Appian

Appian for Field Service Management

MAXIMIZE THE EFFECTIVENESS OF FIELD RESOURCES

> Increase field worker productivity through mobile-enabled applications

> Improve customer satisfaction by responding to customer requests faster

> Gain real-time visibility into field activities, resolution status, and performance

> Ensure compliance, quality, and consistency in the field

Companies that have extensive field operations often face challenges around scheduling and dispatching workers, meeting first-visit resolution goals, ensuring worker safety, and integrating related inventory, billing, and other back-office systems.
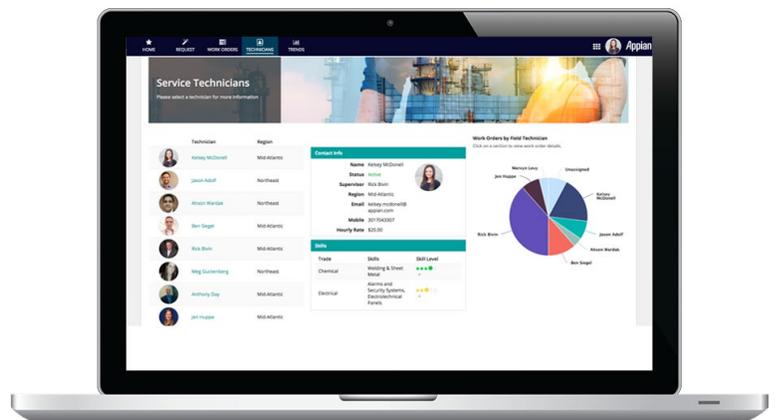
Without sufficient oversight, control, and productivity, organizations can face high overhead costs, poor service quality, dissatisfied customers, and loss of market share. Organizations need a way to manage the end-to-end field deployment process, while enabling their mobile workforce to be both efficient and effective.

OPTIMIZE THE FIELD DEPLOYMENT PROCESS

A well-planned, well-executed field deployment process helps organizations boost employee effectiveness and job satisfaction, reduce costs and turnaround times, and, most importantly, improve customer satisfaction.

With Appian's enterprise low-code application platform, organizations can automate and centralize processes to effectively manage field resources and gain insight into the entire deployment life cycle.

- **Manage complex routing and task distribution** to ensure adherence to protocol and maximize job margins

- **Provide seamless transitions between onsite and field work** through integrated mobile apps that capture pictures, signatures, customer information, and other data points

- **Gain visibility into end-to-end field activities** to provide customers with accurate updates, track employee performance, and provide transparency and auditability for management

- **Take control of asset management**, including vehicle and equipment maintenance, licensing, insurance, inspections, and repairs

- **Enhance collaboration** among back-office staff, field resources, and vendors and contractors

- **Extend and connect** disparate systems and data sources across the organization for a single view of field activity, projects, workers, and customers

FOCUS

With Appian's powerful, flexible, easy-to-use platform, organizations are able to:

- Improve resolution time by seamlessly connecting field operations to back-office functions

- Boost the effectiveness of field resources throughout the deployment life cycle

- Gain visibility, collaboration, and control across field service operations

- Better manage field vehicles and equipment so that they enable rather than impede the process

- Improve work quality, turnaround times, and customer satisfaction

TAKE CONTROL

Using Appian, you can quickly build, deploy, and scale new enterprise applications, including:

- Employee and Contractor On-Boarding

- Market Planning and Execution

- Project Management

- Supply Chain Management

- Procurement and Contract Management

- Vendor and Supplier Relations

- Fleet Management

PREPARE FOR THE FUTURE

Planning and executing exceptional field management leads to more productive workers and happier customers—and, in turn, business growth and impact.

It takes speed and power to transform field service enablement. The Appian enterprise low-code application platform provides both.

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

LEADING ORGANIZATIONS ARE TRANSFORMING FIELD SERVICE MANAGEMENT WITH APPIAN:

edp renewables
powered by nature

$100 million worth of turbine issue solutions captured in the first 9 months.

محموعة المتبولى المتحدة
United Matbouli Group UMG

300% faster resolution of customer issues leveraging a mobile application in retail stores and field service calls.

Ryder

50% reduction in rental transaction times with transactions reduced to 9–14 minutes, leading to **10% improvement** in customer satisfaction scores.

Sprint

200,000 cell tower sites surveyed and inspected in the first 3 months and time to turn on a new tower **reduced from 30 days to 7 days.**

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