

## Case Management

- Simplify case work on any device
- Make better, faster, smarter decisions
- Access complete information with a click
- Handle dynamic and ad hoc processes with ease

### DYNAMIC. BECAUSE THAT'S HOW YOU OPERATE.

Interactions between people, process, data, and content can be dynamic, ad hoc, and unpredictable. Unify them with Appian. Appian supports all styles of case work with dynamic case management that combines enterprise process and content management with data navigation, native mobility, and an intuitive interface supporting social collaboration.

### POWERFUL CAPABILITIES TO SIMPLIFY CASE WORK

**Records** – 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** – Collaborate on case events and share information for added context. Appian enables case workers to receive case updates, collaborate, and initiate tasks and actions, all from a single, user-friendly interface.

**Enterprise Mobility** – Access case information on virtually any device. Applications built on Appian are immediately and securely accessible from smartphones and tablets, expanding the reach of your case work to the field.

**Dynamic Processes** – Handle dynamic and ad hoc processes with Appian event management, rules, and process capabilities. Create Complex Event Processing (CEP) scenarios and route case events for review and action.

**Rules and Policies** – Ensure adherence to business policies and procedures with Appian's integrated rules engine. Create and manage business rules, empowering knowledge workers to make immediate changes to their business processes and adapt to any situation.

**Analytics** – Get real-time case analytics and reports. Case workers and managers can easily personalize process and business reports in Appian to get immediate case visibility.



## Case Management

### FOCUS ON DYNAMIC CASE WORK

- Simplify case work
- Increase speed and accuracy
- Link data to action
- Always have a complete, current view
- Accelerate decisions
- Increase transparency
- Unify data, process, and systems
- Increase worker productivity
- Expand knowledge with social collaboration
- Enforce business rules automatically

### FOCUS ON PERFORMANCE

- Dynamic case orchestration
- Records converge data from across systems
- Complex Event Processing
- Integrated rules engine
- Real-time case analytics and reports
- Embedded process management
- Unified apps, process, data, and users
- Highly configurable, role-based user experiences
- Out-of-the-box connectors for fast integration
- Native mobility, automatically
- Mobile capture and geo-location
- Cloud, on-premise, or a hybrid of both
- Proven in large deployments with millions of cases
- Security and privacy certifications

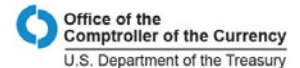
### FOCUS ON THE FUTURE OF CASE WORK

Appian addresses all types of case work, including investigations, incident management, service requests, and process-to-decision. In a world where change is the new normal, how can you prepare for whatever comes next? With Appian, you'll always connect with the latest technology and devices, so your case workers always have the most modern capabilities to manage their case work.

### CASE MANAGEMENT CUSTOMERS INCLUDE



U.S. Department  
of Veteran Affairs



# Appian

Appian provides a leading low-code software development platform that enables organizations to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and competitive differentiation.

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