KPMG and Appian: Enabling business transformation process optimization and automation

Organizations across industry sectors seek to continuously improve and optimize their business processes including driving efficiencies in their operational processes, increasing visibility across functional and geographical silos, proactively addressing compliance regulations, integrating with third-party systems, and increasing overall business agility.

A Business Process Management Suite (BPMS) is an enabling technology that allows organizations to achieve process efficiencies, cost reduction, and ultimately drive added business value as part of their broader business transformation goals.

KPMG LLP (KPMG) has teamed with Appian to provide integrated service offerings and solutions to advance your business transformation agenda. Appian is a leading innovator in the BPM software market. Their industry-leading, BPM-based Application Platform includes an integrated, native BPM Suite with full BPM capabilities in the cloud or on premise, native mobile applications across major mobile devices, and the ability to integrate enterprise data in a unified social interface. Appian has over 3.5 million users globally and a growing community of customers and partners across multiple industries and geographies. Their industry leadership has been recognized by Gartner,\(^1\) Forrester,\(^2\) and other industry analysts.

**KPMG and Appian**

Improving business performance, turning risk and compliance efforts into opportunities, developing winning strategies, and creating, enhancing, and preserving value are at the core of what KPMG does for leading organizations everywhere. Our focused execution helps you get the job done right.

KPMG has extensive qualifications in business process management and has worked jointly with Appian on BPMS deployments and implementations. We also have an extensive portfolio of complementary solutions and professional and technical services that benefit our clients.

Appian provides a modern BPM-based Application Platform offering a full complement of BPMS technology solutions, including social collaboration, mobile access, integrated enterprise data, and cloud/on premise portability. Appian has an extensive client portfolio with global reach across industry sectors.

Together, we have staffed and trained a unified KPMG-Appian team to support the end-to-end delivery of services to our clients. KPMG will partner with Appian on opportunities, offering Appian-based solutions and associated professional services.

**KPMG-Appian services**

KPMG and Appian’s integrated service offerings and solutions can help you deliver your business transformation initiatives from strategy to execution, across people, processes, and technology.

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**Strategy**
- Develop a vision and strategy to leverage BPM across the organization.
- Identify opportunities to benefit from the deployment of existing, KPMG, or client-defined BPM solutions.
- Identify opportunities for business value add through optimization of current operational processes.

**Process and technology**
- Leverage BPMS technology to cost-effectively eliminate gaps in current operational processes, and prioritize risk areas and opportunities.
- Determine and design a future-state BPMS to address risks, enhance compliance, and drive efficiencies.
- Align process and BPMS technology for potential business benefit.

**People**
- Align people across functions through BPMS work flows.
- Provide stakeholders visibility into the end-to-end process life cycle.
- Train users on new processes and technology to extend BPM knowledge and skills across the enterprise.
- Drive the process-centric organization.
- Automate nonvalue-add tasks.

Our services focus on meeting the needs of key finance, risk, technology, and operations decision makers. For example:

<table>
<thead>
<tr>
<th>Decision maker</th>
<th>Needs</th>
<th>Potential benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Finance</strong></td>
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| Chief Financial Officer | • Reduced spend on achieving process efficiencies through a single BPM platform  
• Timely visibility into process deficiencies  
• Reduced compliance spend | • Reduced Capex/Opex spend in operational processes  
• Embedded controls to promote better financial transaction accuracy and data quality  
• Process-driven compliance controls |
| **Risk**       |       |                    |
| Chief Risk Officer and VP of Audit | • Greater accountability for risk mitigation from business process owners  
• Better controls over business and operational system risks  
• Reduced substantive audit procedures; automated compliance reporting | • Process-driven compliance controls  
• Continuous monitoring and auditing vs. periodic/quarterly  
• Distribution of internal risk audit work load throughout the year |
| **Technology** |       |                    |
| Chief Information Officer | • Leveraged investment in business process management and/or work flow software license  
• Better use of existing IT resources  
• Ability to address business needs more efficiently and timely | • Faster and more efficient turnaround on process automation/enhancement requests  
• Reduced customizations for lower cost of ownership  
• Reduced process cycle times  
• Greater visibility into process for all stakeholders  
• Immediate identification of process exceptions  
• Clearer strategy for process improvement and business value add |
| **Operations** |       |                    |
| Chief Operations Officer | • Improved accountability from business process owners  
• Improved business process efficiency  
• Reduced operational spend | • Process-driven operational efficiencies  
• Greater control over operational performance  
• Embedded controls for better data quality and transaction accuracy  
• Real-time exception monitoring and handling |

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates.

**Contact us**
For more information on how the KPMG-Appian Alliance team can address your BPMS needs, please contact:

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The information contained herein is of a general nature and is not intended to address the specific circumstances of any particular individual or entity.