Are you taking full advantage of digital to drive innovation in your business? With opportunities to improve asset performance, customer engagement, and operational efficiency, utilities are turning to cutting-edge digital technology to help drive breakthrough value.

Discover the benefits of a digital application platform to transform your speed to market, customer experience, asset performance, regulatory compliance, and gain the ultimate power to innovate faster.

Here are five ways that Appian can help utilities realize your digital potential.
SPEED TO DELIVERY
Appian is fast. In fact, application development on Appian can be up to 20X faster than traditional development. That’s because of Appian’s low-code platform approach, which is bolstered by visual tools and drag-and-drop functionality. In Appian, you don’t code an application, you draw it—like a flowchart.

Your IT organization can rapidly build and deploy natively-mobile apps that empower business users and field workers. What this really means for utilities is faster delivery for your critical applications, with customizations specific to your company.

One Appian utility customer wanted to differentiate their service in the market by bringing customer financing in-house. Quickly delivering a modern, natively-mobile application that hosts and streamlines the entire loan financing process, they can now finance customers and their allies in just 33 hours—a process that used to take up to 3 weeks.

Speed enables utility organizations to easily pivot and move to meet market demands, allowing the flexibility and business agility needed to achieve operational excellence.

EXCEPTIONAL CUSTOMER EXPERIENCE
Appian empowers customer-centricity. As organizations and consumers have more choices available to reduce their reliance on traditional energy suppliers, improving how customer service is delivered to retain customers and market share is critical.

Whether it’s starting service, understanding energy usage, paying bills, or reporting an outage, leveraging a flexible digital application platform to support customer inquiries, deliver outstanding service, and even extend energy portfolio services is a distinct competitive advantage.

Appian’s advanced integration capabilities seamlessly bring together data from siloed systems on one unified platform, allowing utility organizations to view an accurate, up-to-date record of their customers. This makes it easy for staff to have the contextual information and suggestions at their fingertips to improve how they service customers.

GRDF operates the largest gas network in Europe with more than 11 million customers. Leveraging Appian to manage customer interactions and over 80,000 network extension requests per year, GRDF has improved customer service while increasing operational visibility, better managing costs, and providing audit trails for regulatory compliance.

Appian’s digital technologies allow utilities to employ a customer-centric approach, delivering a seamless and personalized experience for customers, and in turn, realizing greater business value.
**IMPROVE ASSET PERFORMANCE**

Appian optimizes asset reliability and utilization. Asset performance is critical to achieving operational excellence. Complex manual work procedures and lack of visibility and control over assets, coupled with unplanned downtime, hinders production, performance, and service delivery.

With the rise of digital technologies, utilities are now able to monitor assets in real time, automate workflows to take corrective action, and leverage sensor data for early warning detection—dramatically improving asset performance and reliability.

**EDP Renewables North America needed a way to improve how they handled and responded to wind turbine issues at remote locations around the country. Leveraging Appian, EDP Renewables automated how they prioritize turbine repairs, factoring in real-time location-specific weather, issue severity, wind patterns, and energy pricing information—leading to $100 million worth of turbine issue solutions captured in the first 9 months.**

Appian helps energy organizations take a proactive, automated, and data-driven approach to maintenance, turnaround, and utilization to optimize asset performance and ultimately, drive more profitability.

**MASTER SAFETY & COMPLIANCE**

Appian helps you comply with critical regulatory standards. Utility regulations are complex and constantly evolving. From new investments in renewables, to energy storage frameworks and state-level regulations, complying with evolving regulations is top of mind for utilities.

Whether it’s compliance with training and certifications for thousands of employees or producing regulatory evidence on critical assets, a digital application platform enables utilities to orchestrate the processes, controls, and tasks needed to mitigate risk, ensure safety, and stay in compliance.

**A large investor-owned utility is leveraging Appian for a cybersecurity application to improve entity compliance with NERC Critical Infrastructure Protection (CIP) standards. By modernizing how they initiate vulnerability assessments and track evidence for NERC CIP requirements compliance, the organization has reduced risk while improving data governance and regulatory management.**

Appian gives you the agility to quickly adapt applications to meet changing regulations, industry best practices, and future market demands to stay in compliance and in control.
POWER TO INNOVATE

Appian is a powerful platform capable of transforming the enterprise. In the age of digital disruption, intelligent automation is shaking up how utility organizations innovate. By combining the power of advanced business process management, artificial intelligence, and RPA with case management and collaboration capabilities, organizations can bridge core systems and tackle enterprise-wide innovation efforts. Machine Learning, IoT, and Blockchain are easily integrated as well.

One Appian utility customer has been able to innovate how they handle their energy procurement process. Putting in place an automated bidding process that handles the energy bidding cycle from RFPs to submissions to selection, the cost of energy procurement has been reduced at least 15%.

With the Appian platform in place, there is no limit for energy organizations. Quickly deliver modern applications that transform customer service and operations. Whether it’s offering a new service to customers, improving supplier relationships, or mobilizing field workers—you can rely on Appian for the power to deliver innovative applications that accelerate business growth.

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/energy