Supercharge your automation initiatives

Appian’s Robotic Workforce Manager solution enables automation Center of Excellence (COE) to provide visibility, governance, and control over the digital workforce. It aligns human and digital workers and identifies and measures automation opportunities. In addition, the solution empowers line of business users with greater self-service capabilities.

The Robotic Workforce Manager is made of three main components: RPA Control Center, RPA Deployment Management, and RPA Case Management.

RPA CONTROL CENTER

Achieve greater visibility and self-service over the digital workers

The RPA Control Center provides data-driven insights about the digital workforce operations, along with greater self-service to the business users. Key capabilities include:

- **Create reports and dashboards** for robot activity monitoring
- **Start or schedule RPA processes** from web or mobile
- **Monitor RPA process logs** for better compliance and governance
RPA CASE MANAGER

Global case and exception manager for RPA processes
The Global Case Manager acts as a single place to manage all RPA exceptions and human-in-the-loop activities. Key capabilities include:

1. Manage all RPA process exceptions in one place.
2. Integrate human activities with RPA processes and enable greater automation.
3. Optimize process SLAs by assigning the tasks, to the right person, at the right time. Escalate or prioritize tasks programmatically.

RPA DEPLOYMENT MANAGER

Easily manage the lifecycle of RPA processes
Manage the complete lifecycle of RPA processes—from the time a business user requests automation to the time it is delivered in production. Key capabilities include:

1. Collect and prioritize automation requests from across the enterprises.
2. Manage and track all activities that are performed to take an RPA process from request to completion.
3. Perform impact and value analysis for RPA processes that are deployed in production.

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world’s largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com