



Dynamic Case Management

Boost efficiency with streamlined, automated workflows.

Fragmented solutions cause delays and poor experiences.

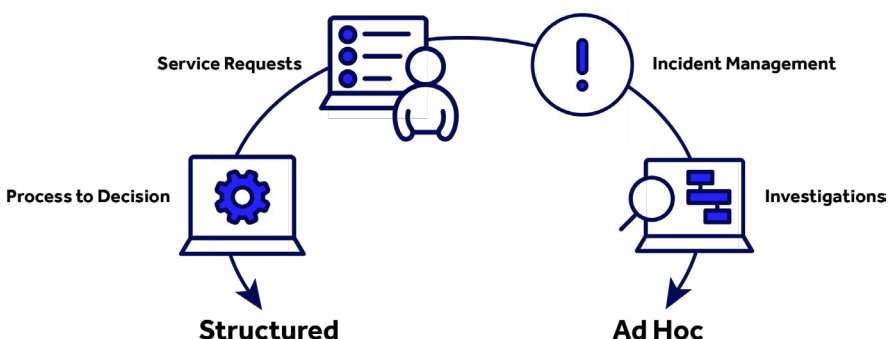
Case management is challenging. Interactions are ad hoc, processes can be unstructured, and you need data from many different sources to make decisions. Organizations rely on legacy systems, applications, and manual, paper-based processes to complete case work. This creates crippling process inefficiencies, severe backlogs, and a less-than-ideal experience for your customers.

Connect people, processes, and data in a single workflow.

Appian brings people, processes, and data together to automate complex case work, helping you to make smarter decisions, resolve issues faster, and improve customer satisfaction.

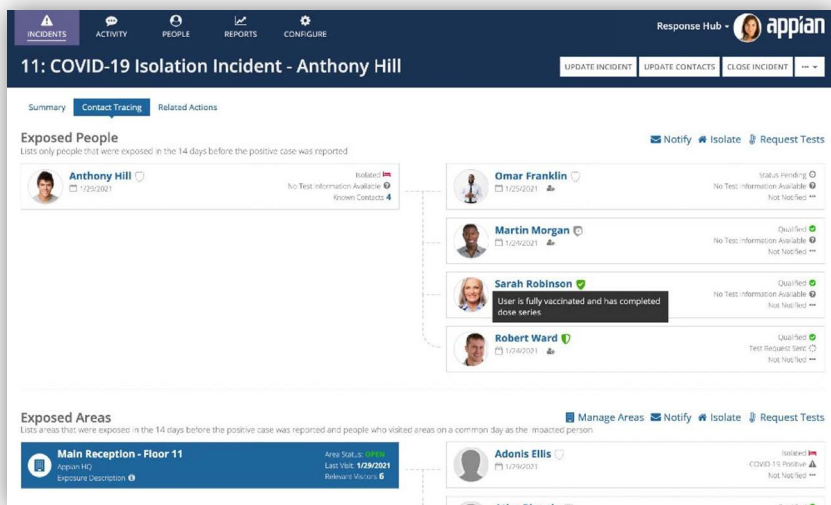
- **Rapid automation of complex processes** with improved collaboration and integrated capabilities that orchestrate people, existing systems, data, bots, and AI in a single workflow.
- **Dynamic exception handling** helps you address cases and ad hoc activities that deviate from the norm, including routing cases between bots and people. Automatically incorporate these learnings to improve your processes and business performance over time.
- **Unified data and actions** for smarter, faster decisions. Integrate and act on real-time data, processes, and collaborations, no matter where your data lives.
- **Easy-to-use, low-code application development** allows you to rapidly build powerful case management applications with visual design tools that empower business and IT collaboration.

Manage any type of case work.



“Improving customer service must go hand-in-hand with digitizing our internal processes.”

Csongor Nemeth
Chief Corporate Business Officer
Addiko Bank



Appian Workforce Safety app uses case management capabilities to unify data, processes, and actions into a single interface.

Key features to simplify case work.

- **Low-Code Data.** Easily build, share, and access critical data to make the best decisions. Appian converges information from across systems so knowledge workers get the complete picture.
- **Collaboration.** Initiate, collaborate, and receive updates on tasks and actions from a single, user-friendly interface.
- **Dynamic processes.** Handle dynamic, ad hoc interactions and processes with business rules and workflow capabilities to route cases to the right people for quick review and action.
- **Business rules.** Ensure adherence to business policies and procedures with an integrated rule engine. Empower your team to adapt to any situation with easy-to-use functionality to create and manage business rules.
- **Analytics.** Get real-time reports and visibility into all case work and data. Quickly and easily customize process and business reports in Appian to get a single, unified view of your case work.
- **Enterprise mobility.** Retrieve information and data securely from any device, even when offline, to enable field teams to be productive wherever they are working.

Leading organizations trust Appian case management.



appian

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