Appian & Blue Prism: Comprehensive BPM/RPA Solution for Digital Transformation

*The Blue Prism/Appian Technology Alliance Program (TAP) partnership integrates Appian's business process management (BPM) platform with Blue Prism RPA for a complete BPM/RPA solution. This integration adds the critical skills of **Collaboration**, **Problem Solving**, and **Planning & Sequencing** to Blue Prism Intelligent Automation, giving enterprises the ability to design, execute, manage and optimize processes within Blue Prism.*

Automate & Optimize: Innovate Faster, Work Smarter

Reacting quickly to market opportunities and consistently producing delightful customer experiences is key to success in this fast-moving digital world. However, many organizations are stuck with complex business processes and legacy business systems that slow them down

Appian and Blue Prism offer a new way – better and faster – to deliver innovative business applications that **improve decision-making, mobilize key data and processes**, and **unite business and IT in driving bottom-line performance**. Appian and Blue Prism offer a comprehensive solution for Digital Transformation that combines BPM and RPA for faster implementation, better service to customers, and reduced risk.

- Use Appian to design, execute, manage, and optimize processes
- Easily Automate Repetitive tasks with the world's most successful digital workforce – Blue Prism RPA
- Build, launch, and change powerful apps faster than you thought possible with a low-code development platform
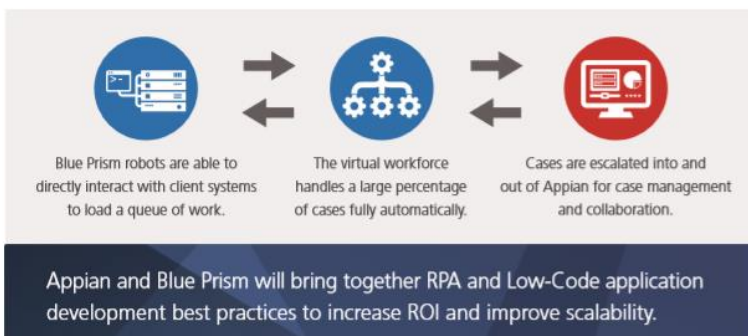
How it Works

Appian provides organizations with the speed needed to capitalize on opportunities that the digital world presents and the power to streamline complex business processes, end-to-end. As the market leader in Low-Code development, modern BPM, and Case Management software, Appian delivers an application platform that unites users with everything they need to do their jobs better – all the data, all the processes, all the documents and all the collaborations – in one environment, on any device, through a simple social interface.

Blue Prism provides the world's most successful digital workforce that follows rules-based business processes and interacts with the systems the same way that users currently do, Blue Prism's software perfectly complements Appian. The Blue Prism solution was designed with key attributes that make it enterprise safe and scalable, endorsed by IT and business operations and capable of running unattended without the need for constant monitoring. Blue Prism Digital Workers are given secure logins with access rights and encryption. Data integrity is also maintained as these Digital Workers are non-invasive, create no new data, and have no impact on existing databases.

Blue Prism & Appian: Integrate processes, improve customer service

Drastically improving customer service at a lower cost gives enterprises the edge over competitors. Consider the "email request" use case. In this example, a customer submits a request via email. Blue Prism intercepts the email and applies logic to determine the appropriate response and then escalates the case into Appian for case management and collaboration.

Blue Prism robots are able to directly interact with client systems to load a queue of work.

The virtual workforce handles a large percentage of cases fully automatically.

Cases are escalated into and out of Appian for case management and collaboration.

Appian and Blue Prism will bring together RPA and Low-Code application development best practices to increase ROI and improve scalability.

Appian's Knowledge worker updates the case with the additional information and actions required. Blue Prism then picks up the subsequent back-office actions. Faster account servicing is another benefit, especially for such industries as financial, insurance and healthcare when customers want to make changes to their accounts.

Summary

The Blue Prism/Appian integration offers easy, "drag-and-drop" integration for **instant connection to Appian's low-code BPM solution**—all while building a process within Blue Prism. Together, Appian and Blue Prism

- Build highly efficient and automated end-to-end business processes
- Provide an easy and quick way to integrate and modernize legacy systems
- Reduce the errors and inefficiencies resulting from manual and redundant tasks

About Blue Prism

As the pioneer, innovator and market leader in Robotic Process Automation, Blue Prism (AIM: PRSM) delivers the world's most successful Digital Workforce. The company's intelligent digital workers provide business leaders with new operational capacity and intelligent skills to automate mission critical business processes, while meeting the requirements of the most demanding IT environments, where security, compliance and scalability are paramount. Blue Prism provides a scalable and robust execution platform for best-of-breed AI and cognitive technologies and has emerged as the trusted and secure RPA platform of choice for the *Fortune 500*. For more information, visit www.blueprism.com.

About Appian

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.