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Appian Constituent Case Management for State and Local Government

Modernize your department's constituent and employee experience with Appian's modular, highly configurable solution.

Case work is ubiquitous in government. But it's often held back by narrowly customized, inflexible legacy case management systems—and manual tasks abound. Audit and compliance checks are still done by hand, and workforce management, scheduling, and task management systems lack modern AI capabilities. Think you're stuck with these outdated apps? Not so fast.

For decades, government agencies have used Appian to modernize their systems with low-code, speeding up the pace of digital innovation in government while creating a future-proof foundation for critical case work.
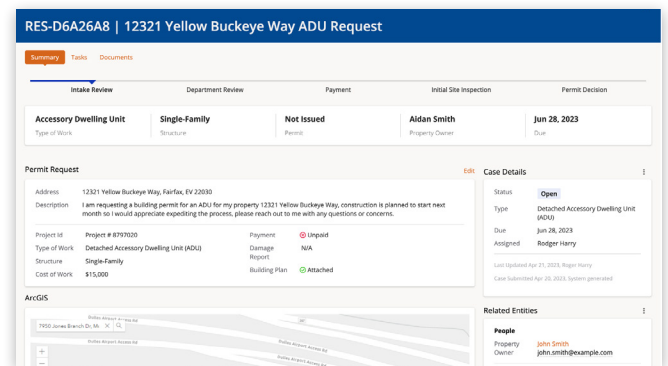
Modernizing state and local case management.

With the Appian Constituent Case Management solution, state and local governments (SLGs) automate and optimize service delivery while providing an exceptional, consumer-grade citizen experience. Built on the Appian Platform with low-code capabilities, the solution can be easily tailored to your needs. It seamlessly integrates with your existing processes and technologies while setting you up for continuous improvement over time.

Appian Constituent Case Management lets you:

- Modify structured workflows on the fly to handle complex cases and exceptions while maintaining compliance.
- Deliver a beautiful, intuitive, and accessible user experience to constituents and employees.
- Offload repetitive, manual tasks to robotic process automation (RPA) bots.
- Discover process bottlenecks and areas for improvement with process mining.
- Monitor SLAs and KPIs in real time with advanced analytics.

The solution draws on Appian's decades of experience creating case management solutions for dozens of government customers.

Key capabilities of Appian Constituent Case Management.

Appian Constituent Case Management for state and local government is a flexible, customizable solution, but it does include two out-of-the-box reference implementations for common SLG needs, such as permitting and complaints management. It is built on top of the Appian Case Management Foundation, which uses modular, composable architecture to rapidly deliver highly configured applications in weeks rather than months.

The solution is continually being expanded to include additional out-of-the-box functionality and frequently used integration capabilities required by SLGs. Key components of the Constituent Case Management solution for SLG include:

Dynamic case management.

- End-to-end case management with easy-to-comprehend, dashboard-style views.
- Configurable templates that allow you to define specific workflows for various case types.
- Workflow visualization showing progression through the lifecycle of a case.
- Automated case routing and monitoring of adherence to SLAs.

Outstanding constituent experience.

- Sleek, modern Constituent Portal that enables self-service and collaboration with your teams.
- Native support of mobile experiences for all constituent-facing features that seamlessly scales for desktop, tablet, and mobile.
- Supported integrations to common customer service chat/messaging tools and payment portals for processing of credit card or ACH payments.
- Secure messaging that provides an "email-like" experience within the context of a case and delivered to the constituents secure portal.
- Customizable branding and color palette for the constituent portal and the case management workspace.

Complete automation.

- Leverage RPA, process mining, and AI/ML to continuously improve and automate your processes. RPA capabilities provide connectivity to legacy systems that can't be easily integrated with.
- AI-powered productivity features in messaging, including summarization of threads and suggested responses.
- AI-powered suggested tagging of cases for better linking of related cases and improving data analysis over time.
- Audit logs and transactions are optimized for process mining, allowing for comprehensive process and data analysis.

State-of-the-art reporting.

- Customizable reporting metrics, configurable by a business user on demand and updated in real time.
- Flexible report generator enabling self-service creation of reports as granular or as high-level as the user requires.

- Ability to export raw data to common business intelligence platforms, such as PowerBI and Tableau.

Fast, flexible implementation.

- Leverage the flexibility of the Appian Platform to extend and customize apps to fit your needs.
- Composable, modular services allow for creation of workflows much faster than traditional custom case management solutions.
- Mix and match well-structured processes and dynamic, ad hoc workflows as needed.
- Flexible data modeling allows you to integrate with other data sources to enrich case detail and reporting.

Automated cloud-based security and compliance.

Appian solutions are cloud hosted by default, with automatic updates to the underlying platform removing the need for an administrator to keep security up to date. See the Appian Protect webpage for more information. Appian holds the following certifications:

- FedRAMP and StateRAMP authorized.
- SOC 1, SOC 2, SOC 3 certified.
- Compliant with HIPPA security requirements.
- Accessible for people with disabilities, adhering to Section 508
- Payment portals compliant with PCI-DSS.

To learn more, contact us at: **info@appian.com.**