



## Appian Portals for Public Sector

### Key challenges.

The modern citizen wants to connect with their government on their own terms. And government contractors and vendors want an easy way to work with government agencies. They want world-class experiences that are fast, engaging, and meet their needs right from the start—all things the private sector offers them.

Government organizations need to be equipped to keep up with today's fast-paced world. They need to offer more options for self-service and faster turnarounds.

Now more than ever, your agency needs the agility to quickly interact with the communities you serve. And to do that, public web portals are key.

Creating a public website isn't difficult. What can be challenging, though, is merging channels of constituent communication into internal workflows that connect citizens, partners, and public servants. A snag in communication workflows impacts constituent and employee experience and can waste time, cost taxpayer dollars, and even cause delays in the delivery of critical goods and services.

And communication workflows aren't all government institutions struggle with when it comes to public websites. They also need to ensure site stability during spikes in visitor traffic and safeguard sensitive personal data. For the public sector, a site crash or security breach has significant ramifications and ultimately erodes the public's trust in government institutions. They need a solution that is reliable, secure, and focused on delivering an excellent constituent and employee experience.

### Solution.

#### Give constituents secure self-service experiences with Appian Portals.

Appian Portals bring the power of low-code to web apps. With Appian Portals, you can digitally connect with constituents without requiring a login. Build and iterate on secure, immersive experiences—all with the speed, agility, and security of the Appian Platform.

- Rapidly build public-facing websites with low-code.
- Integrate portal users with your internal workflows.
- Update web experiences with lightning-fast agility.
- Enable enterprise security and scalability.

Every portal built using the Appian Platform inherits the security of the platform itself, so your public websites are more secure than if they were built with traditional web development methods.

## Use cases.

### Citizen request, payment, and reporting forms.

Whether your citizens want to apply for a fishing license or building permit, pay a fine, or report an issue in the community, your agency needs a better way to interact with them. Appian Portals seamlessly connect citizens to your internal workflows for a fast and seamless experience.

### Document submission.

When dealing with sensitive material from a public domain, security is critical. Appian has an extensive security infrastructure that complies fully with US federal standards and certifications, including FISMA, FedRAMP, StateRAMP, HIPAA, SOC 2, SOC 3, NIST, and DoD Impact Level 5.

### Grant application intake.

Managing thousands of applications is challenging for anyone. You need a website that can scale as more visitors come to your site and upload information. Rely on Appian's auto-provisioning of resources for public-facing websites that can handle a high volume of user demand.

### Vendor bidding.

A competitive procurement process depends on the participation of a diverse set of suppliers. Make it easier for vendors to do business with the government by providing a user-friendly portal for submitting questions and bids.

## Why Appian Portals?

### Quickly build secure public websites that connect people and processes.

Use visual low-code design tools to create secure self-service experiences, offering constituents an easy way to engage with your institution without creating an account.

- **Connect with constituents.** Easily design engaging and intuitive experiences that securely connect your audiences to your institution's workflows without requiring them to log in.
- **Accelerate development.** Build integrated, custom portals faster than traditional development methods by using low-code.
- **Streamline management.** Design, publish, and manage custom portals easily with an intuitive user experience that connects to your existing workflows and data.
- **Gain peace of mind.** By leveraging the security of the Appian Platform, you'll be covered on a number of fronts, including SOC 2 compliance, encryption, and data security.



Appian Portals is a game-changer for us. We have more than half a million members across the continent, and we use Appian to manage their Local Union's relationship with the International Union. With Appian Portals, we are enhancing the member experience by delivering more immediacy, allowing them greater self-service, and deepening our engagement with them.

Matthew Richards  
CIO of Laborers' International  
Union of North America (LIUNA)



Appian is a software company that automates business processes. The Appian AI-Powered 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).