

## CASE STUDY:

# Large Government Agency

A large Government Agency faced a seemingly impossible task: develop and deploy a comprehensive case management system for healthcare applications in 30 days. Using Appian's modern BPM-based application platform, the solution was delivered on-time and on-budget with scalability to handle up to 50,000 applications per day.

### CHALLENGE

This large Government Agency had worked with a contractor to develop a website and back-end processing system to handle an expected influx of healthcare applications. The contractor organization had spent multiple years and hundreds of millions of dollars, using hundreds of traditional code developers and employees, to deliver the system on a pre-determined go-live date.

Prior to go-live, the contractor informed the Government Agency that it would be able to deliver a minimal website, but that no viable solution would be available for back-end processing of paper applications, or the numerous exception processes required to complete eligibility and enrollment.

The Government Agency turned to a systems integrator already involved in aspects of the total solution and asked whether it was possible that a comprehensive case management system could be developed and deployed within a 30-day window in order to meet federal regulation requirements. The integrator had prior experience working with Appian on large case management systems. Based on that experience, the integrator accepted the challenge – provided it could use the Appian platform for a new type of visual application composition, as opposed to traditional custom code development.

### APPROACH

The Healthcare market is highly-dynamic, with the constant change from multiple sources in regulations, product offerings and treatment options. The speed and agility provided by Appian's "configure, don't code" approach is the only long-term viable solution in an industry increasingly sensitive to costs. Appian's ease of use and intuitive social collaboration interface also allows system users to be immediately productive with little or no training.

### SOLUTION

In just one month, Appian and the integrator together delivered a fully-working case management solution on-time and on-budget. The solution was created by only four full-time employees (FTEs) who used the Appian platform to rapidly create the equivalent of 5 million lines of traditional code. The solution includes Active Directory integration, accepting documents from an FTP folder and automatically creating individual tasks from each document, and allowing eligibility support staff to select the status of a new application and have that trigger the right workflow – placing tasks into the appropriate user's queue. The work performed by Appian in solution development included all requirements gathering, configuration of the solution, continuous demonstrations and requirements changes from the customer, the writing of performance test scripts, and the configuration and testing of the production environment. The agility provided by the Appian platform allows for changes to be made to or appended to existing applications with no disruption to the user environment.



### RESULTS

The case management system was completed in 22 days, and successfully went live on the pre-set date, with applications being processed day one. The solution has since been scaled to handle several hundred, thousand transactions per day. Based on the success of the solution, this government agency has since employed Appian as the application platform for two additional systems (both completed within 30 days each) to manage resolution of

application inconsistencies (e.g. SSN, citizenship, income, etc.) and to process exemption applications. Using the lessons that it learned from this new approach to IT, the agency is looking at other areas for agile, code-free case management to modernize the delivery, success, and cost efficiencies of health IT.

## Appian

Appian delivers an enterprise platform for digital transformation in healthcare that enables payers and providers to bridge core systems, enhance member experience, and significantly improve patient outcomes. Powered by industry leading Business Process Management (BPM) and Case Management capabilities, Appian's low-code approach can radically accelerate the time it takes

to build and deploy powerful, modern applications, on-premises or in the cloud. The world's most innovative organizations use Appian to revolutionize their customer experiences, transform their business operations, and master global risk and compliance.

For more information, visit [www.appian.com](http://www.appian.com)