



## Appian for Capital Project Management

Major capital projects in construction are becoming increasingly costly and complex, often involving timelines of years to decades, hundreds of contractors and third parties, and budgets upwards of hundreds of millions of dollars. Project planning and execution poses major challenges to organizations in aligning critical data, business processes, schedules, and budgets.

Appian governs and automates capital project processes by connecting and coordinating disparate data, systems, and people into digitally accessible workflows. Here's just some of what we do:

**Execution readiness.** Appian provides a single view of project readiness by orchestrating processes for permitting and approvals, notifying managers and inspectors of field activity status, ensuring the correct materials are acquired and in place, and training and assigning labor.

**Work package lifecycle.** Appian drives schedule compliance by controlling which work packets are available for completion by contractors, automatically prioritizing work, and providing a real-time view of the status of deliverables throughout the entire process.

**Contractor onboarding and offboarding.** Appian allows organizations to orchestrate onboarding processes, such as applications processing, site-specific or equipment-specific training, paperwork, system access, and security clearance to get employees and contractors up and running faster while providing a seamless experience for everyone involved.

**Regulations, governance, and reporting.** Appian enables companies to streamline the steps from requirements interpretation to audit preparation and evidence storage—while orchestrating key processes, controls, and tasks—to ensure audit readiness and compliance.

Appian is the only unified process automation platform that seamlessly combines the key capabilities needed to get work done faster, process mining + workflow + automation, in a single tool. And the Appian Data Fabric lets your apps connect virtually to any data source, no APIs or migration required. Appian has experience helping construction organizations manage projects end to end, promoting operational effectiveness and managing safety, risk, and compliance—all while improving customer service.

### Common capital project challenges:

- Manual, disparate data systems (paper, spreadsheets, etc.)
- Subpar compliance and risk management.
- Inability to view real-time information on end-to-end project lifecycle or integrate with enterprise data and point solutions.
- Poor planning, leading to inefficient equipment use and wasted capital expenditure.
- Ineffective management of contractor onboarding.

### The Appian platform solution:

- Provides a centralized view of project data to improve supplier performance monitoring, predictive site scheduling, and workforce management.
- Automatically initiates project approval absolutes across authorizers and collects signatures and dates.
- Automatically coordinates planning, including resources, timing, badging, permits, and work orders.
- Digitally organizes project documentation, including contracts, schedules, inspections, and more.
- Automated processes ensure compliance with regulations—environmental, health and safety, permits, and more.

### **Field management, corporate requests, and project management.**

One of the biggest construction firms in Spain used Appian to build applications that automate critical business processes end to end—letting them move faster and dramatically reducing human error. A typical construction firm operates with about 60–70 different request processes, including workers requesting holidays, creating invoices, and opening bank accounts. At this large Spanish firm, corporate employees use Appian to complete many of these requests that require approval or sign off from multiple departments, including requesting new business cards or getting approval for corporate gifts. Appian also orchestrates project management processes, from RFP to project completion, including steps to get legal approval. Appian removes the need to email back and forth or make manual updates to multiple different systems to complete these tasks. With critical processes like these orchestrated efficiently by Appian apps, human employees at this construction firm were able to shift their focus to more valuable activities.

### **Invoice and claims processing.**

A large commercial construction firm uses Appian for their invoice and claims processing system. They process a combined 230 thousand invoices and claims per year, however, their pre-existing technology couldn't efficiently manage that large mass of inputs while also pivoting to support emerging business needs and industry legislation changes. The organization lacked process automation and visibility and noticed frequent errors during processing that resulted in time waste and frustration. With Appian, they were able to quickly and easily automate their invoicing and claims process for much higher accuracy and a more efficient customer and employee experience. With Appian process automation, they have reduced their average claims processing time from 10–15 minutes to just one minute, and they reported an anticipated annual cost savings of \$2.88 million.

### **Construction contracts management.**

A government transportation agency uses Appian to manage delivering \$150 million in annual capital transportation and construction projects. The Appian solution supports task orchestration, governance over data capture and validation, process collaboration on approvals and reviews, information consolidation within Appian and across disparate systems, generating key customer documentation and deliverables, and performance metrics and analytics reporting.

They now can more efficiently perform work, share information and collaborate on events relating to project delivery. The average project cycle times have been reduced from 17 months to 6 months.