

The Veteran Centric Experience

- > Easy mobile access to data
- > Flexible solutions to meet the changing needs of diverse demographics
- > Multiple Data Sources Integrated on a Single Platform
- > Appian Cloud is FedRAMP Certified

According to the U.S. census bureau, as of 2014 there were 21.8 million living veterans of the U.S. armed forces. In support of its mission, “To care for him who shall have borne the battle, and for his widow, and his orphan,” the VA is responsible for an ever increasing number of benefit programs to serve former service members and their families. To ensure these programs meet their goals, the VA maintains vast repositories of data on the population it serves. Right now, however, these massive amounts of data are not being used in the best possible ways to serve the needs of veterans.

The needs and priorities of veterans can widely vary from one veteran to another. One may be looking to further their education post active duty, while another may need extensive healthcare assistance after a combat injury. Now more than ever, the VA is looking to create a Veteran Centric experience that provides empathy for each individual veteran’s specific needs, and leaves them satisfied with how their needs are being met through reliable and quality assistance.

The challenges that come along with providing this quality of care for such a large group of people are vast. A current point of contention within the VA is delivering services across a variety of channels, to people with such diverse needs. They need an easier solution in order to deliver these services, and simpler business processes.

There’s no such thing as a one size fits all solution with such a wide variety of veterans needing assistance, and each wanting their individual needs to feel like the agency’s top priority.

Enter Appian

BRING ALL VETERAN DATA INTO AN EASY TO USE, SINGLE INTERFACE

With Appian, the VA can easily bring all their Veteran data on a single interface that’s easy for both those within the agency, and Veteran’s themselves to use. Appian can aggregate inbound streams of data into actionable tasks and quickly present them to those who need to see them. These data streams, coupled with advanced analytics, make for easier data use and organization. Appian also allows for automated alerting that can be preconfigured to deliver information across agencies or through interdepartmental chains so all interested parties, both internal and external, can have access to the data they need.

Appian also takes security head on, with government certifications including: FedRAMP, DOD, FISMA, and ITAR. On that same note, Appian also provides security precautions for separation of duties to ward off potential internal threats as well.

Appian itself is a business process management (BPM) driven application platform that unites all data, processes, and collaborations in one environment, accessible on any device through a simple interface. This single data source allows for a real-time view of a situation, online or offline, for the various



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environments in which users may need to access this data. Considered the leading Dynamic Case Management vendor, Appian is distinct from traditional Case Management vendors in that it provides all of the following aspects:

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

APIAN FOR FEDERAL AND DOD

Appian delivers a platform for VA data management that unifies powerful capabilities:

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

Dynamic Processes: Handle dynamic and ad hoc tasking.

Complete Information: 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 advantage of the power of team collaboration, including inter-agency work, 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 launch applications, fast.

FOCUS ON IMPACT

- Automate core processes
- Unify all data
- Get instant analytics
- Become mobile
- Build powerful applications
- Adapt to continual change
- Adhere to regulations

FOCUS ON CAPABILITIES

- 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 MANAGEMENT OF RESPONSES

- Easy to train interface means users can be brought into the mix quickly.
- Integrate with Contact Center solutions
- Provide audit traceability
- FISMA Moderate certification
- FEDRAMP Certified Cloud Available
- Store content from multiple sources in one easy interface

Appian

Appian delivers a modern enterprise platform for digital transformation that is accelerating solution delivery for the benefit of Government stakeholders. Powered by Business Process Management (BPM) capabilities, Appian's approach enables critical services at a lower cost than traditional software development methodologies. With Appian, Federal Government key initiatives, including: Constituent

Case Management, Regulatory and Statutory Compliance, Eligibility and Enrollment, Investigative Case Management, and Acquisition and Procurement can be easily deployed using our low-code approach, both in the cloud and on-premises.

For more information, visit www.appian.com