



Appian Customer Success

Achieve measurable business outcomes with expert assistance.

Every new technology carries risks that can potentially undermine project success. Obstacles range from complex IT environments to overstretched development teams to talent shortages. Despite these challenges, teams are still tasked with achieving tangible results from their technology initiatives.

The Appian Platform makes it possible to deliver mission-critical outcomes from your technology projects, even with a small team. Appian Customer Success equips organizations with the necessary support to foster innovation and secure long-term value while mitigating common risks.

Appian Services Portfolio

Appian takes a unique approach to customer success. We offer a variety of programs to align with your needs and the current stage of your digital transformation journey.

Appian Guarantee

Your first project, delivered in just eight weeks. Guaranteed.

- Eliminate project risk with guaranteed delivery in eight weeks.
- Iterate rapidly to ensure you see optimal project outcomes.
- Build with confidence knowing hundreds of successful Appian journeys started here.

Note that you can participate in the Appian Guarantee program for one project, whether or not it's technically your first with us.

Appian Accelerate

- Expert oversight to advance your digital transformation practice.
- Get direct access to Appian's top experts.
- Receive project oversight and mentorship to ensure you achieve the best functionality and user experience.
- Go beyond what you thought was possible with guidance across the full digital transformation lifecycle—from project idea to deployment and beyond.



Working with Appian Customer Success has been fantastic. We accomplished more implementing Scrum and Agile in the first eight weeks Appian was here than we had done in the last few years.

Bob Olson
CIO Reinsurance
Aon



Appian Delivery

Support for delivering custom applications with tangible value.

- Receive premium, hands-on application delivery support for your most complex, critical transformations.
 - Work with a team that is certified on all the most recent Appian Platform updates to maximize your results.
 - Solve complex challenges with simplicity and speed.
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Appian Empowerment

Ownership and expertise to build a strong internal Appian practice.

- Collaborate with blended teams on a real application built for you.
 - Receive functional and technical training to hone your team's skills.
 - Develop your autonomous, in-house Appian team through guidance, mentorship, and feedback from Appian's top experts.
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Appian Education Services

Flexible training to master Appian.

- Expand in-house Appian expertise with comprehensive training options.
 - Access training tailored to multiple roles: developers, designers, business analysts, and leaders.
 - Choose from flexible options to meet your schedule, with on-demand, in-person, and hybrid training courses.
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Appian Boost

Support for successful partner-led projects.

- Complement your partner delivery team with embedded Appian experts.
- Take a collaborative approach to deliver tangible customer outcomes.
- Let us transfer knowledge to ensure your partners deliver results.

The Appian logo is displayed in white lowercase letters on a dark blue background. The letters 'a' and 'i' have a distinctive dot, and the 'n' has a unique shape.

Appian is a software company that automates business processes. The Appian AI Process Platform includes everything you need to design, automate, and optimize even the most complex processes, from start to finish. The world's most innovative organizations trust Appian to improve their workflows, unify data, and optimize operations—resulting in better growth and superior customer experiences. For more information, visit [appian.com](https://www.appian.com). [Nasdaq: APPN]