



# Business Process & Case Management Technology Evaluation

## Appian

### Report Abstract

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14-pages

### Contents of Full Report

1. Background
2. Revenue Summary
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## Who is This Vendor Assessment For?

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NelsonHall's Business Process & Case Management Technology Evaluation, provides an assessment of Appian business process and case management platform designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Business Process & Case Management platforms and identifying vendor suitability for RFPs
- Process management and reengineering and intelligent automation center of excellence personnel evaluating business process & case management platform capability
- Vendor marketing, sales, and business managers looking to benchmark their platforms against their peers
- Financial analysts and investors covering the space of business process management, case management, intelligent automation, and adjacent areas.

## Key Findings & Highlights

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Appian's platform focuses on the following areas:

- Appian Designer: the primary space for business process and case management, where applications are built, managed, and deployed
- Appian RPA: creating, deploying, and managing software bots
- Appian AI: document, visual, and conversational understanding (powered by Google Cloud)

As part of the Appian Designer, the Appian Process Modeler is the platform component for designing, managing, and monitoring business processes and process activities. It offers a standard visual design interface for process modeling – with a drag-and-drop UI, swim lanes, BPMN 2.0 nodes, and components for integrated services (native Appian smart services, external services, and RPA).

Appian includes built-in process analytics engines to generate reports at different levels, e.g., by user, task, or process.

Appian provides artificial intelligence capabilities to any app built on its platform. These capabilities are driven by integration with Google Cloud AI services.

Appian uses a 4-tier pricing model for its low-code automation platform.

The company has a partner community of over 500 organizations for Appian implementation services.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Appian’s business process & case management capabilities, covering Appian Platform’s functionality for:

- App development and functionality
- Mobile integration
- Data integration and interoperability
- Process modeling
- Business process management
- Case management
- Task management.

This report also assesses Appian’s product development strategy and strengths and challenges.

## Business Process & Case Management Vendor Assessments also Available for:

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BizFlow

Bonitasoft

Camunda

Creatio

Hyland

K2

Newgen

## About The Author

Bailey is a Research Analyst with shared responsibility for digital transformation technology research, working alongside Mike Smart within NelsonHall's Digital Transformation Technologies & Services practice.

In this role, Bailey focuses on products that use machine learning and cognitive AI, including business process management, process mining & discovery, and virtual agents.

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## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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