



Improve Operations and Service Delivery with Appian Case Management Studio

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AI-powered case management empowers organizations to easily orchestrate workflows, drive efficiency, and ensure compliance across their operations

MCLEAN, Va., March 5, 2024 /PRNewswire/ -- Appian (Nasdaq: APPN) announced immediate availability of [Appian Case Management Studio](#), an AI-powered modular case management designer with which users can quickly configure case management applications for their business operations. Case Management Studio helps line of business teams connect case data, systems, and teams to optimize common case management workflows, such as internal operations, customer service management, employee onboarding, regulatory compliance, and more.



Appian announces the availability of Appian Case Management Studio, an AI-powered modular case management designer.

"Effective case management supports innovation and customer experience. The efficiency of our operations team, and harnessing insights to inform improving our processes and customer interactions are vital," said Dylan Fulmer, Senior Director Product, Internal Applications at 3E. "We are proud to be an early adopter of this technology and are excited about the impact Appian Case Management Studio can have on our employees and our operations."

Appian Case Management Studio offers intuitive tools for rapidly building custom case management applications on the [Appian Platform](#). With drag-and-drop form creation, simplified data modeling, and simple workflow controls, this [case management as a service \(CMaaS\)](#) approach helps users swiftly launch apps for complex casework.

[Advanced AI](#) and automation capabilities assist at every stage of the case, helping business users streamline their workflows by managing routine case management tasks like case note and document content summarization, case linking, and AI-powered search and duplication resolution. Case Management Studio also solves operational problems by connecting departments, identifying existing inefficiencies, and providing business leaders with automated insights for continuous improvement and process excellence.

Organizations can use Appian Case Management Studio to:

- **Accelerate application delivery.** Appian Case Management Studio includes a robust set of essential features that cover 80% of typical case management needs right out of the box, with additional modules available, such as Appian Portals, integration with enterprise systems, Appian RPA, and Appian AI Skills. This modular approach accelerates deployment and increases flexibility, ensuring a faster time to value and a quicker path to ROI.
- **Empower business users.** Case Management Studio puts the business user in control of their casework with intuitive configurations and visual workflow design. Business technologists are empowered to easily create forms, data models, workflows, and reports as well as modify case types without IT involvement. This intuitive, self-service approach democratizes development, allowing faster adaptation to business needs and decreased reliance on IT.
- **Assist users with AI.** Case Management Studio gives users advanced AI capabilities to summarize and search for cases, identify and resolve overlap, and automate repetitive work. All of this leverages [Appian's private AI approach](#) to ensure the protection and privacy of sensitive data and algorithms.
- **Improve workflows.** Case Management Studio uses Appian's [data fabric](#) and [process mining](#) capabilities to unify systems across departments and improve process performance. With an out-of-the-box audit component, AI-driven root-cause analysis, and process improvement suggestions, business users can quickly and easily facilitate continuous process improvement.

Appian Guarantee for Case Management Studio

The Appian Guarantee for Case Management Studio is a unique service that leverages our decades of experience building case management solutions. In as little as six weeks, customers can be up and running with a fully customized case management solution delivered by Appian Customer

Success.

"By letting business technologists tailor their case apps to fit specific needs without heavy reliance on IT, we're putting the power to improve how casework is done directly in the hands of the people doing the work," said Michael Beckley, Chief Technology Officer at Appian. "Caseworkers are further assisted by AI, which is embedded throughout to increase understanding, enhance productivity, and help them complete tasks more efficiently."

To learn more about Appian Case Management Studio, attend our webinar, "[Case Management Studio: The Secret to Fast, Flexible Apps for Enterprise Casework](#)," on April 4, 2024, at 12:00 p.m. Eastern.

About Appian

Appian is a software company that automates business processes. The Appian AI Process Platform includes everything you need to design, automate, and optimize even the most complex processes, from start to finish. The world's most innovative organizations trust Appian to improve their workflows, unify data, and optimize operations—resulting in better growth and superior customer experiences. For more information, visit [appian.com](#). [Nasdaq: APPN]

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