Appian

Appian for Public Sector
CONSTITUENT CASE MANAGEMENT

> Fast, simple access to the complete, contextual picture speeds outcomes

> Mobile solutions allow constituents to interact with government on their devices

> Appian Records converge case information in a single unified view

> Contact Center integration assures effective end-to-end support

In today's landscape, delivering high value services tends to be an extended interaction. Government agencies are being asked to manage complex business processes and deliver the right outcome on the first constituent touchpoint, and on every subsequent touchpoint.

This demand for agency efficiency, that continues to keep pace with the communications that constituents expect, requires a highly agile, flexible, secure, and on-demand platform to respond to specific needs.

As government IT reinvents itself, an enterprise constituent case management solution will play a powerful role in establishing more interactive and productive relationships with the public. Is your organization ready?

MEET THE CHALLENGE
The first step to effective constituent case management is having the right technology in place.

With Appian, agencies gain:

- Single, unified view of interactions from multiple data sources

- Full support for both structured, and unstructured processes

- Increased accuracy through audit history tracking

- Reduced response times for constituent interactions

- Structured work streams for quality and compliance
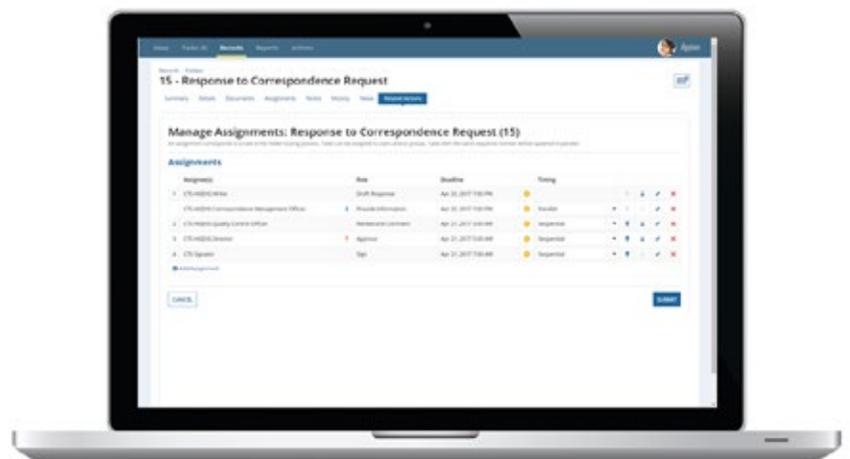
FOCUS

Appian provides the capabilities that agencies need to deliver constituent case management services on time and on budget.

- 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

TAKE CONTROL

Appian provides a one-stop shop for creating robust Constituent Services solutions for:

- Contact Center Automation

- Self Service Solutions

- Eligibility and Enrollment

- Grants Management

- Constituent Case Management

- Claims Processing

- Correspondence Management and Tasking

- Service Desk

PREPARE FOR THE FUTURE

It takes speed and power to deliver transformational public sector solutions. The Appian application platform provides both.

Transform critical, public sector services with an application platform that delivers high-speed, cost-effective IT modernization that fits your specific organizational demands.

With Appian, your agency can harness the power of a unified, low-code platform on premises or in the cloud to manage complex processes, end-to-end, without limitations.

LEADING ORGANIZATIONS TRUST APPIAN:

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 enables competitive differentiation.

For more information, visit www.appian.com