



# Appian for Employee Experience

## STREAMLINE IT SERVICE DESK AND HR REQUEST MANAGEMENT

- > Eliminate manual processes to improve productivity
- > Accelerate decisioning with visibility into employee cases
- > Respond and resolve employee request cases faster
- > Improve compliance around employee data privacy, security, and safety

Employees expect a seamless and technology-driven experience to enhance their productivity at work. However, many organizations rely on homegrown systems and manual processes for even simple human resources and service desk requests, creating inefficiencies and slowing down the ability to deliver timely services.

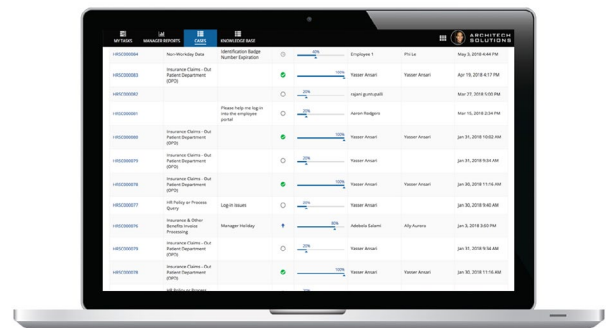
For large enterprises with thousands of employees, navigating global offices, hundreds of departments, and thousands of work processes—along with privacy, security, and safety concerns—is a massive undertaking.

### MEET THE CHALLENGE

With Appian, organizations can automate and centralize processes to effectively manage employee requests with a flexible, self-service interface to initiate and orchestrate cases.

Whether its a system access request, reimbursement, benefits claim, facility request, or on-boarding activity—rely on the Appian digital application platform to deliver a seamless request experience by connecting all employees, processes, and data.

- **Deliver an employee self-service portal** to initiate and track HR and IT service desk requests
- **Leverage case triaging and workflow** capabilities to effectively manage, escalate, and resolve employee requests faster. Complete with audit trail, reassignment options, case commenting, and automatic notifications
- **Provide a knowledge library** of important documentation and articles for employees to reference, addressing common questions and issues
- **Provide case tracking and reporting** to increase management transparency and decision making around employee needs
- **Integrate with existing systems** and data sources for a single view of employee and case profile records



## Streamline IT Service Desk and HR Request Management

### FOCUS

Exceed employee expectations with an easy-to-use request application that enables organizations to:

- Eliminate manual processing to improve productivity
- Resolve employee request cases faster
- Accelerate decision cycles and optimize processes with full transparency into employee requests
- Increase consistency in delivering requests
- Improve compliance around employee data privacy, security, and safety—while standardizing employee processes and procedures

### TAKE CONTROL

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

- HR Process Management
- Employee and Contractor Onboarding
- IT Applications Management
- PMO and Project Management
- Procurement and Contract Management
- Revenue Recognition
- Enterprise Cost and Task Management

### PREPARE FOR THE FUTURE

Delivering exceptional employee experiences leads to a better customer experience—and in turn, business growth and impact.

It takes speed and power to transform the employee experience. The Appian 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 THE EMPLOYEE EXPERIENCE WITH APPIAN:



*“Modernizing the employee experience doesn’t always have to involve robots and AI and futuristic stuff. Streamlining workflows and getting away from paper and emails can deliver real lift and transparency. And the bonus is that digitizing workflows is often a necessary step to enable a more modern, future state down the road.”*

– NATE HASKINS, CHIEF DATA OFFICER, S&P GLOBAL



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](http://www.appian.com)