

## Simplify with Infosys Appian Solutions

Infosys leverages Appian to optimize operations and simplify processes, in addition to defining new ways to collaborate. This enables enterprises to connect better with their consumers, partners, and employees – a key parameter for success in today's connected era.

To provide businesses maximum value, we have a dedicated Appian practice, consisting of experienced consultants with expertise in strategizing, architecting, designing, and developing solutions using Appian. Our extensive experience in delivering complex, large-scale projects

in distributed agile methodology across global locations is an added plus. Over the years, we have successfully simplified processes for our customers with industry-leading delivery assurance and on-time, within-budget, predictability.



### Infosys Digital BPM practice



Infosys NextGen Digital Solutions platform brings out the best of Appian, in turn helping organizations to differentiate themselves from the competition through agility, flexibility, and reusability. Partnering with Infosys enables your business to 'Be Digital, Be More,' alongside enabling truly better collaboration with all your customers and stakeholders.

# Exclusive next-gen Appian Solutions from Infosys



## Logistics solution

It enables enterprises to manage complex terminal logistics through an intuitive geo-positioning capability, front-ended by a simplified user interface. The solution also optimizes cumulative wait-times for all stakeholders, through QR Code technology and paperless transactions.



## Project life cycle management

The solution enables simplified and streamlined Appian project delivery with guided processes for project management, in an agile manner. It also comes with a mobile app that helps business users plan, execute, and track their Appian projects without any hassles.



## Dynamic case management

It empowers business users to dynamically generate and modify processes on-demand and in real-time. It also provides users with highly customized and interactive reporting capabilities, 360-degree dashboard views, and flexibility to manage workflows.



## Telecom order management

The platform covers the full length of the order management process, while providing real-time visibility into the status of each order. It offers features like 'jeopardy management' for a work-in-progress order and 'point-of-no-return management,' along with escalation and SLA configuration to ensure completeness.

## The Infosys advantage

- **Scale of talent** – A strong practice with over 3,000 BPM consultants, including a large pool of Appian-certified experts spread across multiple geographical locations
- **Competencies and skills** – A wide range of digital services that include mobility, IoT, UX, and CX along with incubation labs and dedicated training facilities
- **A rich center-of-excellence** – A repository of comprehensive design guidelines and reusable accelerators that enable faster adoption and a higher degree of reusability for Appian artifacts and functional best practices
- **Platforms and solutions**
  - Dynamic case management
  - Infosys logistics
  - Infosys project management
  - Infosys telecom order processing
- **Design-thinking-led methodology** – An approach to create the core of BPM-led experience innovation. Our framework helps you innovate at the intersection of feasibility, desirability, and viability.

## Case study: Driving efficiencies in a commercial lending framework

Infosys supported a major, global bank in its commercial credit transformation journey. We led the design, development, and maintenance of Appian solutions to transform the bank's commercial lending process – taking the IT landscape from multiple legacy applications to a single, Appian-based, modern, integrated

platform. We rolled out complex, enterprise-level, business processes with multi-tiered user interfaces and enabled composite integration with multiple enterprise systems. As a result, the client realized faster cycle times, improved efficiency, and better accuracy in credit processing.



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