

BRIDGING THE AI VALUE GAP: FROM AUTOMATION TO ENTERPRISE AI AT SCALE

appian



GREGG ALDANA

Vice President
Head of Global Solutions Consulting



DAN ROBERTS

Director, Solutions Consulting
EMEA UKI

PROCESSES RUN YOUR BUSINESS

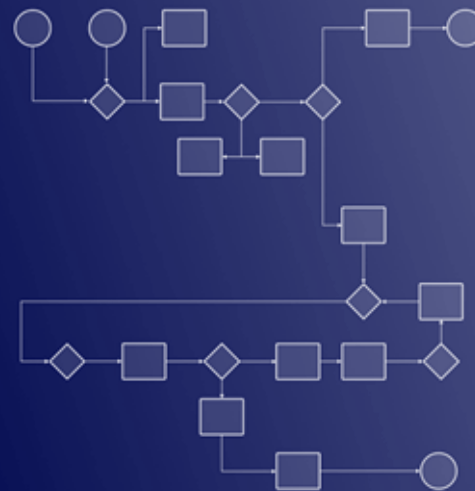
CUSTOMER ONBOARDING



LOAN ORIGINATION



CLAIMS MANAGEMENT

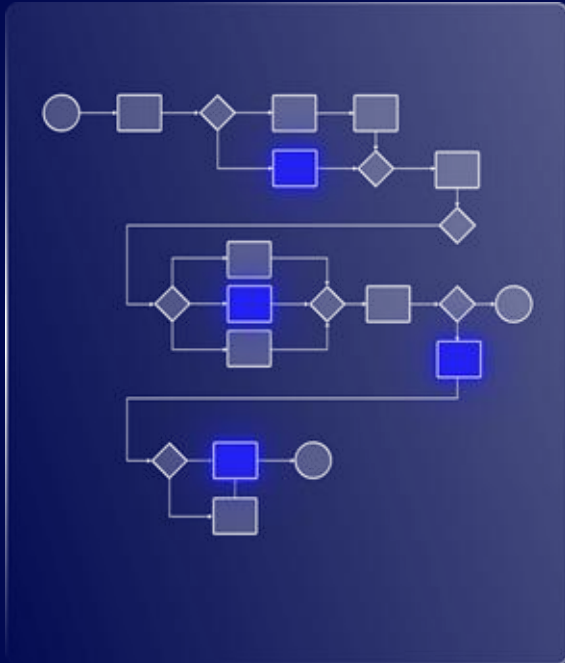


PROCURE TO PAY

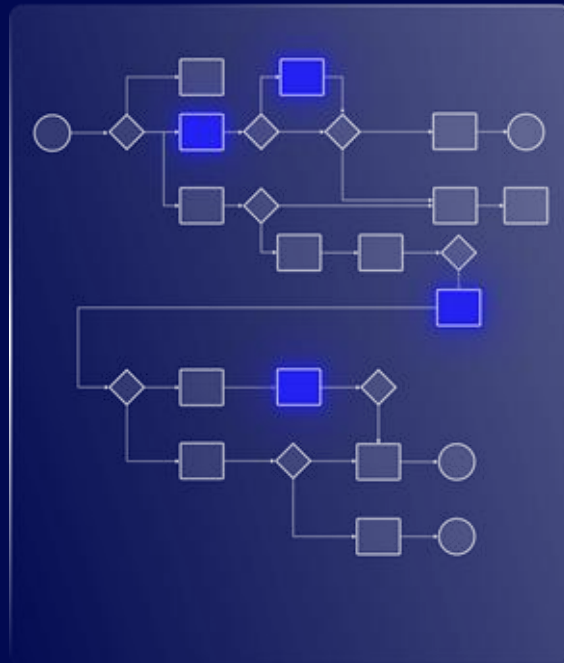


AI MAKES PROCESS EFFICIENT

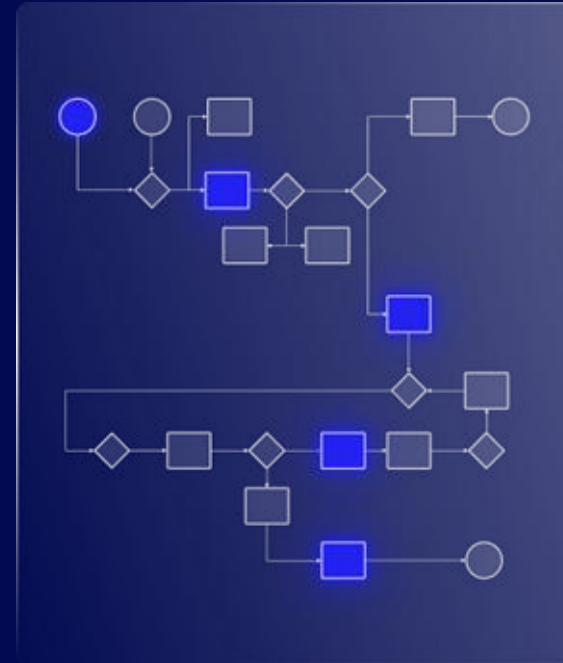
CUSTOMER ONBOARDING



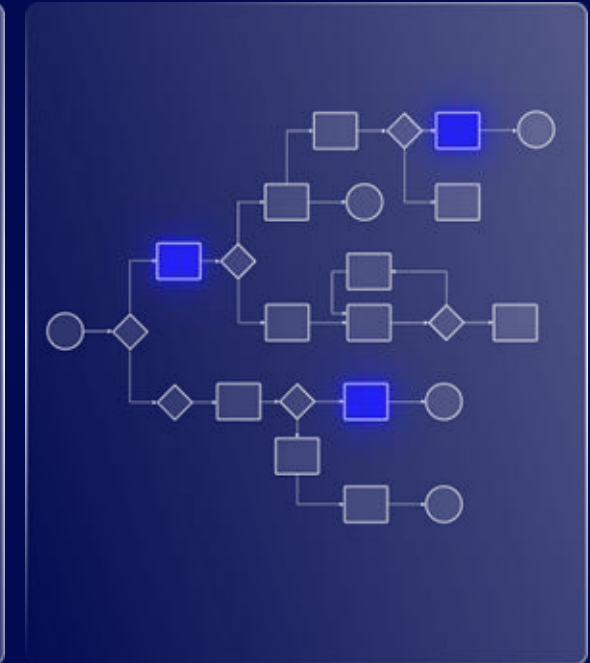
LOAN ORIGINATION



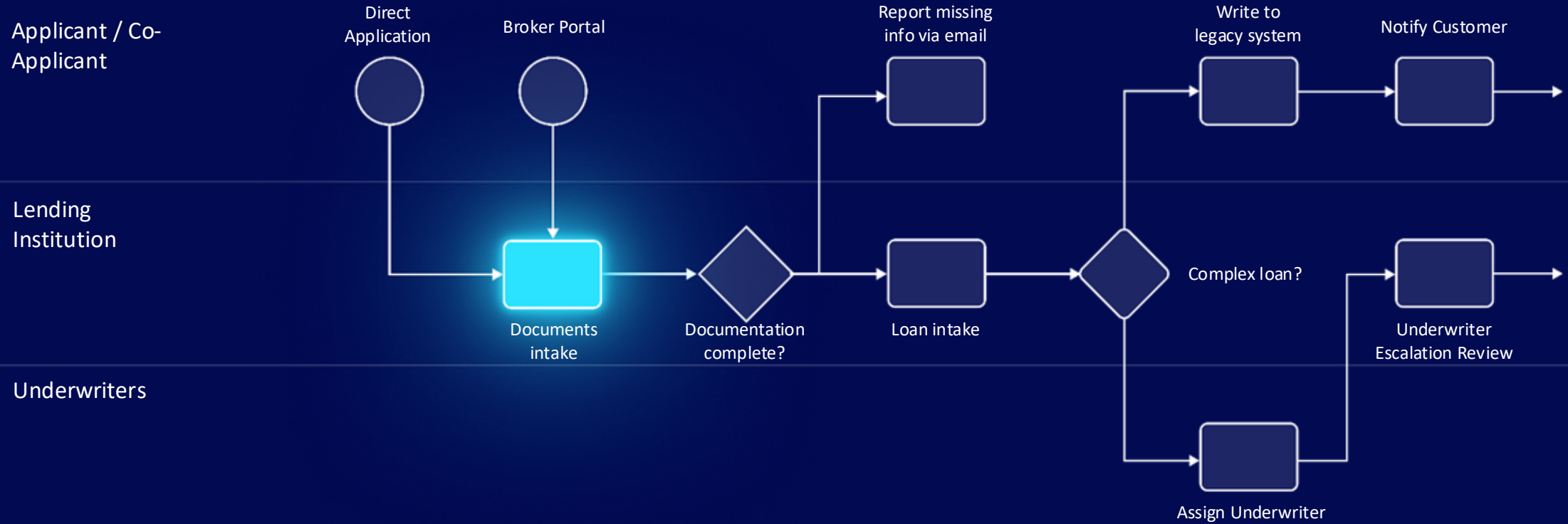
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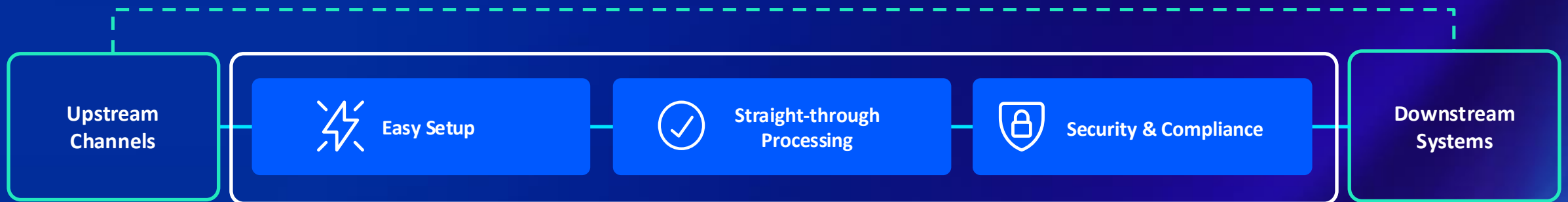


LOAN ORIGINATION





END-TO-END DOCUMENT AUTOMATION IS **BUILT ON PROCESS**



RANKED #1 in Automated Processing
Use Cases for IDP by Gartner®



AI POWERED UNDERWRITING

EXTRACTING ATTENDING PHYSICIAN STATEMENTS (APS)

75%

Decrease in underwriting
time to review

98%

Accuracy of
extracted fields

6,833

Hours freed
up annually

\$532K

Additional annual
revenue potential



NORTH AMERICAN FINSERV COMPANY

AI POWERED AML (ANTI MONEY LAUNDERING) SUSPICIOUS TRANSACTION REPORTING

38

seconds to gather data
for investigation

6

Legacy Systems
Integrated

76%

risk reduction in
financial crimes

98%

reduction in
investigation time





AI INVOICE VALIDATION

**STREAMLINED INVOICE PROCESSING FOR
EFFICIENCY AND COMPLIANCE**

6000+

FTE hours saved

100%

Compliance Mitigated Risks

30K+

Invoices annually

100%

Audit Coverage
20+ Checks



OUR INNOVATIONS BRING TOUCHLESS PROCESSING TO COMPLEX DOCUMENTS



HIGHER ACCURACY

Self-Improving Models

2nd LLM as a Judge



COMPLEX DOCUMENTS

Automated Doc Splitting

Complex Excel Workbooks

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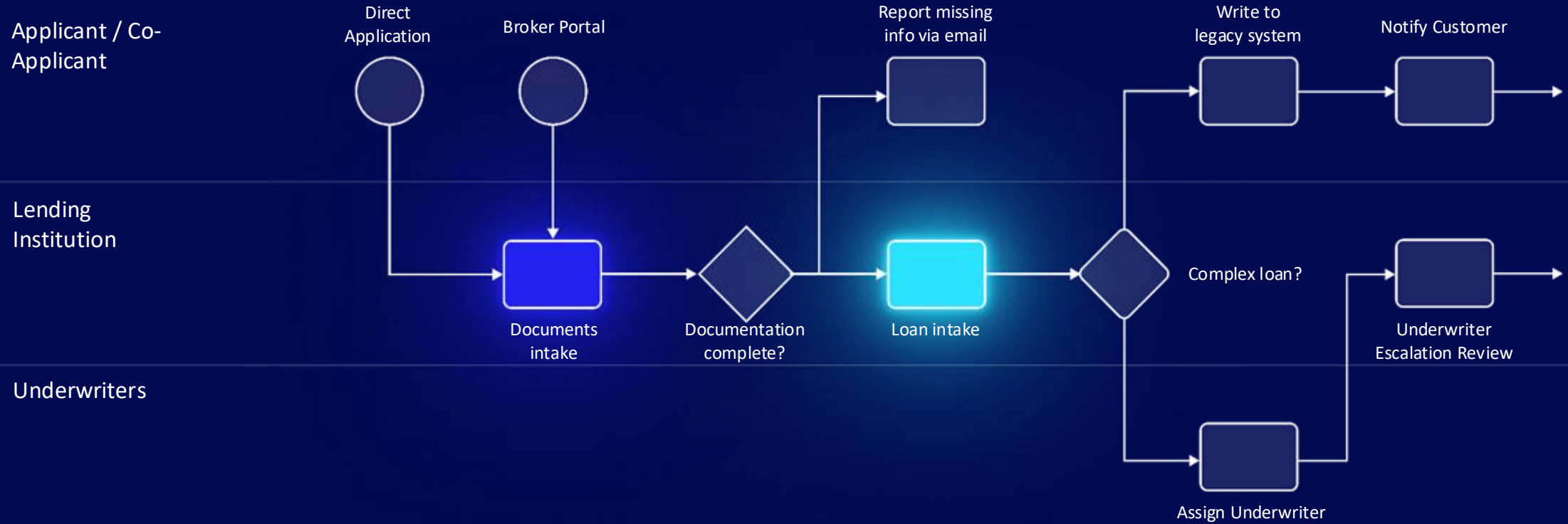


COMPLEX DOCUMENTS

Automated Doc Splitting

Complex Excel Workbooks

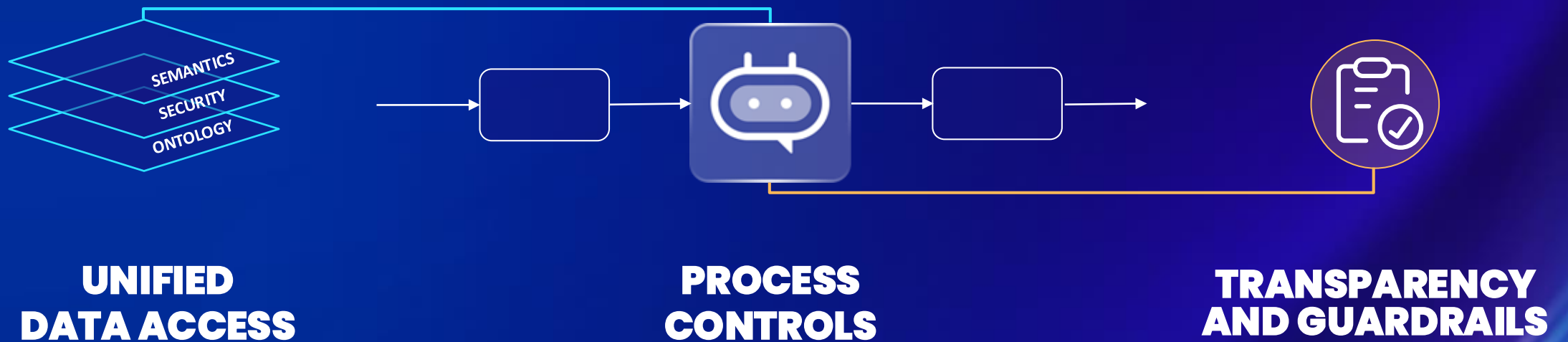
LOAN ORIGINATION



**VARIABLE INPUTS
IMPERFECT DATA
COMPLEX EXCEPTIONS**



AGENTS AUTOMATE COMPLEX WORK



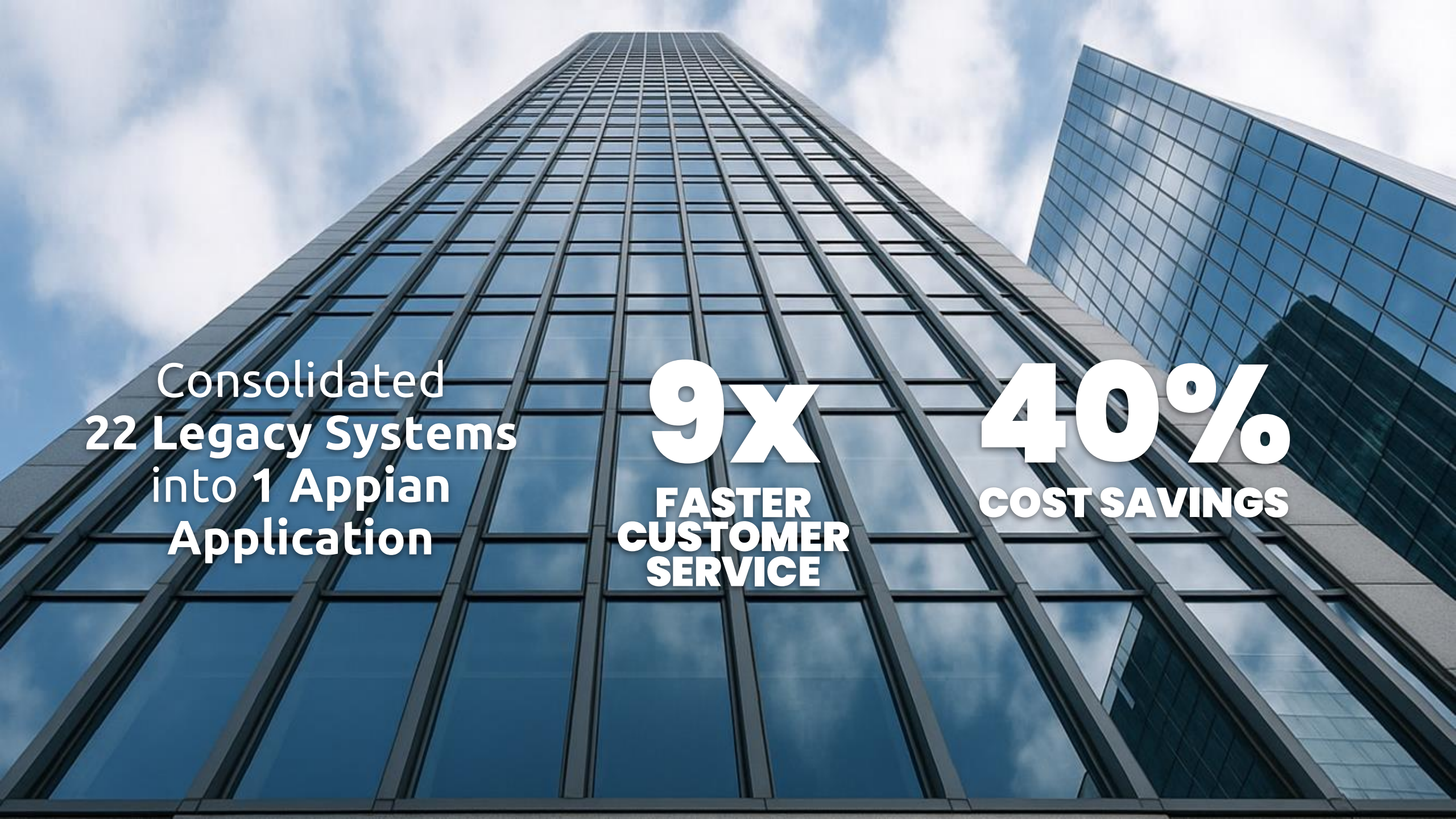


ACCLAIM AUTISM

98% FASTER PATIENT INTAKE

AI Agent-based clinical scheduling
helped reduce patient intake from
6 Months to 4 Days





Consolidated
22 Legacy Systems
into **1 Appian**
Application

9x
FASTER
CUSTOMER
SERVICE

40%
COST SAVINGS

WHY APPIAN AI vs VIBE CODING?

SPEC-DRIVEN DEVELOPMENT WITH AI – BUILT FOR THE ENTERPRISE

ENTERPRISE-GRADE SECURITY

Governance & Compliance by Default

HIPAA, GDPR, & SOC2 guardrails
with full audit trails –
not bolted on, built in.

YOUR DATA STAYS SECURE

Unified Data Fabric.

Connect SAP, Salesforce, & legacy
systems without moving data or owning
brittle integration code.

FAST GOVERNED DEPLOYMENT

From Spec to Production.

Native BPM orchestrates AI Agents,
humans & legacy systems in long running,
exception-safe workflows.

OPEN AGENT MODELS

Claude, GPT, Gemini – your choice

Composer empowers developers
AND citizen builders. AI Speed,
with Platform Safety.

SPEC-DRIVEN AI – **SAFE BY DESIGN** – ENTERPRISE READY

Agent Interoperability with Model-Context Protocol (MCP)



- + New chat
- Projects
- Artifacts
- Customize

Pinned

Drag to pin

Recents



Afternoon, Megan

How can I help you today?



Opus 4.7



</> Code

Strategize

Create

Write

Learn

Self-Improving AI Agents

Learn from Feedback

Agents will store past feedback as procedural memory, improving AI decisions and enhancing business outcomes over time.

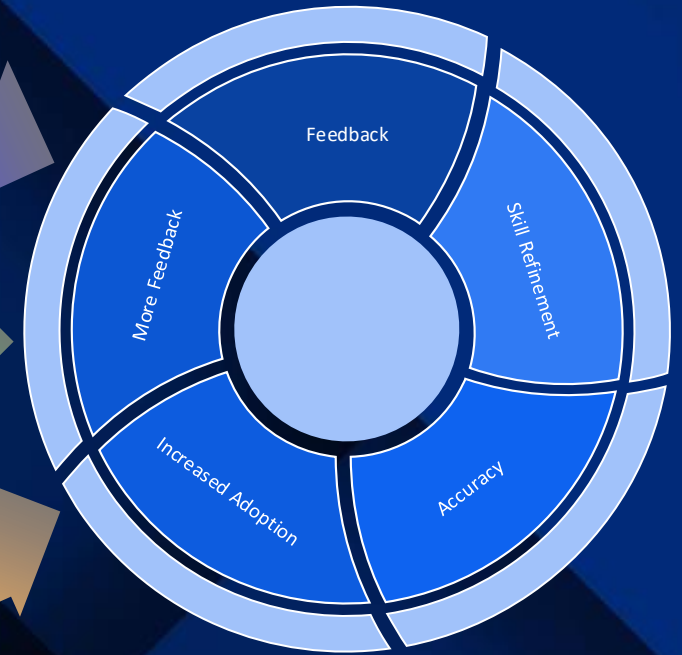
Future Increment

Future Increment

User feedback

LLM evaluator
feedback

Process mining
feedback



Interact with Appian Agents

Users will be able to interact with agents embedded in Appian user experiences, increasing productivity by transitioning from isolated agents to surfacing agents in workspaces.



ExpenseHub

Expense Reimbursements
Review and manage employee expense requests

3 Pending Requests | \$3,882.32 Pending Amount | 2.3 days Avg Review Time

Search by employee or merchant... All Statuses All Categories

SC Sarah Chen • Pending Review
Dinner with Acme Corp executives to discuss Q1 partnership
Date: 2025-12-05 | Category: Client Dinner
Amount: \$487.32 | Merchant: The Capital Grille
2 attachments | [Approve] [Reject] [Review]

MT Michael Torres • Pending Review
Flight and hotel for Boston client meeting
Date: 2025-12-04 | Category: Travel
Amount: \$1,245.00 | Merchant: United Airlines, Marriott
3 attachments | [Approve] [Reject] [Review]

Expense Agent

Hello! I'm your AI Expense Agent. How may I assist you today?

Client meeting receipt.pdf
PDF • 264.6 KB

File this expense request

I'll process your expense reimbursement request by extracting receipt details, verifying against company policy, cross-referencing with your calendar and projects, and preparing a recommendation for approval.

Extracting receipt information from uploaded documents

- Scanning uploaded receipt image
Receipt_2024_001.jpg processed
- Running OCR to extract text
Detected merchant, date, amount, and line items
- Identifying receipt type
Classified as: Restaurant/M meal expense
- Validating receipt quality
Image quality: Good, all text readable

Ask about expense policies, filing requests, reimbursement status

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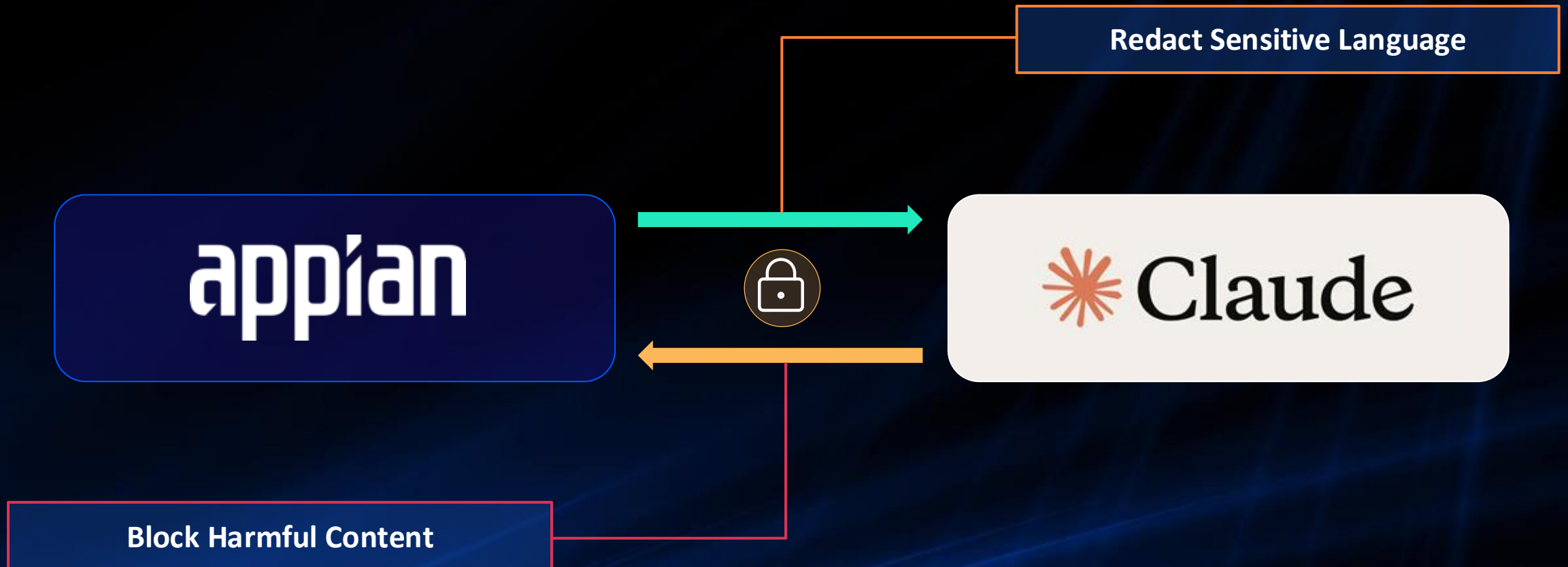
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Environment-Wide Generative AI Guardrails

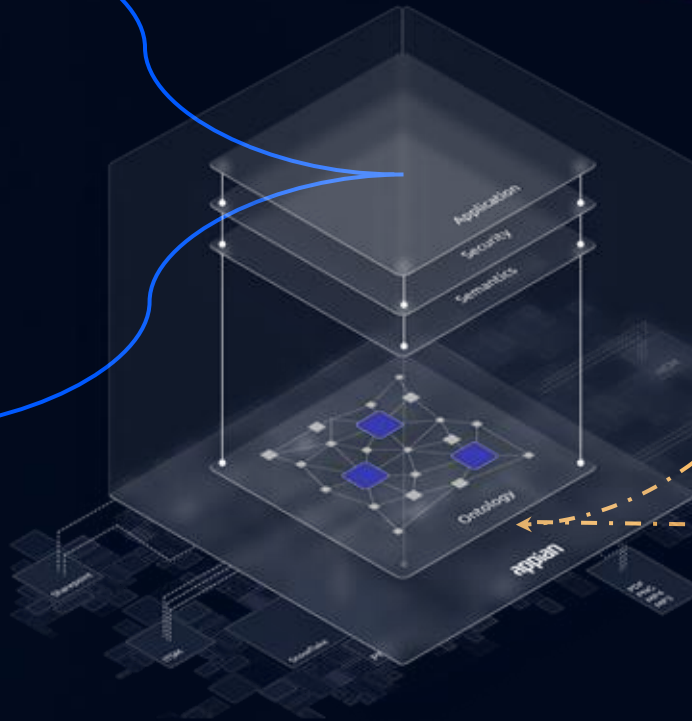


Context Layer for Appian & 3rd Party Agents


LangGraph

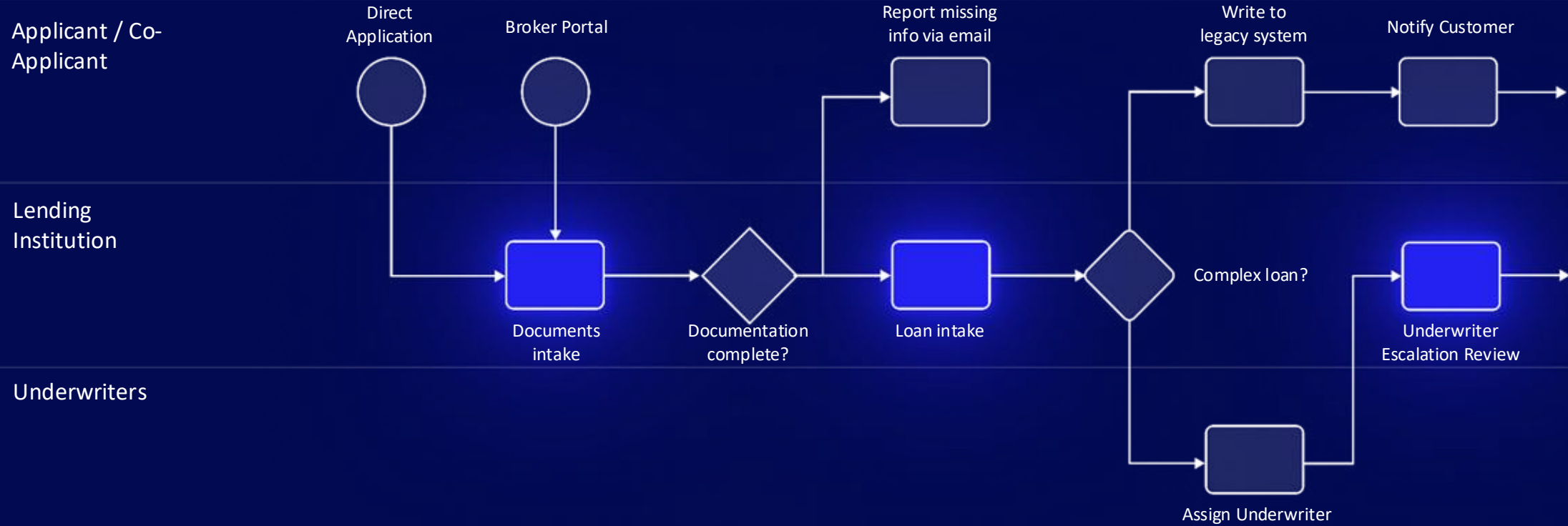


Empower Agents with Context

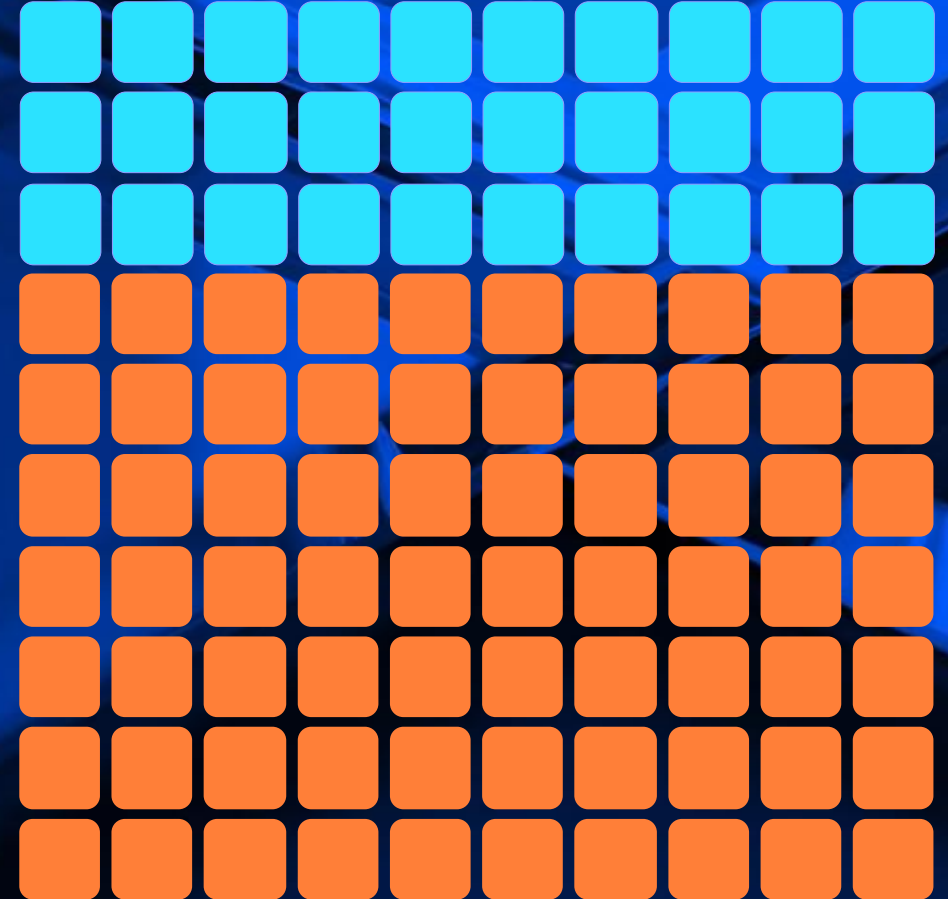


Connect Disparate Data Stores

LOAN ORIGINATION



**UP TO 70% OF
SOFTWARE POWERING
THE FORTUNE 500 IS
OVER 20 YEARS OLD.¹**

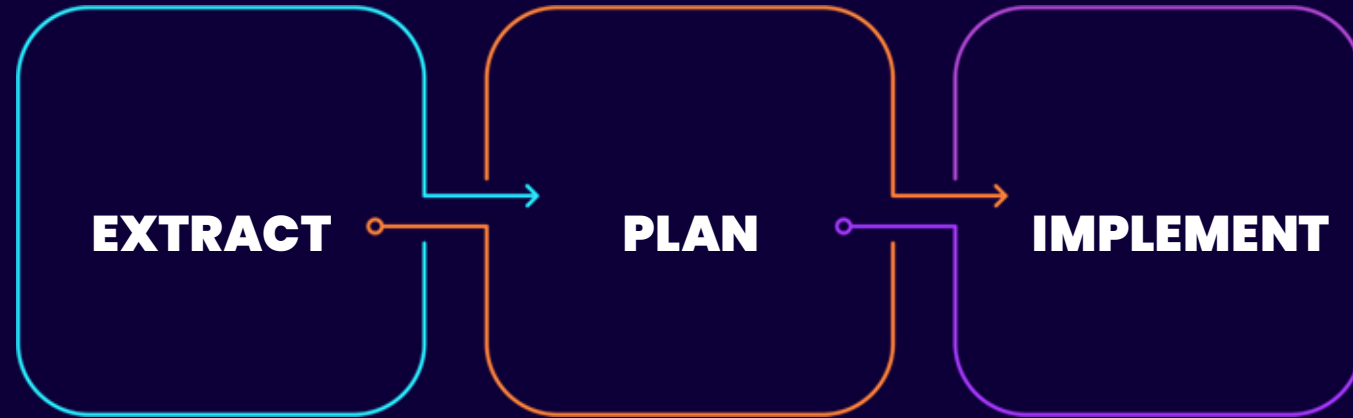


1. Nia Batten, "Fix it, even if it 'ain't broke': The price of legacy technology," TechRadar, October 11, 2023.

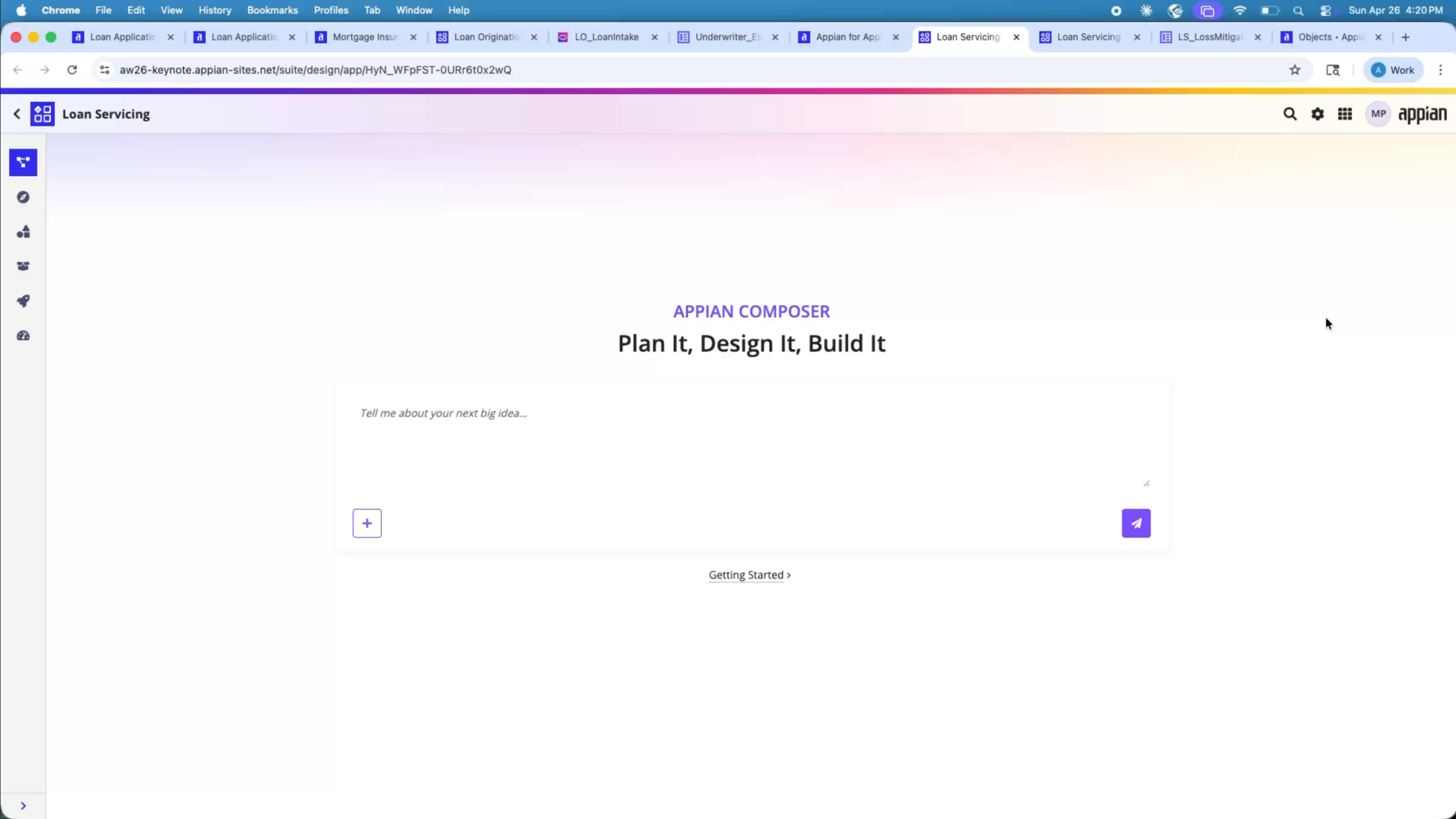
A group of people are gathered around a table in a meeting. Several hands are visible, pointing at a tablet that displays a chart. There are also papers and documents on the table. The background is slightly blurred, showing more people and a bright light source on the right.

SPEC-DRIVEN DEVELOPMENT WITH ENTERPRISE CONTROLS

SPEC-DRIVEN DEVELOPMENT



BUILD WITH CONFIDENCE



THE GOOD: **OPEN STANDARDS**

✱ Claude KIRO ☁ Codex

**LOAN
ORIGINATION**



**LOAN
SERVICING**

MODERNIZE EVERY APPLICATION

**MODERNIZE
PROCESSES**

**MODERNIZE
EXPERIENCES**

**MODERNIZE
APPLICATIONS**







Appian AI Sprint Lab

From “What If?” to “How To” in a Single Day

Exclusively to Appian Around the World attendees

The AI Sprint Lab is a high-impact, 1:1 workshop designed for organisations ready to turn AI ambition into real, executable outcomes.

What you'll experience

In just half a day to a full day, you'll work side-by-side with Appian experts to design and prototype solutions tailored to your organisation.



Register your interest