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Appian for Business Services

Organizations across business services are in need of solutions to help support service operations, manage skilled workforces, automate overhead tasks, and orchestrate back-office activities. But commercial off-the-shelf solutions just can't meet their unique and evolving needs. With the Appian Low-Code Platform, you can rapidly automate workflows and build applications that meet your unique needs—no coding required. Low-code is the key to achieving agile and resilient operations.

Appian is helping our business services customers transform operations across key business areas.

Governance and Compliance	Service Operations	Finance	HR	Legal
• SOX compliance. • Internal audit. • Client take on / KYC. • Third-party risk management. • NDA management. • GDPR compliance. • Regulation horizon Scanning.	• Timesheet management and analytics. • Project staffing. • Utilization reporting. • Customer lifecycle. • Billing workflows. • Contractor onboarding. • Customer satisfaction monitoring. • Expense reporting. • Budgeting.	• Accounts receivable. • Invoicing. • Quote to contract. • Revenue and profit forecasting. • Vendor management. • Vendor onboarding.	• Human capital systems. • Bench reporting. • Help desk. • Workforce safety. • Employee lifecycle management. • Performance management.	• Matter management. • Contract lifecycle management. • Trial management. • Conveyancing. • eDiscovery. • Background checks. • Conflict/Alliance management. • Grants management.

Business services industry challenges:

- Competitive market.
- Customer demand for transparency.
- Inefficiency and lagging productivity.
- Changing regulatory requirements.
- High costs and failure to meet revenue goals.
- Complex workflows and data silos.
- Rising environmental, social, and governance (ESG) expectations.
- Manual processes.

The Appian platform solution:

- Delivers automated, tailored workflows for a competitive edge.
- Integrates with disparate, internal and external data sources.
- Automates tedious and manual work.
- Auditing and tracking capabilities.
- Easily modifiable workflows to keep up with changing regulatory requirements.
- ESG reporting capabilities.

Organizations are building innovative solutions on the Appian Low-Code Platform.

- **A major consultancy** has transformed their HR lifecycle management processes with Appian. They have implemented 40 HR applications, managing over 52 thousand requests annually. They have reduced the turnaround time for their first five processes from 5.5 days to 1.5 days. And, their resignation process used to take seven days, but now, 94% of resignations are processed in less than two minutes.

- **General Dynamics IT** is focused on delivering IT services that reduce the administrative burden on their employees so they can focus on mission-critical work. By leveraging Appian over the last decade, they've been able to streamline, modernize, and automate business processes across the organization, allowing them to better serve their customers. They have shaved processing times from days down to hours with Appian's help in Accounts Receivable, Corporate Accounts Receivable, Corporate NDAs, Invoice Approval, Financial Systems, and Human Capital Systems.

- **Minter Ellison**, a multinational top-tier law firm, replaced their existing systems with Appian for matter management, saving 42,000 hours of time for their legal teams. They have streamlined new matter opening and standardized legal workflows, which has reduced operating costs and improved transparency and overall client experience. They are now able to provide a better UI for employees to serve clients, deliver legal advice, and meet deliverable timelines.

- **Deloitte** uses Appian to provide strategic automation technology internally as well for their clients. Using Appian, they have saved employees 41,000 hours of work in a single year by automating 96% of manual tasks with Appian RPA (robotic process automation).

- **A large staffing organization** used the Appian platform to streamline their recruiting and onboarding process for their 2,000 recruiters. Appian automatically routes candidates to their 60K+ clients through complex validation processes based on the requirements of the client. With this automated process, they have reduced time to revenue when staffing resources.

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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. For more information, visit **appian.com**.