appian

Appian for Business Process Outsourcing (BPO)

Managed service providers need solutions that will help them exceed client expectations for service delivery while minimising costs. Efficiency and agility are key to meeting client requirements quickly and easily adapting to change.

With a configurable, agile, and scalable process automation platform, business process outsourcing (BPO) organisations can access the next wave of double-digit cost savings.

The Appian platform solution.

Appian is the only platform that seamlessly combines the key capabilities needed to get work done faster in a single tool. And with a built-in data fabric, the platform lets you easily connect to any data source. We have a strong history of helping managed services organisations execute projects end to end, promoting operational effectiveness and managing safety, risk, and compliance—all while cost effectively improving their client service.

BPO challenges.

- Data silos between implementation team and clients.
- Managing client security concerns.
- Inconsistent adherence to standard operating procedures.
- Inefficient and costly project implementations.
- Changing regulatory requirements that impact process needs.
- Variance amongst similar clients.
- Inability to meet growing customer demand for transparency.

How Appian optimises and orchestrates BPO.

- Flexible and agile low-code development to adapt quickly to changing requirements.
- Automation tools to streamline manual tasks.
- Data governance, risk, and compliance capabilities and the ability to configure differentiated workflows for each client.
- Data fabric to integrate existing systems and unify data silos.
- APIs that can be easily used to integrate client systems.
- Process orchestration to create workflows aligning a digital and human workforce.

Leading organisations trust Appian for business process outsourcing.

- **A global services consultancy** uses Appian to manage the insurance claims process for a major insurance company in the UK. In just six months, this organisation was able to build a new insurance claims system on Appian, using only its existing internal development teams, and fully migrate all its data from two different legacy systems. Appian has replaced both legacy systems.

- **Serco** chose the Appian platform to unify data and deliver better client services for government organisations. Since Serco first started using Appian in 2015, they have built three fully functioning applications. One of its most critical Appian applications is for its UK Prisoner Escorting and Custody Services (PECS) division. The application automates key processes and tracks the movement of 15,000 prisoners per month in London and Southeast England. The scalable solution has allowed Serco to more efficiently deliver services and improved prisoner and officer safety and welfare.

- **A multinational professional services organisation** uses Appian to deliver an outsourced service for a banking and insurance holding company. They use Appian as the backbone for case management and an outsourced customer due diligence service.

- **Microsystems** has automated the complete accounting cycle with Appian. Their Appian solution benefits several large Microsystems customers in major industries, including banking, telecom, and retail. The basis of the process orchestrated by the solution is standard, although the business rules and the integrated systems can be easily changed to tailor the solution to varying customer needs.

- **A multinational professional services organisation** uses Appian to manage the intake of requests for advisory services and subsequent sales of courses and bookings with third-party training providers. With Appian, the organisation can quickly alter the learning and development services they offer in response to new requirements or changes.

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