

Appian Delivery

Custom application delivery with tangible business value.

Every technology project starts with high expectations and big promises. But many fall short. This can happen for a number of reasons, including technical risks, staffing gaps, and methodology shortcomings. Development teams often have to focus on meeting deadline goals rather than driving real business value—leading to solutions that are only workable, rather than optimal.

Appian Delivery is a full application delivery service designed to provide tangible outcomes for complex, critical enterprise processes. Appian Delivery emphasizes two essential factors:

- 1. Defining, tracking, and delivering critical business outcomes.
- Using tools and methodologies that drive user adoption through fast, iterative design and delivery.

Five Disciplines for Delivering Outcomes

Appian Delivery focuses on delivering business impact at speed and scale. Accomplishing this requires the proper foundation. Appian Delivery does this through:

Value realization

This component focuses on measuring and tracking against business outcome metrics, not just a delivery deadline. The Appian Delivery team will:

- Set specific, quantifiable metrics that fit your business's strategic goal.
- Continuously monitor these metrics and adapt applications to meet the outcome.
- Provide a dashboard to give you full transparency into your business results.

Small, elite teams

Appian Delivery proves that compact teams can accomplish more than larger, inefficient groups. These teams are:

- Built for extreme agility, without the inertia of larger teams. This leads to faster delivery and rapid pivots to address feedback.
- Complete with cross-functional expertise across technology, business, and UX design.
- Experienced across all phases of delivery—from initial design to full impact realization.

Appian's Agile Methodology

Appian uses a delivery methodology that is battle-tested across thousands of enterprise engagements.

Delivery is based on sprints, offering fast iteration cycles.

This allows teams to make real improvements mid-project, leading to the best possible solution through a process of continuous improvement.

Kaizen

Kaizen is our continuous improvement program we use to consistently deliver using the best practices, tools, and skill sets to customers. Kaizen ensures our Appian Delivery engagements follow cutting-edge practices while still adapting to individual customer nuance and context.

For example, our Kaizen program led to the introduction of our comprehensive risk management framework, which we call our Risk Map. This includes engagement-level risk assessments, Appian executive visibility, and Al-based risk mitigation to reduce project issues.

Product design

We integrate deep product design expertise at each phase of the project. This enables teams to:

- Focus on the most effective solution, rather than delivering the first workable one
- Increase adoption by making products easy to use and aligned with business objectives.
- Achieve the intended outcomes using iterative, agile methods to refine the product until it meets business goals.

Adoption

To realize business value, users need to fully adopt applications in their day-to-day operations. Appian ensures this by:

- Tracking adoption metrics and usage patterns to ensure the right users are using the application and that the application meets their needs.
- Iterative application design based feedback from user workshops.
- Supporting continuous improvement by gathering user feedback and offering suggestions for improvement post deployment.

For more information, visit appian.com.

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Appian is a software company that automates business processes.

The Appian Al Process Platform includes everything you need to design, automate, and optimize even the most complex processes, from start to finish. The world's most innovative organizations trust Appian to improve their workflows, unify data, and optimize operations—resulting in better growth and superior customer experiences. For more information, visit appian.com. [Nasdaq: APPN]

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