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+ *Appian*

Intelligent Business Process Management through LowCode

Transform and digitalize operations through iBPM and LowCode

We welcome you to our Grab'n Go session

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Agenda

1 Introduction
What is iBPM and LowCode

2 Appian Demo
Use Case to request bank loans in times of COVID19

3 Deloitte's SmartOps Platform
Customizable Appian Platform

4 Key takeaways

5 Q&A

Organizations across the globe have been transforming their business through digitization, and it continues being a priority

Business Executive's expectations

71% consider **digital transformation** very important, however only **26%** **feel capable** or highly capable to execute

35% **are implementing automation** (RPA, Artificial Intelligence, Business Intelligence) however **66%** consider **process fragmentation a key barrier**

Executives estimate that **intelligent automation** will provide their organizations an **average cost reduction of 22%** over the next 3 years

Unlocking the full potential of Digital Transformation requires a complete reengineering of front and back office processes by leveraging intelligent automation & digital

Nevertheless, organizations are struggling to implement comprehensive automation strategies

Through iBPM and LowCode organization can transform their operations with ease and speed

iBPM to transform

Orchestrate and automate as the top layer above people and applications

Deliver a single view with all relevant case information

Run intelligent processes with real time analytics and continuous improvement

Build process apps and user interfaces at rapid speed per mouse click with an ever-growing toolbox of drag-and-drop elements

User interfaces run on any device, including mobile devices using native OS features

Maintain and change with ease without being slowed down by technology

LowCode for speed

iBPM breaks down organizational barriers and silos allowing companies to become more flexible and adoptive to change

From…

Fixed siloed structures

To…

Flexible and adaptable structures
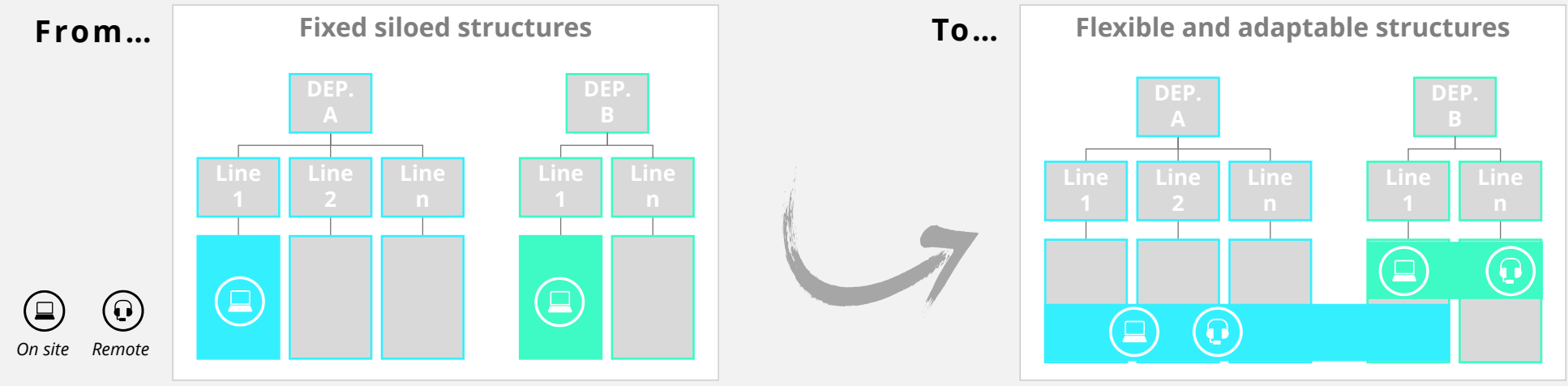
Case 1: A Tier 1 European Bank uses iBPM (Appian) platform to supplement RPA and deliver in record time

The challenge

- An outdated BPM platform, which was not capable of meeting the time to market of new commercial campaigns
- The use RPA was very fragmented and focused on the bank's Back-office,
- A new iBPM tool was needed to orchestrate cross business area processes including the robots capable to execute
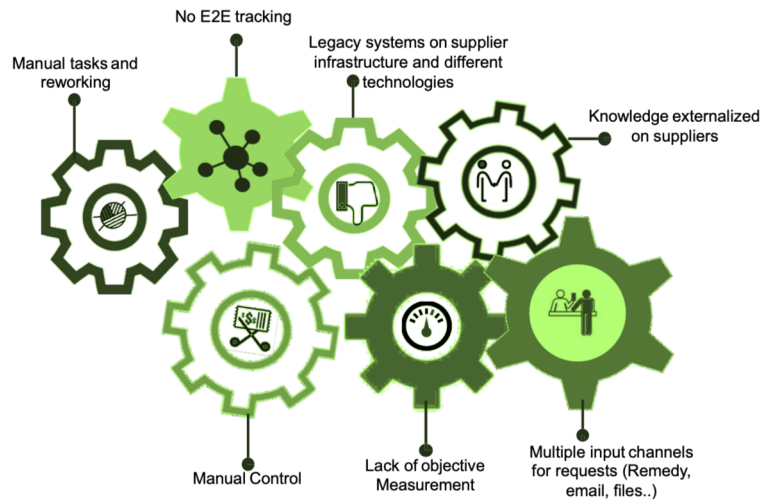
The outcome

- An iBPM development platform for processes in minimum time, with all the common components necessary for integration with the different systems of the bank

- I.e. enabling implementation of a Risk Process in **3 weeks**, being the first Spanish bank to grant COVID-19 ICO loans

Case 2: Process Transformation in Insurance using Appian

The project:

- **Motor Claims Management**: Redesign and automation of process from front-end to back-end to external vendors
- **Claim Inspections**: Empowerment of the claim inspectors with mobile devices
- **Policy Renewals:** digitalized all commercial and policy manager activities for renewal proposal
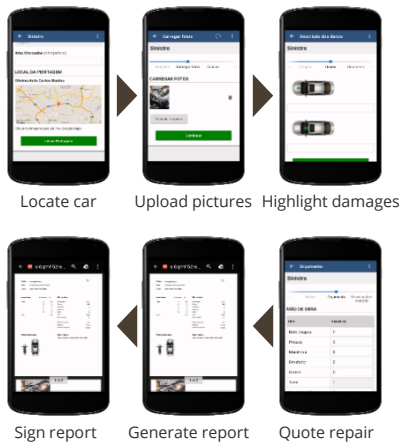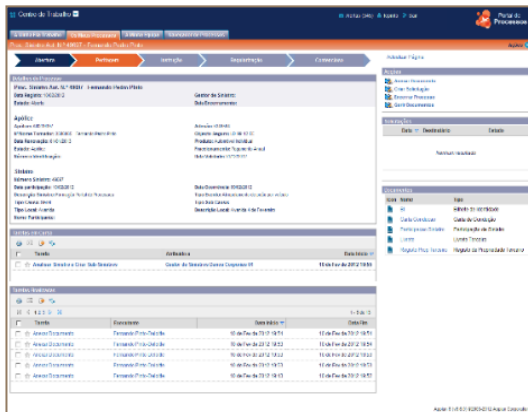
The outcome

- **30%** Average decrease on the claim process duration

- **25%** average decrease on time for renewal process

- Reduction of human errors

- Higher customer satisfaction

Locate car   Upload pictures   Highlight damages

Sign report   Generate report   Quote repair

Appian can either be your 'one-stop shop' for intelligent automation or orchestrate and integrate across the entire ecosystem

Engagement Layer

Low-code development	Web app design	Mobile app design

Orchestration Layer

Case Management	Process Mining
Monitoring	Workload distribution
Rules	

Automation Layer

RPA	OCR & Text Analytics	Digital Signature

Intelligence Layer

Analytics	AI & ML	NLP & NLG

Infrastructure Layer
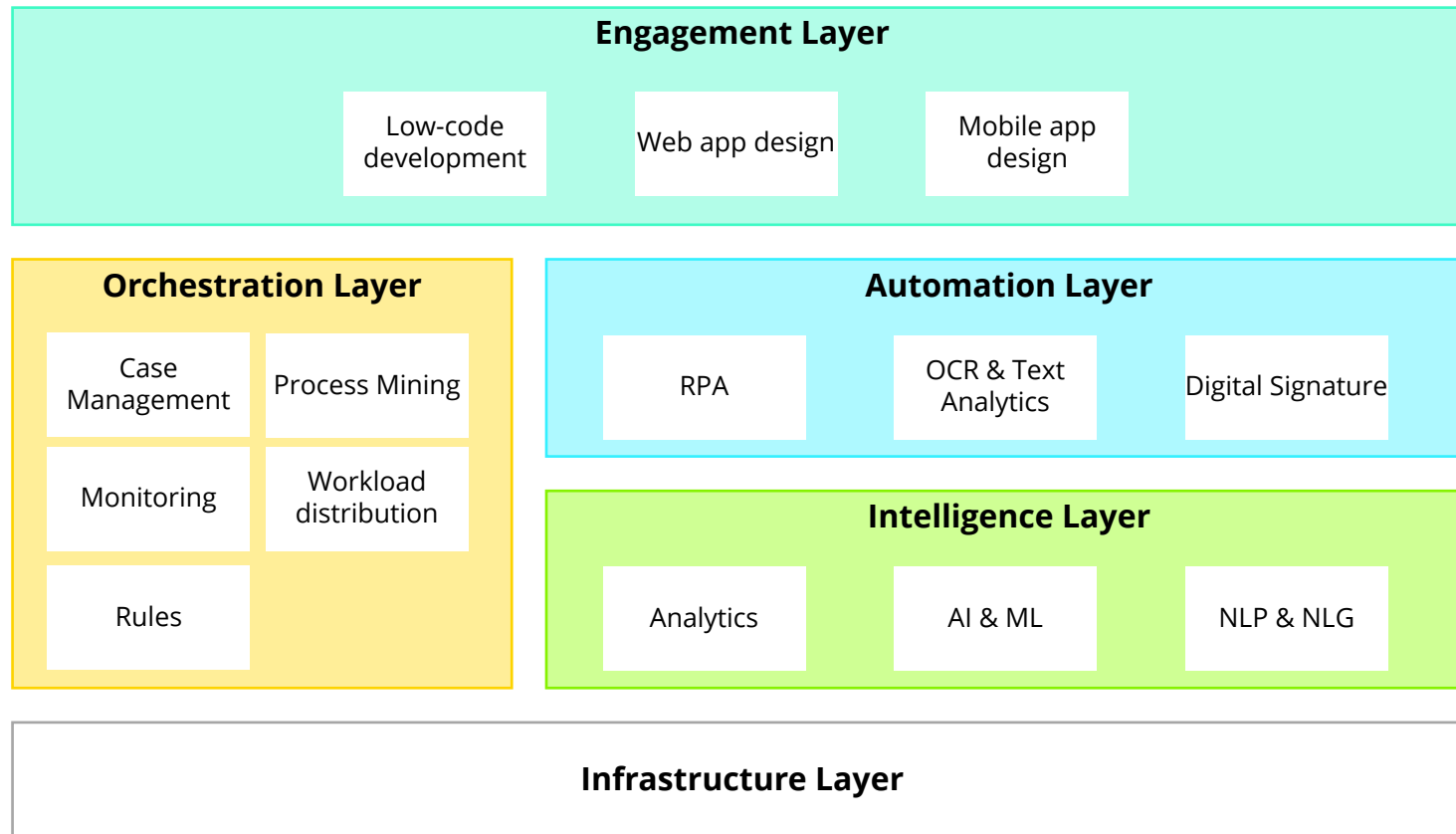
Appian Demo

Presenting Deloitte platform that accelerates smart operations adoption

1 Appian based platform

The solution can oversight operations, promote transparency, increase efficiency and mitigate risk, orchestrating multiple automation capabilities to lower run costs and maximize value
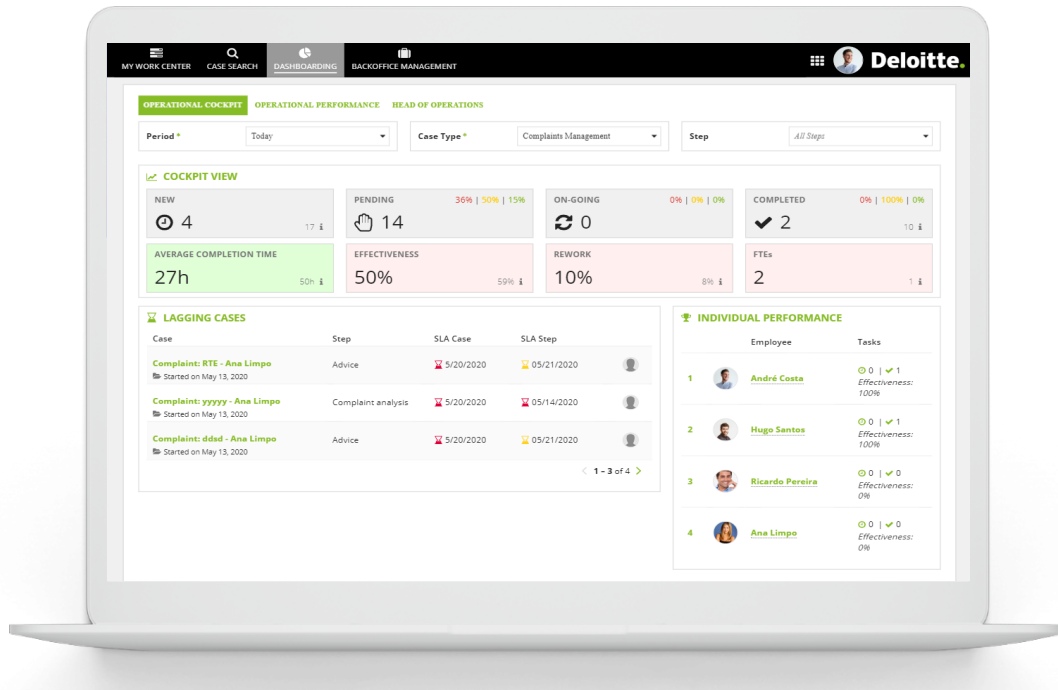
Benefits

Maintain control

Increase efficiency

Reduce costs

Mitigate risk

Promote transparency

My Work Center

Key Features

- ☐ Consolidated case view
- ☐ Task status on team level
- ☐ Smart task assignment
- ☐ Effectiveness ranking (gamification concept)
- ☐ User-to-user messaging

Case Management Framework features – Case Search

Key Features

- ❑ Query open and closed cases
- ❑ Unified view for all cases delivering rapidly relevant information about case progress and status
- ❑ Step/Task history for each case and list of participants
- ❑ Quick access to case documents

Case Management Framework features – Operational Cockpit
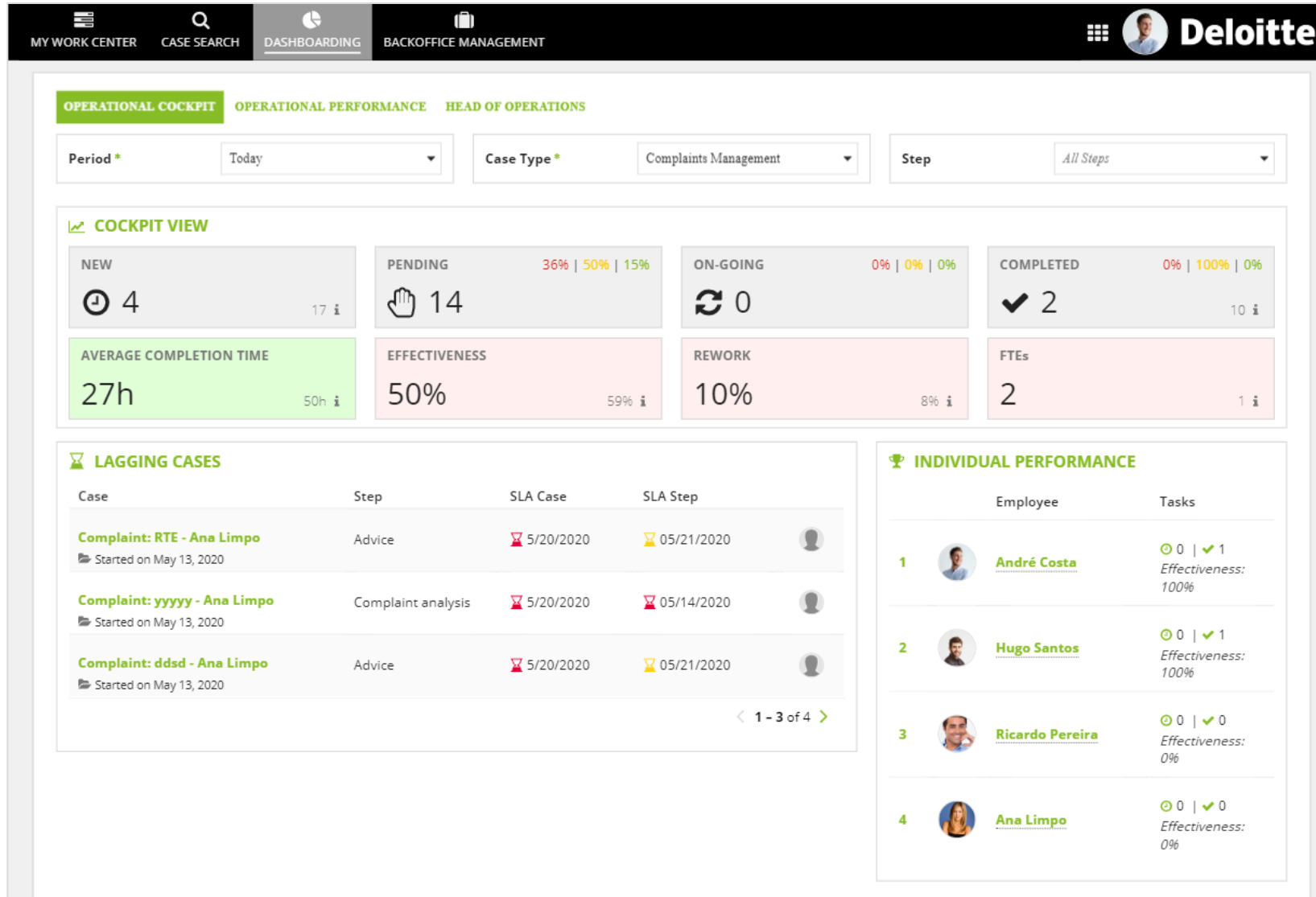
Key Features

❑ Real-time view on operational KPIs

❑ Filter information by period, case type and step

❑ Backlog information and status against predefined SLAs

❑ Tracking of operational KPIs related with tasks duration, effectiveness, rework and capacity against previous period

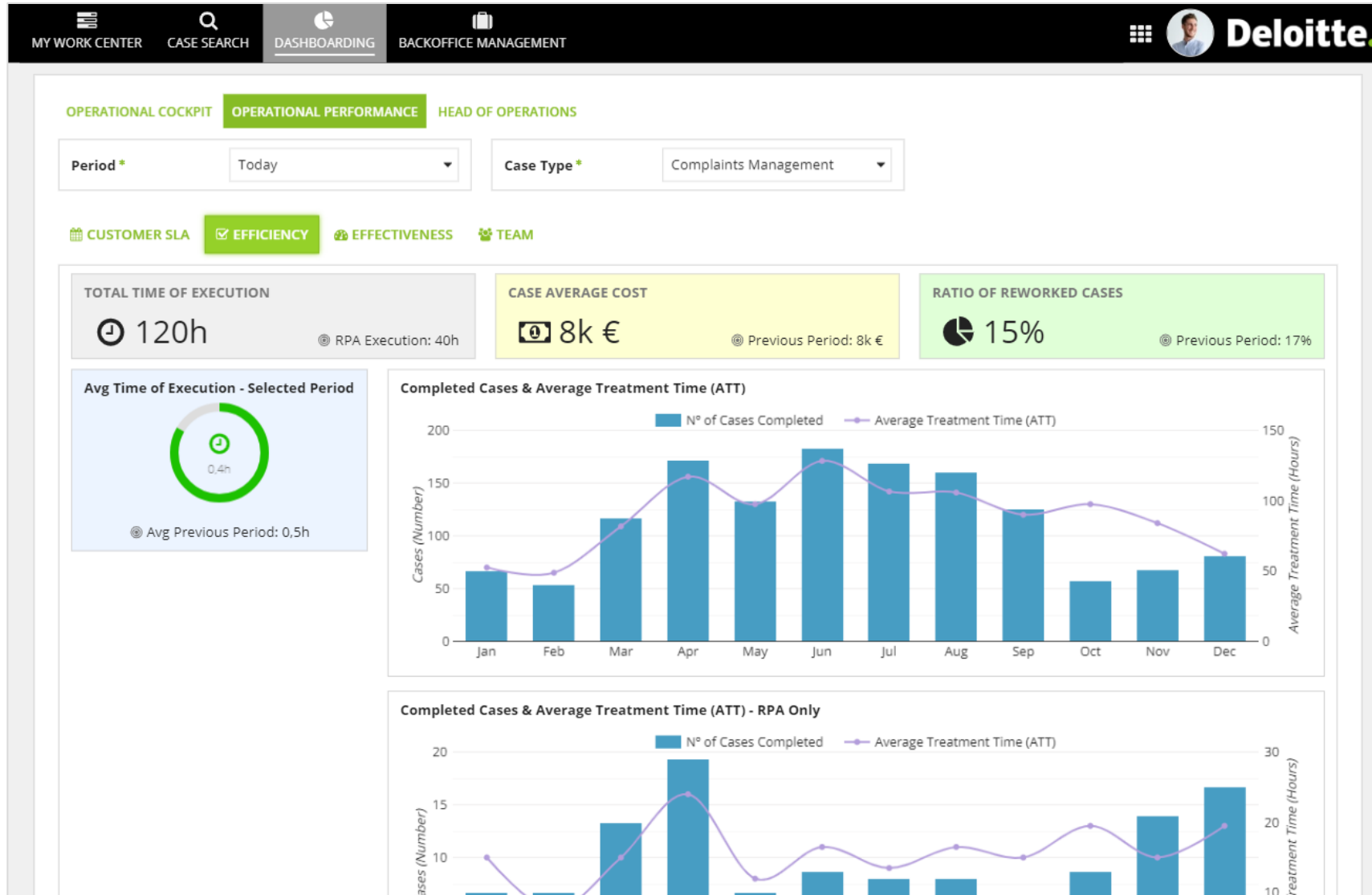# Case Management Framework features – Operational Performance
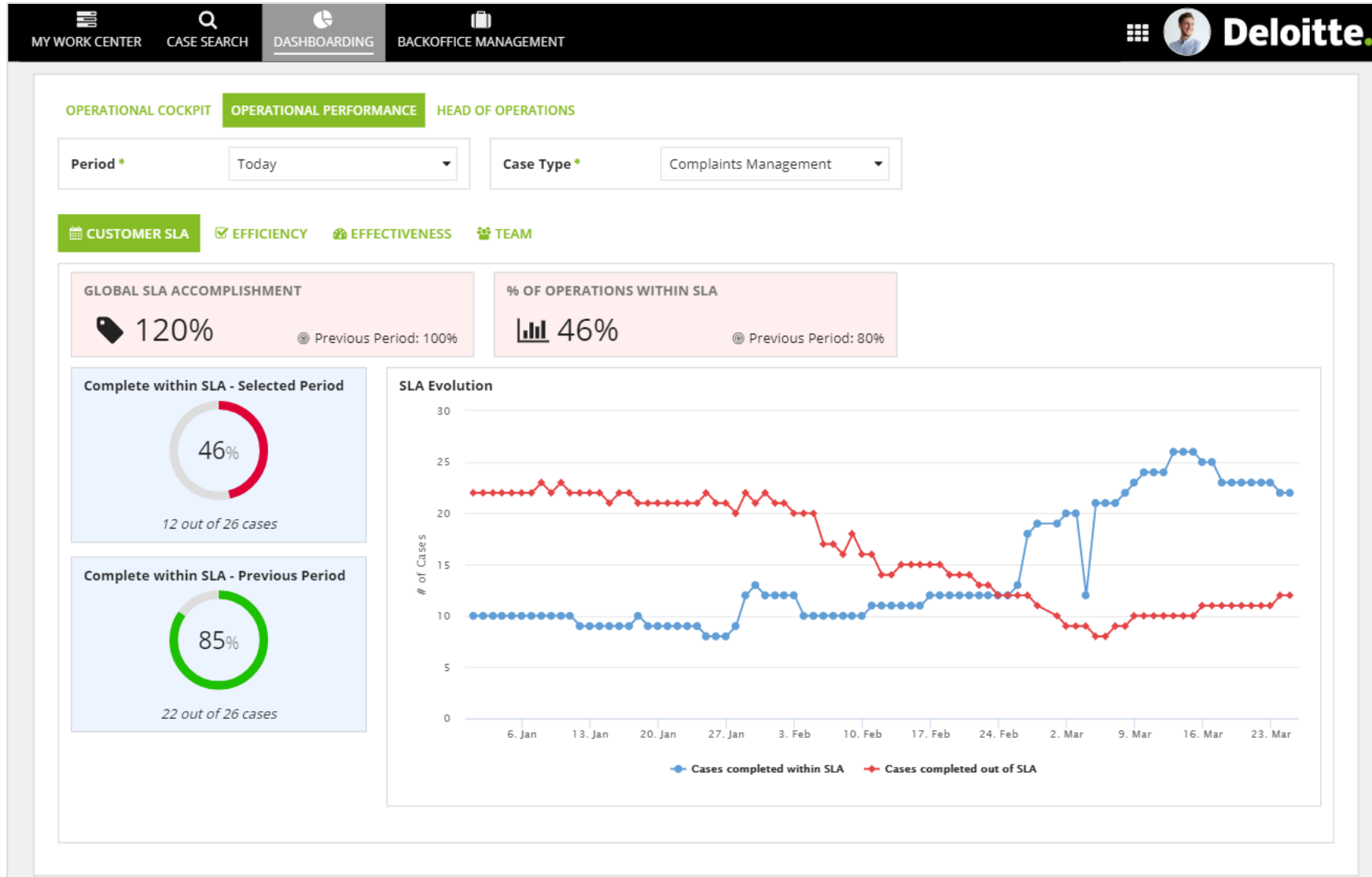
Key Features

- ☐ Trend analysis on operational KPIs, per case type
- ☐ Real-time monitoring base on process metrics
- ☐ Focus on **Customer SLA metrics**

KPIs definition

- ☐ Global SLA Accomplishment – Time spent to complete tasks against predefined SLAs
- ☐ % of Operations within SLA – Tasks completed within the SLA divided by the total number of tasks

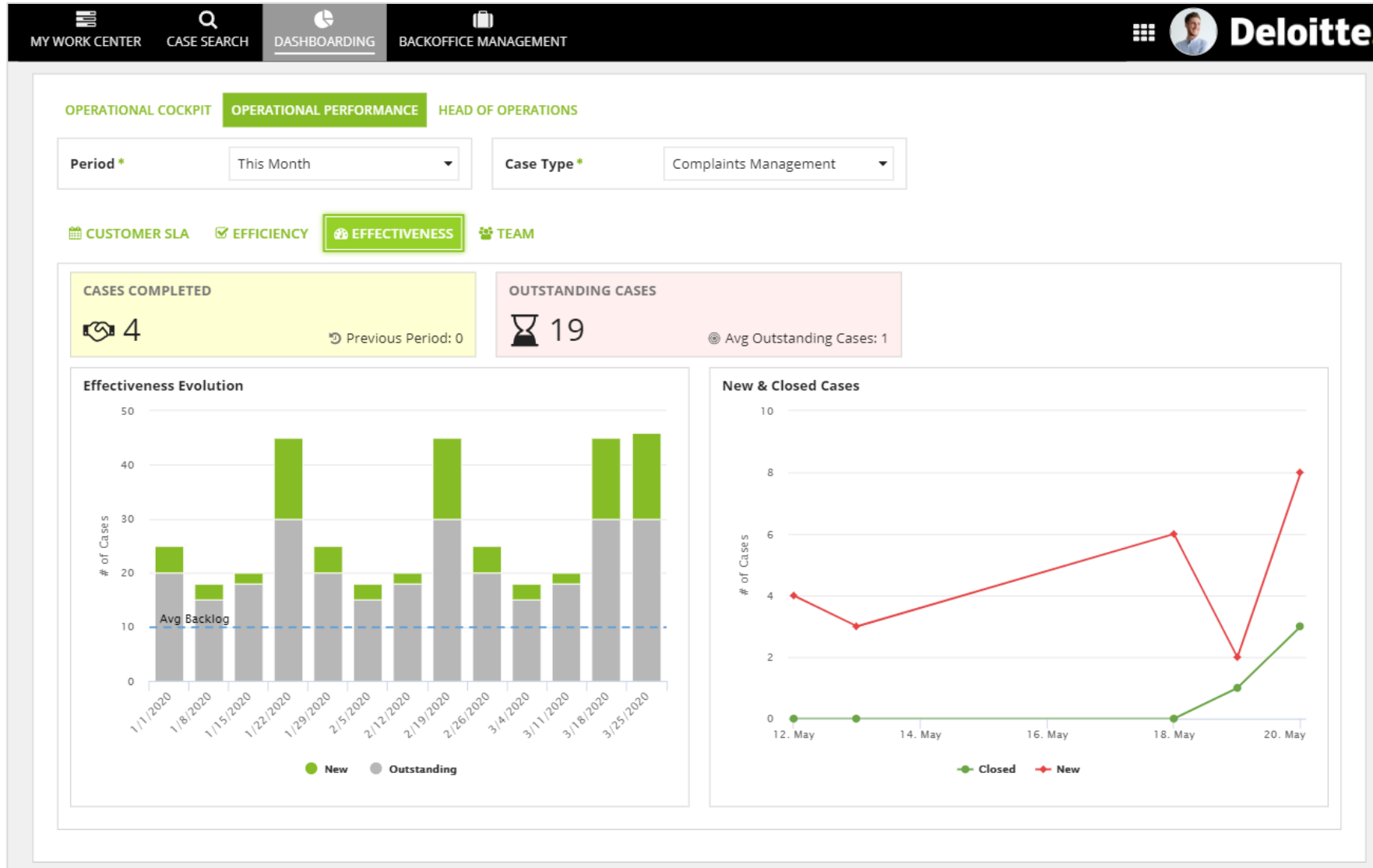# Case Management Framework features – Operational Performance

Key Features

- ☐ Trend analysis on operational KPIs, per case type
- ☐ Real-time monitoring base on process metrics
- ☐ Focus on **Efficiency**

KPIs definition

- ☐ Total Time of Execution – Time spent completing human tasks
- ☐ RPA Execution – Time spent completing automated tasks (executed by a bot)
- ☐ Case Average Cost – Average time spent executing a case multiplied by hourly rate
- ☐ Ratio of Reworked Cases – Tasks that needed rework divided by the total number of tasks

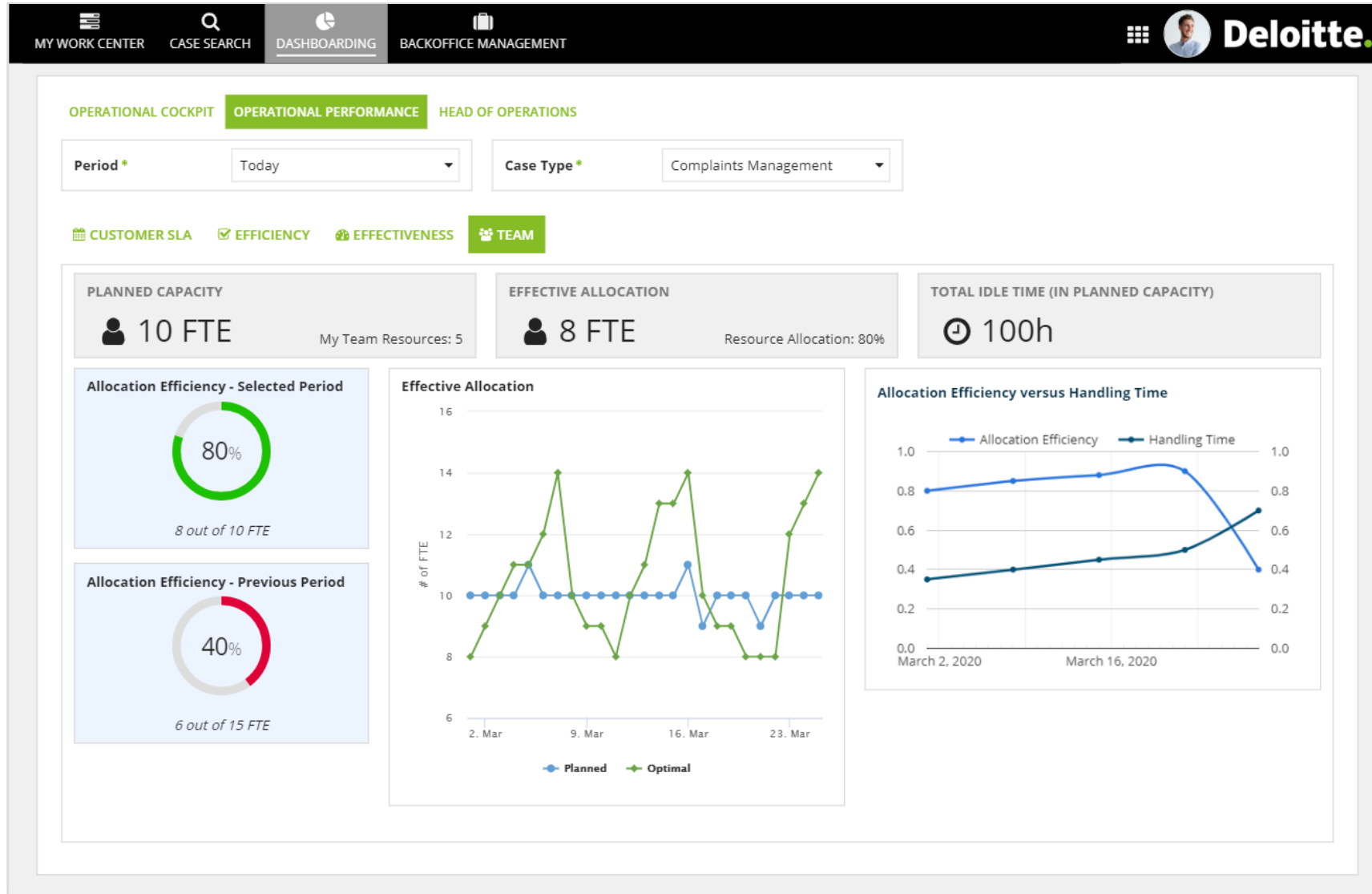# Case Management Framework features – Operational Performance

Key Features

❑ Trend analysis on operational KPIs, per case type

❑ Real-time monitoring base on process metrics

❑ Focus on **Effectiveness**

KPIs definition

❑ Cases Completed – Number of cases completed on the defined timeline

❑ Outstanding Cases – Number of cases open on the defined timeline

❑ Effectiveness Evolution – Evolution of ins and outs in the team backlog

❑ Daily completion and opening rates

Case Management Framework features – Operational Performance

Key Features

❑ Trend analysis on operational KPIs, per case type

❑ Real-time monitoring base on process metrics

❑ Focus on **Team Allocation Efficiency**

KPIs definition

❑ Planned Capacity – # of planned FTEs

❑ My Team Resources – effective capacity

❑ Effective Allocation – # of FTEs allocated to case activities

❑ Resource Allocation – Effective allocation divided by my team resources

Through iBPM and LowCode your organization can achieve the following benefits

Orchestration across People & Technology

End-to-end Automation

Process Excellence through continuous improvement

An E2E Ops transformation will foster efficiency, delivering the right tools for the Organization to **improve customer satisfaction** and **enable smarter operations**

Q&A | Please do not hesitate to reach out to us directly if you have further questions

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