, guaranteed implementation timeline. Learn more about Appian ICM below:

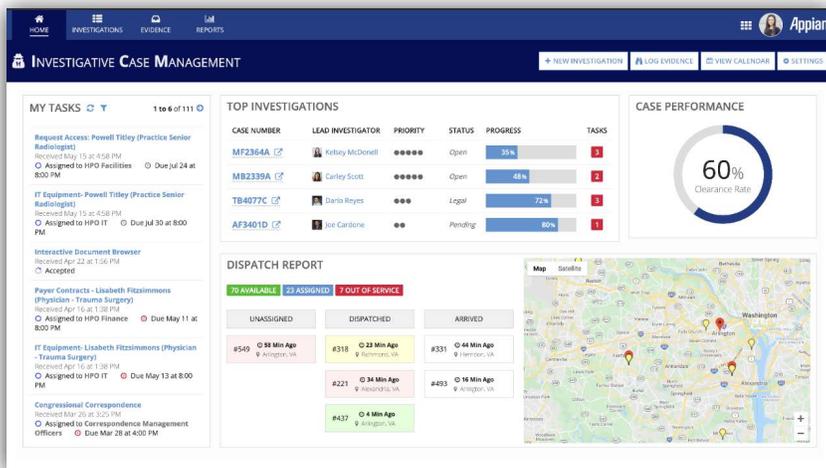
Investigative case management overview.

ICM on the Appian Low-Code Platform enables the automation of the investigation life cycle, allowing organizations to quickly define their processes, data, tasks, and notifications for case- or organization-specific evidence, findings collection, case routing, adjudication, and closeout. Create secure and web-responsive interfaces that are ready for desktop or mobile casework with dynamic, role-based access controls.

- Access-controlled, single-pane-of-glass case life cycle file.
- Automated task management, notifications, and data validation.
- Ability to tap into external data sources without having to move the data from its native provider.
- Access to the investigative case management (ICM) application from any device, desktop or mobile, in the field or in the office.

Users view tasks, cases, workload, and metrics from a single dashboard, eliminating the need to open multiple applications and windows to obtain critical information. Appian business roles and workflows ensure that staff perform their actions in a consistent manner and only access the items they have permission to view. Managers can track department performance and view employee caseload information from their dashboard, supported by real-time reporting. Supervisors monitor all cases and activities and prioritize or reassign based on caseload.

With Appian, ICM organizations can build, deploy, and change mobile apps with no additional coding, providing investigators and litigators with the same functionality available to desktop users, including the ability to easily create and update cases from their mobile devices. With mobile offline capabilities, investigators can record case information and notes that are automatically synchronized when the investigator re-establishes an internet connection.



Zero-code application integration and optional data migration.

Appian integrations unify investigative data and intuitive actions, allowing agencies to integrate data, collect attachments, and automatically update audit history while performing any task. Appian process automation gives organizations the ability to leverage current IT investments and extend the capabilities of their legacy systems.

With Appian, you can leave your data where it belongs. The platform allows users to tap into any data repository without forcing the import of data into the application environment. The platform provides no-code integration with databases, web services, DocuSign, Oracle, Microsoft, and other applications.

Appian is dynamic for our customers.

With more certifications than any other low-code or BPM vendor, Appian has our customers covered. The platform's extensive security architecture complies with federal standards and certifications, including FedRAMP, FISMA, HIPAA, SOC 2, and SOC 3. The architecture provides data redundancy, high availability, disaster recovery, and other key reliability features. Federal infrastructure options include a FedRAMP Authorized Cloud, fully managed IL4 and IL5* services, MilCloud, AWS GovCloud, and Microsoft Azure.

* Coming in 2022

Intelligent automation.

Defense organizations use artificial intelligence (AI) and robotic process automation (RPA) to dramatically improve case management processes, productivity, user experience, and staff engagement. Intelligent automation combines the power of Appian AI and RPA with workflow and low-code development to quickly deliver results.

Applications built for defense agencies.

Appian RPA automates high-volume, repeatable tasks within legacy processes and applications, such as cutting and pasting data from legacy systems that lack APIs, replying to web queries, answering routine calls, and responding to common email requests. This eliminates redundant data entry, improves data quality, reduces errors, and decreases costs. The platform also brings the best available native AI services from Google, Amazon, and Microsoft with no-code integration.

The Appian platform allows agencies to deploy secure, scalable, seamless applications in the cloud, on-premises, or in a hybrid environment—with full mobile and offline capabilities. Organizations build applications that address their specific needs, rather than relying on costly, heavily customized packaged applications. The platform gives agencies the ability to respond quickly to legislative, regulatory, and policy changes and adapt to new requirements.

Leading defense organizations trust Appian.



Get started today by visiting [Appian for Defense and Intelligence](#)

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Appian helps organizations build apps and workflows rapidly, with a low-code platform. Combining people, technologies, and data in a single workflow, Appian can help companies maximize their 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 [appian.com](#).