



Appian for Energy

INCIDENT MANAGEMENT

- Automate processes and mobilize personnel to effectively manage incident response
- Improve stakeholder insight into incident status, resolution, and impact
- Ensure assets are incident ready by managing the end-to-end maintenance journey
- Mitigate risk with improved compliance, security, and safety measures

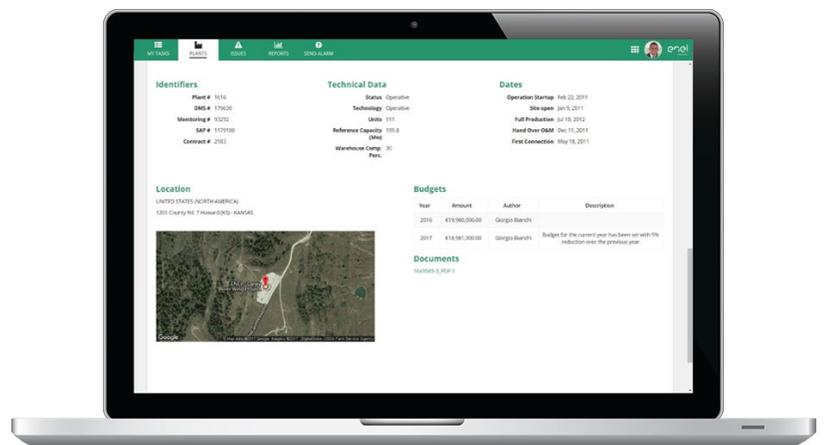
When incidents happen, organizations need visibility, control, and action. However, often organizations are still handling these critical incident processes manually with emails, paperwork, and phone calls, leading to inefficiencies and bottlenecks—and opening the door to risk, safety issues, lawsuits, and insurance costs.

Whether it's a not-at-fault accident, cybersecurity threat, or natural disaster like mudslide, wildfire, earthquake, or hurricane—organizations need automated processes to notify, route, action, and resolve incidents faster. Additionally, being able to orchestrate field inspections, track servicing and repairs, and leverage asset data for preventative maintenance is critical to mitigate recurrence.

RESPOND FASTER AND MINIMIZE RISK

With Appian's enterprise digital application platform, maintain control and visibility before, during, and after incidents to respond effectively and limit risks, costs, and safety issues.

- **Automate processes** to connect all phases of an incident and improve response effectiveness
- **Mobilize personnel** involved in incidents with ease of escalation, notifications, and collaboration
- **Provide stakeholder reporting** to maintain control and visibility into incident and resolution progress
- **Orchestrate field inspections** and preventative maintenance to ensure assets are incident ready
- **Ensure compliance** with standards and regulatory requirements across health, safety, and finance
- **Extend existing systems** with modern applications while leveraging IT investments, including SAP



Incident Management

FOCUS

Take an automated approach to effectively managing critical incidents.

- Reduce response times with automated processes, notifications, and reporting
- Accelerate decision cycles with stakeholder insight into incident status, resolution, and impact
- Manage the end-to-end maintenance journey including issue detection, inspection, and materials and task management
- Improve collaboration during incidents between internal departments and the external ecosystem
- Increase compliance, security, and safety to minimize risk

TAKE CONTROL

Quickly build, deploy, and scale new enterprise applications, including:

- Contact Center Automation
- Defect and Outage Resolution Management
- Vendor and Supplier Relations Management
- Field Service Enablement
- Asset Lifecycle Management
- Correspondence Management and Tasking
- Site Security Management
- NERC CIP Compliance
- Field Site Inspections

PREPARE FOR THE FUTURE

Effectively responding to incidents, ensuring safety and compliance, and minimizing risk is critical for energy organizations.

It takes speed and power to transform incident management. The Appian low-code application platform provides both, while leveraging your current IT investments.

With Appian, organizations can build web and mobile apps faster, run them on the Appian cloud, and manage complex processes end-to-end, without limitations.

LEADING ENERGY ORGANIZATION RELY ON APPIAN:



Appian

Appian provides a software development platform that combines intelligent automation and enterprise low-code development to rapidly deliver powerful business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk and compliance.

For more information, visit www.appian.com