Eligibility and Enrollment (E&E) programs can be large and complex; converting government regulations, policies, and rules into systems that allow for automation of E&E processes can be even more daunting. Coupled with the fact that many government E&E programs have seasonal enrollment periods resulting in massive peaks in workload, you have a recipe for keeping many government executives up at night.

Also take into consideration the new challenges that have emerged with the rise of service delivery through mobile devices. The public wants access to government programs without being tethered to their desktop computers (if they even have one). In today’s world of immediate gratification via mobile, Government needs to be more ready than ever to provide access to services on demand and across a variety of channels.

As with any E&E initiative, ensuring fairness and consistency through the determination and adjudication process is critical. Government agencies must be able to withstand audits from both internal Inspectors General departments as well as the Legislative Branch; responding quickly and accurately to these inquiries can tie up agency resources for weeks at a time.

**HOW DOES APPIAN ASSIST WITH THESE CHALLENGES?**

Appian is a business process management (BPM) driven application platform that unites all data, processes, and collaborations in one environment. This solution allows agencies to combine data from multiple systems and data sources into a single view of the constituent interaction. The resulting application enables consistent, well informed decisions at every step in the process.

With Appian, building interactive enrollment forms with rich data validation and enforceable business rules has been simplified for developers. With our low-code, build once, deploy everywhere model, input screens are built and are immediately mobile enabled.

The Appian cloud solution gives government the assurance that their applications will perform under heavy load during peak enrollment periods. Our detailed activity log means that agencies can be confident that actions are being accurately tracked and can quickly respond to inquiries and audits in a drastically reduced time frame.

- Easily configurable workflows optimize the journey
- Mobile solutions to allow constituents to interact with government on their devices
- Appian records converge case information in a single location
- Business rules capability enforces consistent outcomes

---

**Eligibility and Enrollment**

- Easily configurable workflows optimize the journey
- Mobile solutions to allow constituents to interact with government on their devices
- Appian records converge case information in a single location
- Business rules capability enforces consistent outcomes
Eligibility and Enrollment

Considered the leading Dynamic Case Management vendor, Appian software is distinct from traditional Case Management vendors in that it provides all of the following aspects, offering unique advantages in the E&E space:

- Appian Records for a unified view of all relevant data
- Document Management
- Full support for both Structured, and Unstructured Processes
- Native Mobile Application
- Real-Time Reporting
- Scalability
- Secure Cloud solution capable of storing sensitive PII data

**APPIAN FOR FEDERAL AND DOD**

Appian delivers a platform for Federal Eligibility and Enrollment that unifies powerful capabilities:

**Business Process Management:** Recognized as the leading platform for BPM.

**Dynamic Processes:** Handle dynamic and ad hoc correspondence and tasking processes.

**Data-Centricity:** Unify all information on any topic and view it in a single, drillable report.

**Business Rules:** Create and manage business rules to quickly adapt to evolving policies.

**Collaboration:** Take full advantage of your knowledge workers through built-in social collaboration that helps resolve issues faster.

**Native mobility:** Launch on any device so action may be taken...anywhere.

**Low-code:** Use drag-and-drop, point-and-click design to develop applications, fast.

---

**FOCUS ON IMPACT**

Appian solutions deliver the power agencies require to fulfill their mission.
- Automate core processes
- Unify all data
- Get instant analytics
- Become mobile
- Build powerful applications
- Adapt to continual change
- Adhere to regulations

**FOCUS ON CAPABILITIES**

Appian provides the platform agencies need to deliver complex eligibility and enrollment systems on time and on budget.
- Point and Click Application Design
- Agile Delivery
- Native Mobility
- Business Process Management
- Document Management
- Dynamic Business Rules
- Complex Approval Routing
- Role-based Security
- Real-time Reporting

---

**FOCUS ON ELIGIBILITY AND ENROLLMENT**

The days of building hard-coded custom applications to deliver E&E solutions are past. Appian provides a one-stop shop for creating robust, configurable and modern IT solutions.
- Centralize Constituent Interactions
- Integrate with Contact Center solutions
- Provide audit traceability
- FISMA Moderate certification
- Store Content from multiple sources in one easy to access interface

---

Appian

As the market leader in modern Business Process Management (BPM) and Case Management software, Appian delivers an enterprise application platform that unites users with all their data, processes, and collaborations—in one environment, on any mobile device, through a simple social interface. On-premise and in the cloud, Appian is the fastest way to deliver innovative business applications. For more information, visit [www.appian.com](http://www.appian.com)