



APPIAN AROUND THE WORLD · TORONTO

Beyond the claim

Orchestrating global transformation with Appian

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Global reach. Human impact.

Healthcare risk management at a scale that demands orchestration.

390+

Customers

90+

Countries served

9

Operating countries

1,500+

Employees

360,000+

Claims per year

US\$1.9B+

Annual claim value

Scale amplifies every delay, handoff and data gap.

Four tensions made evolution unavoidable

The challenge was not one system. It was the operating model around the journey.

Global scale ↔ **Fragmented ecosystems**

Customer speed ↔ **Operational complexity**

Personalized service ↔ **Process standardization**

AI opportunity ↔ **Security and regulation**

From friction to flow.

Design around the journey

Start with the customer. Build with the people who understand the work. Measure the flow.



Standardize the flow · Preserve flexibility · Keep humans accountable

Appian as the build accelerator

One connected layer for experience, orchestration, intelligence and insight.

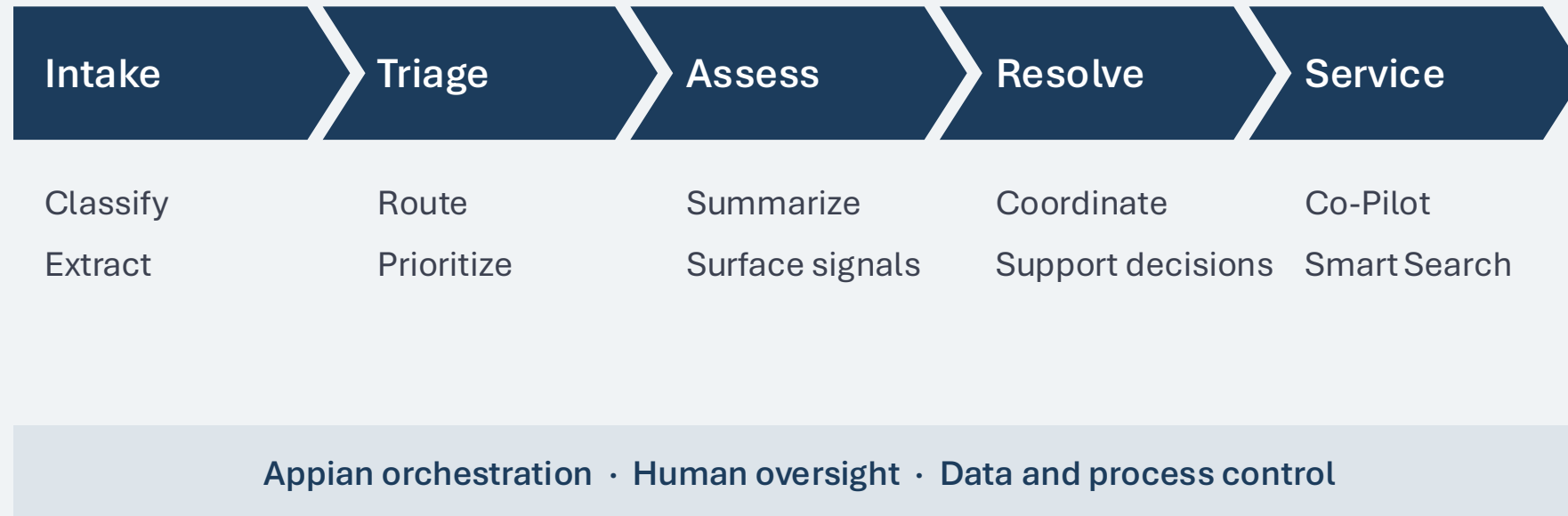
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|----|--------------------------------|--|
| 01 | Experience | Portals · Digital intake · Employee workspaces |
| 02 | Orchestration | Appian Connected Claims · Workflow · Case management |
| 03 | Intelligence in process | Agent Studio · Claim Co-Pilot · Smart Search · Owned AI services |
| 04 | Data and control | Process HQ · Operational signals · Governed data access |

Appian platform + human accountability



From intake to outcome

AI removes friction within the journey. Appian orchestrates it end to end.



TARGETTED OUTCOMES

[>50%+]

Time saved

[>4 / 5]

Portal star rating

[>85%]

CSAT

Transformation takes presence and partnership

Three contributors. One connected direction.

Global Excel

TRANSFORMATION OWNER

Customer journey
Industry expertise
Change leadership

Appian

PLATFORM PARTNER

Connected Claims
Product direction
Innovation access

Xebia

DELIVERY PARTNER

Platform expertise
Solution design
Delivery acceleration

Thank you to our partners.



People.
Process.
Platform.
Moving together.

MAKING A DIFFERENCE FOR PEOPLE IN THEIR TIME OF NEED

We did not start with technology. We started with the customer journey.

Thank you

Pascal Tanguay · Global Excel Management

