



Case Management Studio

Rapidly develop case management applications.

Casework is a core operational element for most organizations, yet ad hoc interactions, unstructured processes, and disconnected data sources make it challenging to complete.

Many businesses rely on legacy systems and manual, paper-based processes to get the job done. But this creates process inefficiencies, severe backlogs, and less-than-ideal employee experiences.

In-house case management solutions can help, but they rely on costly IT resources and struggle to meet the immediate needs of the business. And while out-of-the-box offerings are delivered faster, they often fail to offer customization and lack robust process, data, and automation capabilities.

Modernize case management.

Case Management Studio takes a modular approach to case management, providing out-of-the-box functionality with intuitive configuration to make casework more efficient.

With it, IT teams can accelerate deployment using out-of-the-box dashboards, reporting, and workflow templates that business users can easily customize.

Case Management Studio seamlessly connects existing systems with data fabric, so your data is always in sync and up to date. It empowers you to easily update workflows and continuously improve them over time. And with Appian's AI and automation capabilities, business users can enhance productivity and complete tasks faster.

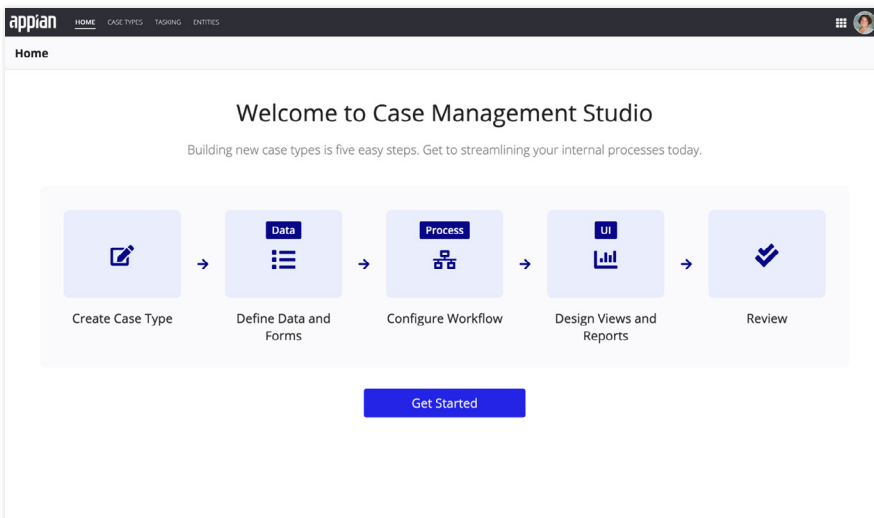
Drawing on Appian's decades of experience building case management solutions, Case Management Studio covers 80% of typical casework needs with out-of-the-box modules that business users can customize without code.

Quickly automate and optimize common casework—like HR service management or GRC processes.

Casework, simplified.

Quickly launch flexible enterprise apps for complex casework. Use Appian Case Management Studio to:

- **Accelerate IT delivery** with a robust core of case management features that covers 80% of typical case needs out of the box.
- **Empower business users** with no-code tools and a visual workflow for easy creation, modification, and management of end-to-end case management apps, enhancing adaptability and reducing reliance on IT.
- **Assist users** with advanced AI and automation capabilities to summarize and search for cases or identify and resolve overlap, such as duplicate records across departments.
- **Improve workflows** with an out-of-the-box audit component, AI-driven root-cause analysis, and process improvement suggestions to optimize casework, ensure compliance, and create transparency.



For more information, visit appian.com/case-management.



With more than \$15 billion in assets and over 120 locations, FirstBank was looking for ways to enhance their anti-money laundering (AML) efforts and ensure compliance with regulatory expectations.

FirstBank originally built its AML solution in SharePoint but quickly encountered issues with workflow visibility, scalability, extensibility, and data synchronization. The solution also required a lot of manual IT work to update and tune. And with a high-risk and time-sensitive process like AML, these issues couldn't be overlooked.

Firstbank turned to Appian for its fast time-to-market and the ability to customize casework for FirstBank's existing processes.

"Appian was chosen because it is a performant, secure, and reliable platform on which we could quickly implement AML Case Management."

Ryan Buerger, IT Director at FirstBank