



## Service Definition

May 2024

Appian Software International LLC | 20 Fenchurch Street, 25th Floor | London EC3M 3BY United Kingdom  
[www.appian.com](http://www.appian.com)



# Contents

1. Service Definition	1
2. Data extraction/removal	11
3. Data storage and processing locations	12
4. Deployment models	12
5. Service models	12
6. Cloud support services	13
7. Burst versus elastic resources	14
8. Guaranteed and non-guaranteed resources	14
9. Persistence of storage	14
10. Service provisioning	14
11. Utilisation monitoring/reporting	15
12. Data centre(s)	15
13. Network	16
14. Third party integration	16
15. Standard Configurations	16
16. Service roadmaps	17
17. PaaS types	18
18. Contact information	19

Copyright 2024 Appian Software International LLC. All rights reserved. No part of this document may be reproduced, stored in, or introduced into a retrieval system or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Appian Software International LLC. Appian is pleased to submit this proposal in response to Crown Commercial Service's Request for the G-Cloud 14 Framework. Statements in this proposal regarding characteristics of products and services are based on our current understanding of Crown Commercial Service's requirements and environment. Such statements are provided for informational purposes; they are believed accurate but not warranted. In our experience, it is common for requirements to evolve somewhat and for understanding of the environment to grow between the time of the proposal's response submission and contract execution. If there is a need for certain technical or performance characteristics to become contractual requirements, we understand that such requirements will be identified and may be incorporated into the statement of work and/or contract prior to agreement execution.

# 1. Service Definition

## 1.1. G-Cloud Service overview

The Appian solution suite has been designed to solve multiple Public Sector challenges. Being built on a highly capable and data driven platform enables the suite to be used in several different applications such as–

### Appian Platform

Appian Platform Cloud is a leading low-code development platform, integrating iBPM (Intelligent Business Process Management), RPA (Robotic Process Automation) and DCM (Dynamic Case Management) with Private AI capabilities. It enables rapid application building, streamlining processes and enhancing decision-making for organisations, fostering innovation and efficiency in solution delivery.

### Orchestration & Abstraction

The Abstraction Platform combines Data Fabric, low code, iBPM, and case management. Abstracting the complexity of interacting with data sources, providing a unified interface for accessing and manipulating data. Creating applications without needing knowledge of underlying data structures or technologies regardless of the data origin or format.

### Case management for Public Sector

Case Management for Public Sector is built on a modular, composable, CMaaS architecture providing a central location to manage and track the activities and data for all case types, from case intake to resolution. End users connect via portals to self-serve for requests, incidents, or complaints etc.

### Low-code Platform

The Appian low-code application platform (LCAP) provides dynamic case management, robust process automation, and powerful AI integration. Its enables rapid development of sophisticated applications through data fabric integration, setting it apart as a comprehensive solution for organisations seeking agility, innovation, and efficiency in application development.

Each with its own set of features and benefits as detailed in the various listings available within the Digital Marketplace.

## 1.2. Information assurance

Appian holds a wide variety of global certifications, providing evidence to support Public Sector customers in choosing Appian. Details of these certifications can be found at the following link: <https://appian.com/support/resources/trust/compliance.html>.

In the UK specifically, various customers are typically using Appian for OFFICIAL and OFFICIAL SENSITIVE data classifications. A few customers are also holding data classified at SECRET, giving further assurance to the ability of Appian.

Appian undergoes rigorous testing, both internally and via independent third parties, for each major release of the product. Further information is available subject to an NDA, such as how Appian can support the NCSC cloud security principles and management summaries of various third-party testing activities.

Further information is available at the following link:  
<https://appian.com/support/resources/trust/compliance.html>.

### **1.3. Backup & restore functions**

#### **Risk-based approach**

The Appian Cloud Disaster Recovery Plan is built on a risk analysis conducted with members of Appian management to identify critical processes and recovery priorities. Appian defines a disaster as any event that causes an unexpected outage of the Appian Cloud system or critical resources and requires Appian to perform a recovery of systems or resources to restore service in a timely manner. Each component of the Appian Cloud infrastructure and supporting systems is reviewed to determine the criticality of its functions, as well as its dependencies. Appian Cloud disaster recovery procedures are designed to support target time frames needed to ensure acceptable service levels and enable Appian Cloud to maintain high service level agreements for example 99.95% uptime.

#### **High Availability**

For customers that are running mission critical applications on Appian Cloud, Appian offers High Availability with Advanced and Enterprise Support. With High Availability, Appian Cloud is provided via three Availability Zones without a single point of failure. To achieve this, Appian uses servers and storage that are kept up to date with customer data and applications. For this High Availability offering, Appian offers RPO of 1 minute, as well as an RTO of 21 minutes for Advanced customers, or 4 minutes for Enterprise customers.

#### **Backup strategy**

Appian understands data is our customer's most important asset. The standard backup and retention practices followed by Appian have been designed to meet the following objectives:

- Minimise interruptions to the normal operations of Appian Cloud
- Limit the extent of disruption and damage for Appian customers
- Minimise the overall impact of an unexpected service interruption
- Establish alternative means of operation
- Serve as training material for personnel with emergency responsibilities
- Provide personnel with a reference to aid in restoration of service

All the relevant customer application data submitted to Appian Cloud and necessary for the proper operation of the system is included in the backups. Appian performs regular backups, both full and incremental, to minimise the recovery point objective of the disaster recovery plan, without adding significant overhead to the system. Data from backups are encrypted, and transferred to geographically dispersed facilities with industry-standard safeguards where they are retained for at least 28 calendar days.

#### 1.4. On-boarding and off-boarding processes/scope etc.

Customers have direct administrative access to their Appian Cloud database and can export data at any time. Similarly, any documents or any other Appian object (for example, process/workflow maps) can be exported at any point in time. Appian securely deletes all customer systems and data after termination of service. Backup copies are retained for a period of time after termination and securely deleted after that period. Appian support can work with customers, upon termination of their contracts, to provide confirmation of data erasure.

#### 1.5. Pricing

Full details of the Appian pricing, including unit prices, volume discounts and licensing metrics can be found in our accompanying pricing document with this listing. An example of our pricing is in the table below. Prices do not include VAT.

Description – Public Sector Case Management	Annual Term – Price per Month							
	<= 100	101 - 200	201 - 300	301 - 500	501 - 1,000	1,001 - 2,500	2,501 - 5,000	> 5,001
Platform User	£187.00	£155.21	£121.55	£112.50	£74.80	£65.45	£56.10	£46.75

Description – Public Sector Case Management	Annual Term – Price per Month					
	<= 200	201 - 500	501 - 1000	1001 - 2500	2501 - 5,000	>5,000
Application User	£70.00	£58.10	£46.90	£42.00	£35.00	£28.00

## 1.6. Service management details

### Availability SLAs by Support Level:

Priority Level	Monthly Availability (in %)			Service Credit
	Basic and Essential	Advanced	Enterprise	
Priority 1	<99.8% but ≥ 99.0%	<99.95% but ≥ 99.0%	<99.99% but ≥99.0%	10%
	<99.0%	<99.0%	<99.0%	30%
Priority 2	<99.0%	<99.0%	<99.0%	15%

### Case Priority/Severity Definitions:

- Priority 1 Issue means a User is unable to access the login page on a production instance of the Cloud Offering using the User's then current username and password.
- Priority 2 Issue means a User is unable to operate the Core Functionality on a production instance of the Cloud Offering using the User's then current username and password.
- Priority 3 Issue means a functional feature of the Cloud Offering is impacted, but it is feasible to continue production/development, as the issue is not critical, or a workaround is feasible.
- Priority 4 Issue means all other issues which are not Priority 1, 2 or 3.

	Basic Support	Essential Support	Advanced Support	Enterprise Support
Technical Support Services				
Priority 1 and 2 Issues	Local Business Hours	24x5	24x7x365	24x7x365
Priority 3 and 4 Issues	Local Business Hours	Local Business Hours	Local Business Hours	24x5
Designated Support Contacts	Two (2)	Four (4)	Twelve (12)	Twenty-Four (24)
Onboarding Session	•	•	•	•
Online Case Management	•	•	•	•
<a href="#">Appian Community</a>	•	•	•	•
Phone Support		•	•	•
Monthly Health Check Reviews				•
Lead Engineer Assigned				•
Annual Corporate Visit				•
Compliance and Audit				

	Basic Support	Essential Support	Advanced Support	Enterprise Support
SOC (System and Organization Controls) 2 Report	•	•	•	•
Standardised Information Gathering (SIG) Annual Assessment Access		•	•	•
Annual Customer Audit				•
Site Data Audit Requests				•
Annual Security Questionnaire				•
<a href="#">Data Loss Prevention</a> *				•
Appian Cloud Capabilities				
Uptime Service-Level Agreement (SLA)	99.80%	99.80%	99.95%	99.99%
<a href="#">Pre-Release Testing Program</a> *	•	•	•	•
Appian Cloud insights	•	•	•	•
Default Instance Size (Non-Production)	Large	Large	Large	Extra Large ("xLarge")
Custom Domains		•	•	•
Private Network Configurations		•	•	•
Custom SMTP Configurations		•	•	•
High Availability for Production			•	•
<a href="#">Enhanced Data Pipeline</a> *			•	•
<a href="#">Log Streaming</a> *			•	•
<a href="#">Data at Rest Encryption</a> *			•	•
<a href="#">Bring Your Own Key</a> *			•	•
Dedicated Virtual Private Cloud (VPC)				•
Additional Storage				500 Gigabytes (GB)
Monthly Data Snapshot				•
Monthly Data Refresh				•

\*Defined at <https://docs.appian.com>.

Support Hours and Services by Support Level can also be found on our website at the following link: <https://appian.com/support/resources/support.html>.

## 1.7. Service constraints

Required maintenance and associated downtime are described below, and further documented at the following link:  
[https://docs.appian.com/suite/help/24.1/Appian\\_Cloud\\_Site\\_Maintenance.html](https://docs.appian.com/suite/help/24.1/Appian_Cloud_Site_Maintenance.html).

### Environment maintenance

Environment maintenance activities are performed on a regular basis to address defects, provide security updates, or deploy patches to supporting applications (e.g., OS security patches, Java patch updates, etc.). These code updates are deployed to Appian Cloud environments on restart through hotfixes.

Appian Cloud hotfixes are initially released to non-production environments and are typically made available for production environments one week later. If a hotfix includes a critical issue fix, Appian may make the hotfix available immediately for production environments. Customers can also work with Appian Support if they have a critical fix available in the latest hotfix that needs to be deployed to a production environment.

Authorised Technical Support Contacts are notified by email in advance about the exact date, time, and duration of maintenance windows affecting their environments.

Hotfixes are deployed during scheduled maintenance windows, regardless of the reason for the scheduled maintenance.

These scheduled activities may require downtime. This is clarified in the email sent prior to the maintenance window.

Changes deployed in these maintenance windows do not introduce new functionality beyond defect fixes or security updates.

Separate email notifications are sent upon completion of the maintenance activities for each one of the affected environments.

### Infrastructure maintenance

Infrastructure maintenance activities are performed at least on a quarterly basis to deploy important security updates to servers in our shared infrastructure.

Infrastructure maintenance activities generally do not require any downtime and have a short duration. Infrastructure maintenance windows affect multiple environments at once since they require work in Appian Cloud's shared server infrastructure. Consequently, there's no flexibility to reschedule these maintenance windows. However, Appian makes all efforts to schedule this work outside business hours for the affected region, as well as to avoid any service degradation.

Infrastructure maintenance activities may cause minor outbound traffic interruptions in the case that your applications have automated system integrations outside of the business hours for the affected region.



## Platform upgrades

Each time a new Appian release is available, Appian Cloud customers can take advantage of the latest features, enhancements, and innovations available in the new version within days. Appian has new releases available on a quarterly basis.

Authorised Technical Support Contacts are notified in advance about the exact date, time, and duration of the maintenance window to upgrade their environments via email.

The email notification also includes a link to the release notes where customers can find detailed information regarding the functionality included in the new release.

Customers for whom the proposed upgrade schedule won't work or want to do a staged rollout as opposed to converting all environments at once, can adjust their upgrade schedule directly from the Cloud Installation environment.

Refer to the following KB article for detailed instructions at <https://community.appian.com/support/w/kb/679/kb-1403-rescheduling-cloud-installation-upgrades>.

Separate email notifications are sent upon completion of the maintenance activities for each one of the affected environments.

## Critical maintenance

Critical maintenance is performed in the unlikely event that a critical issue, which may impact the stability or security of your environment, is discovered, and must be addressed immediately.

Authorised Technical Support Contacts are notified in advance about the exact date, time, and duration of maintenance windows affecting their environments via email.

Appian notifies customers as far in advance as possible. However, for this type of maintenance, notifications may be sent the same day that the maintenance will be performed.

The email describes whether downtime is expected during the maintenance window.

Unless the issue is preventing users from accessing the environment or preventing them from using major functionality in your applications, critical maintenance activities are performed outside of regular business hours to minimise impact on end users of the system.

Separate email notifications are sent upon completion of the maintenance activities for each one of the affected environments.

## 1.8. Financial recompense model

Appian Cloud's service-level agreements (SLA) are based on the customer's subscribed support level, ranging from 99% to 99.99%. If, during a customer's subscription, availability does not meet the SLA during a calendar month, Appian provides the customer with service credits in the form of a percentage of the applicable monthly service fee.

These service credits range from ten percent to thirty percent of the monthly fee based on a combination of the problem severity level and the amount of time by which the SLA has not been met.

This is summarised in the table below and further details are also included in our "Service Definition Document."

Priority Level	Monthly Availability (in %)			Service Credit
	Basic and Essential	Advanced	Enterprise	
Priority 1	<99.8%but ≥ 99.0%	<99.95% but ≥ 99.0%	<99.99% but ≥99.0%	10%
	<99.0%	<99.0%	<99.0%	30%
Priority 2	<99.0%	<99.0%	<99.0%	15%

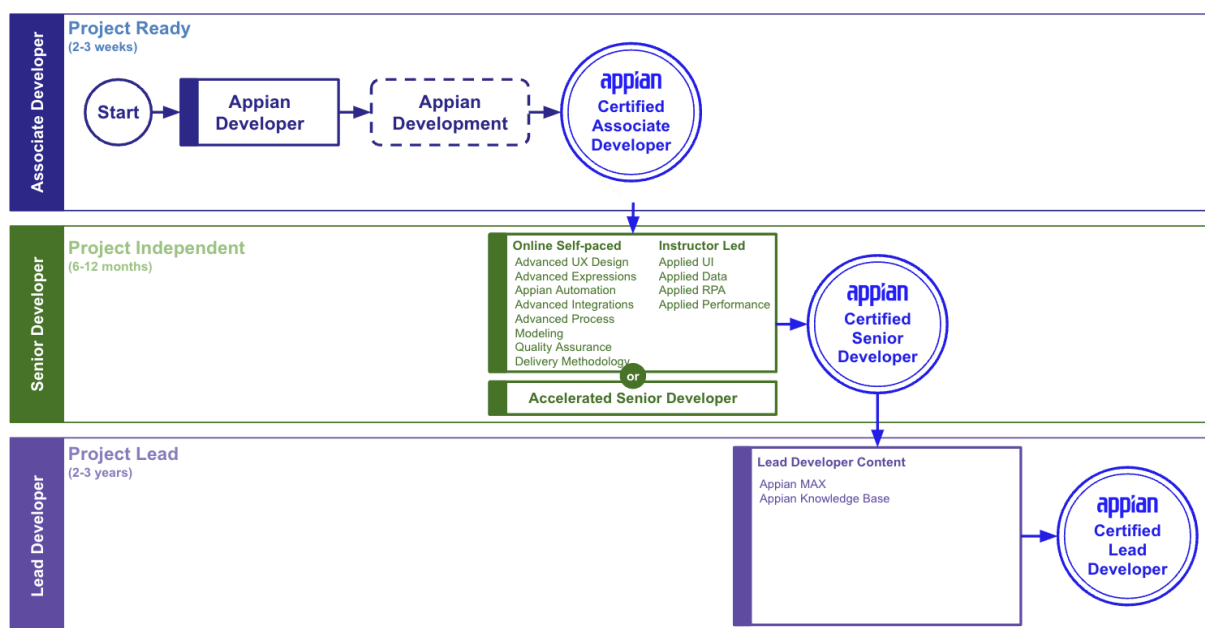
## 1.9. Training

Appian provides a highly detailed learning journey, consisting of carefully structured online, self-paced and instructor-led courses leading the trainee from an Associate, to Senior and ultimately to Lead Developer.

Using a fully empowered sandbox environment on which to put every lesson into practice and exercise, the Appian training Academy is geared towards empowering users to become both technically proficient and methodologically confident in developing even the most complex applications.

Appian's Learning Journey is also designed to provide different team profiles with the right level of knowledge and learning support to achieve their respective goals as part of a larger design and development team or a Centre of Excellence (CoE), with different and adjustable learning paths accompanied with practice and hands-on implementation support to ensure both effective learning and knowledge absorption.

To better complement the learning journey, Appian has developed practical, hands-on, empowerment services to complement the learning journey with the purpose of accelerating the path to enablement. Further information is available at <https://community.appian.com/learn>.



### **1.10. Ordering and invoicing process**

For any invoicing or ordering requirements please email either of the contacts at the end of this document.

### **1.11. Termination terms**

Further detail relating to termination can be found in the accompanying supplier terms in addition to the following.

### **1.12. By consumers**

Appian retains customer data for current customers indefinitely during the life of the service. Customers may retain or delete data through their Appian Cloud site(s) / application(s) in accordance with their specific requirements. Appian backs up customer data and applications daily, and this is retained for 28 days.

Appian does not do any auto-archiving or auto-deletion of customer data. Data archiving, de-archiving, and long-term data preservation via formal records management is a customer responsibility, either built into a customer's unique Appian-built process flow or handled by external products leveraging Appian's Enhanced Data Pipeline capability.

### **1.13. By the supplier**

Appian retains customer data for current customers indefinitely during the life of the service. Customers may retain or delete data through their Appian Cloud site(s) / application(s) in accordance with their specific requirements. Appian backs up customer data and applications daily, and this is retained for 28 days.

Appian does not do any auto-archiving or auto-deletion of customer data. Data archiving, de-archiving, and long-term data preservation via formal records management is a customer responsibility, either built into a customer's unique Appian-built process flow or handled by external products leveraging Appian's Enhanced Data Pipeline capability.

### **1.14. Data restoration/service migration**

Appian Cloud sites are backed up nightly and backups are retained for 28 calendar days, unless otherwise stated in a customer's agreement. Backups include all data stored in each Appian Cloud site. Data from these backups is encrypted and transferred over secure connections to a location separate from the primary processing location. All the relevant customer application data submitted to the Appian Cloud and necessary for the proper operation of the system is included in the Appian Cloud backup strategy.

Appian performs regular backups, both full and incremental, to minimise the recovery point objective of the disaster recovery plan, without adding significant overhead to the system. Data from backups are encrypted, and the backups are transferred to geographically dispersed facilities with industry-standard safeguards where they are retained for at least 28 calendar days.

Further information can be found at the following link:  
[https://docs.appian.com/suite/help/24.1/Appian\\_Cloud\\_Disaster\\_Recovery.html](https://docs.appian.com/suite/help/24.1/Appian_Cloud_Disaster_Recovery.html).

### **1.15. Consumer responsibilities**

Customer/Subscriber is responsible for the applications they build on the Appian platform and for supporting their application end users. Customers' designated support contacts are responsible for approving/confirming Appian Cloud upgrade schedules and any downtime required for routine maintenance (e.g., security patching).

### **1.16. Technical requirements**

The client-side requirements are related to the desktop browsers used to access Appian. For Appian Sites, mobile users should use the Appian Mobile app. For Appian Portals, mobile users should use a mobile browser.

Web browsers must allow cookies. If a user's browser is not configured to allow cookies, then Appian displays an alert stating that cookies must be enabled to log in. Appian uses browser cookies to maintain user sessions, to enable protections against threats such as cross-site request forgeries (CSRF), and, if configured, remember certain user choices between sessions.

Further specific requirements can be found at the following link:  
[https://docs.appian.com/suite/help/24.1/System\\_Requirements.html#:~:text=Operating%20systems&text=This%20table%20lists%20the%20supported,23](https://docs.appian.com/suite/help/24.1/System_Requirements.html#:~:text=Operating%20systems&text=This%20table%20lists%20the%20supported,23).

The cookies contain anonymized tokens and unique identifiers. No personally identifiable information (PII) is ever stored by Appian in a browser cookie. Web browsers for Appian Cloud users should be configured to allow TLS version 1.2.

### **1.17. Trial details**

Appian offers the Community Edition. This is a full version of the Appian Platform.

- Free online training and hands-on tutorials for all levels and skill sets.
- Guided paths for evaluating the platform or becoming an Appian Certified Developer.
- Dedicated cloud environment for building apps without time constraints.

The trial version can be accessed at the following link:  
[https://appian.com/landing/community-edition/get-started.html?utm\\_content=brand-search&google\\_ad\\_keyword=appian%20community%20edition&matchtype=b&google\\_ad\\_campaign=13986557421&utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=ACE&gclid=Cj0KCQjwspKUBhCvARIsAB2IYusWgAh-DKunGG30QAPVRY\\_2qfUnP2elgRaASiQqg8Z9vG1JfNZlqtYaAm2dEALw\\_wcB](https://appian.com/landing/community-edition/get-started.html?utm_content=brand-search&google_ad_keyword=appian%20community%20edition&matchtype=b&google_ad_campaign=13986557421&utm_source=google&utm_medium=cpc&utm_campaign=ACE&gclid=Cj0KCQjwspKUBhCvARIsAB2IYusWgAh-DKunGG30QAPVRY_2qfUnP2elgRaASiQqg8Z9vG1JfNZlqtYaAm2dEALw_wcB).

## **2. Data extraction/removal**

Appian can connect to enterprise data warehouses and lakes. If data resides on an Appian server, Appian designers can create Web APIs or processes to send that data to a customer's data ecosystem. Appian also offers Enhanced Data Pipeline, which allows for direct connection to the Appian Database, so that data can be extracted and transferred as desired.

### **2.1. Data standards**

Integration from and to external systems is an essential part of gaining value from an Appian implementation. This can be achieved through different options, such as our built-in connectors to prominent proprietary systems, our strong support for Integrations based on open standards, and our broad library of APIs. Appian supports multiple integration protocols out of the box, including (but not limited to): REST/HTTP, WSDL/SOAP, SMTP, and JMS. Furthermore, in the browser-based Appian Designer environment, designers can leverage our Connected System object to intuitively configure a no-code/low-code connection with an external system that is integrated with Appian. Connected system objects store authentication and connection information, allowing you to easily connect to external integrations and data sources. We offer pre-built connected systems, data source connected systems, plus HTTP and OpenAPI connected systems, which can be used to generically connect to most APIs.

Further details on our connected system object can be accessed at the following link: [https://docs.appian.com/suite/help/24.1/Connected\\_System\\_Object.html](https://docs.appian.com/suite/help/24.1/Connected_System_Object.html).

### **2.2. Data ownership**

Customers own their data in the application. The data can be exported and imported throughout the contract. If the contract ends, customers can transfer data in a secure manner.

### **2.3. Data import/export options**

Appian can perform automatic data imports for various file types and data formats such as: XML, JSON, CSV, XLS, ODS, and SQL. Imports can be triggered from an external system or be processed in batches in defined intervals.

### **2.4. Data extraction responsibility**

Appian does not charge customers for data extraction; however, it is the customers sole responsibility to export data in a timely manner. Appian does not provide migration services.

### **2.5. Data deletion**

Appian supports the customer with deletion of data regarding termination of services. Appian securely deletes all customer systems and data after termination of service using native Amazon Web Services deletion functionality. All data at rest is encrypted while in the Appian Cloud. Encrypted backup copies are retained for a period of time after termination,

and securely deleted after that period. The customer manages their data including deletion and additions to the data throughout the contractual period.

### 3. Data storage and processing locations

Appian partners with Amazon Web Services for most of its data storage and processing requirements. Public Sector customers in the UK will typically require data to be stored and processed in the EEA or solely in the UK, and as such the London region would be used. However, a customer may instead choose to host in any one of the AWS regions listed at <https://appian.com/support/resources/trust/status.html>.

### 4. Deployment models

Appian can be deployed in several different ways, or combination thereof:

- Appian-managed cloud environment ("Appian Cloud"), hosted in Amazon Web Services (AWS). With Appian Cloud, software upgrades, platform administration and patching, backups and data security are all managed by the Appian Cloud team. Appian Cloud has deployment availability zones globally.
- Client-managed cloud environment. The client can choose to deploy Appian on their public or private cloud environment. Supported cloud environments can be found here: [https://docs.appian.com/suite/help/latest/System\\_Requirements.html#cloud-infrastructure-as-a-service](https://docs.appian.com/suite/help/latest/System_Requirements.html#cloud-infrastructure-as-a-service).

### 5. Service models

The Appian Platform is a cloud-agnostic technology that can be deployed on Cloud, Private Clouds, as Infrastructure-as-a-Service, Platform-as-a-Service, or Software-as-a-Service models.

All deployment models are supported for the Appian Platform. Appian Cloud is a publicly available cloud service dedicated to the implementation of Appian. Private Cloud installations are common; however, each customer owns the implementation of their infrastructure.

Appian offers flexible consumption options, where customers can elect a self-managed option, for scenarios where a private deployment is required, or a deployment with a Cloud Provider of their choosing, such as Amazon, Google, or Microsoft for example. There are also examples of a hybrid model, for example, running the infrastructure in Appian Cloud, with the business database/s in a self-managed arrangement.

### 6. Cloud support services

Appian provides support services and skills dedicated to the Appian solutions suite such as implementation, setup, config, and training etc. Appian does not specialise in services to transfer data between G-Cloud providers or multi supplier service integration. If you have such requirements that have an Appian environment involved either currently or planned, please contact us for any specific multi-vendor requirement as appropriate.

Specifically for the Appian solution suite, Appian has a dedicated Customer Success team

*“Appian delivers faster and with smaller teams than other low-code / process automation platforms” - Gartner*

In today's digital landscape, speed and agility are paramount. Appian Customer Success offerings are designed to help you implement impactful applications quickly and maximise the value you get from their low-code platform.

Here's how Appian sets you up for success:

- **Fast-Track Your First Application:** Get a guaranteed launch of your first application in just **8 weeks** with the Appian Guarantee. This unique program utilises proven methodologies and an expert team to deliver rapid results, so you can start seeing the benefits of Appian immediately.
- **Expert Guidance Tailored to Your Needs:** Appian doesn't offer a one-size-fits-all approach. Whether you have a straightforward project or a complex digital transformation, they have the right service for you. Their **Expert Delivery Team** tackles standard projects efficiently, while **Appian Delivery** provides the highest level of expertise and resources, including executive oversight, to achieve ambitious goals and ensure successful implementations. For partner-led projects, **Boost** embeds Appian specialists directly into a partner team, providing the invaluable expertise needed for smooth execution.
- **Go Beyond Implementation:** Appian understands that success goes beyond the initial launch. Their **Accelerate** program offers ongoing support and success planning. This advisory service provides strategic guidance, project oversight, and continuous optimization through Appian experts. You'll benefit from expert insights to continuously improve your use of the platform and unlock its full potential.
- **Build Internal Expertise:** Appian empowers your team by offering **Empowerment** services. This program allows your team to work alongside Appian experts on critical projects. Through this hands-on approach, you'll not only get your project completed successfully, but your team will also gain valuable knowledge and develop in-house Appian skills for future projects.
- Appian is your trusted partner for successful **Process Automation Transformation**. With their comprehensive suite of customer success services, you'll be equipped to:
  - Launch applications quickly and efficiently.
  - Navigate complex projects with expert guidance.
  - Continuously optimise your use of the platform to drive innovation and incremental value.
  - Develop in-house expertise for long-term success.
  - Optimise the value you get from your Appian investment.

*“With Appian customers can develop more applications, faster and at lower cost” - Forrester*



## **7. Burst versus elastic resources**

All resources provided by Appian for the Appian Low Code Platform, Appian RPA, and Process Mining are elastic. Appropriate sizing of the system to meet peak load should be part of the procurement process so that resources will meet requirements. It is possible to expand resources in the future with an additional purchase when required.

Appian Portals and Appian AI work on a burst model. Both are provisioned to expand capacity as needed to meet demand.

## **8. Guaranteed and non-guaranteed resources**

All elastic resources provided by Appian for the Appian Low Code Platform, Appian RPA, and Process Mining are guaranteed, as they are provisioned and always dedicated to the site. Additional resources can be purchased to increase the guaranteed levels as maybe appropriate.

## **9. Persistence of storage**

All storage provided by Appian for a customer within the AWS infrastructure is maintained for the life of the subscription and persisted with appropriate storage management functions as previously described. Appian maintains daily full backups and hourly incremental backups for 28 days.

## **10. Service provisioning**

Appian provides its own User Management capability as part of our integrated platform. It can be used standalone to manage users, password requirements (such as complexity and expiration), as well as group memberships, be they static or rule-based and populated via an API. Appian can delegate authentication to a third-party identity provider (IdP). This is complemented by SSO functionalities handled by an external authentication provider via SAML. Appian is also capable of synchronising with existing user directories, such as OpenLDAP or Active Directory, to leverage your existing user base and group memberships maintained outside of Appian. Furthermore, it is possible to implement Multi-Factor Authentication (MFA) to provide enhanced login security, such as Saviynt or Okta.

## **11. Utilisation monitoring/reporting**

All screens in Appian can be configured to be role specific so that the right dashboards can be presented to the right users to help them get their work done. These dashboards can contain real-time reports, relevant data, KPIs, and pending tasks. These dashboards can be flexibly configured to be bespoke for each application and user in Appian's visual, low-code interface designer.

Appian is used by customers around the world to manage their audit, inspection, and compliance activities to name but a few. Appian can automate aspects of the audit workflows, such as creating an audit based on a periodic schedule or triggered by configurable conditions, such as identification of high-risk circumstances. It can also be used

to guide a user through an onsite verification, or to automatically generate reports and documentation.

It can support the creation and management of all related aspects of the audit process, such as documentation, checklists and templates, assessment criteria, audit categories, stakeholders, reviewers/approvers, and other assignees.

All applications built on Appian are automatically available on any device; no extra development effort is required for mobile or tablet use. This includes leveraging device capabilities, such as capturing media like photos, videos, and signatures, as well as capturing location information and integrating with maps and directions to a site.

Forms, dashboards, and other user interfaces are simple to build using the low-code drag-and-drop designer to configure components such as checklists and document upload. Designers can maintain a library of audit templates within Appian or can integrate with external templates. Additionally, Appian enables users to capture and save information even when offline, with any forms automatically submitting as soon as the device is back online. Powerful features like cascading dropdown lists, wizards, conditional content, and validations are all possible with offline mobile.

An audit workflow can be configured to notify the auditee of the outcome, enabling them to provide additional responses to any findings. The audit workflow will automatically route and assign tasks based on information such as audit type or outcome. All information, data, photos, and documents associated with an audit can be automatically linked to all related records (e.g., the auditee, auditor, site/location, etc.) to provide a complete 360° view and comprehensive reporting capabilities.

## 12. Data centre(s)

Appian partners with Amazon Web Services for most of its data storage and processing requirements. Public Sector customers in the UK will typically require data to be stored and processed in the EEA or solely in the UK, and as such the London region would be used. However, a customer may instead choose to host in any one of the AWS regions listed at <https://appian.com/support/resources/trust/status.html>.

## 13. Network

Appian leverages the networking infrastructure of AWS as its cloud hosting partner. This aligns with the PSN strategy. See <https://aws.amazon.com/blogs/security/tag/public-services-network>.

## 14. Third party integration

One of Appian's biggest differentiators in the market is the capability to integrate with and to data from a plethora of sources and does not mandate that data reside in Appian storage. Integration to and from external systems is an essential part of gaining value from an Appian implementation. This can be achieved through different options: Appian's built-in connectors to prominent proprietary systems (including SAP, Salesforce, Oracle, SharePoint, etc.),

Appian's strong support for integrations based on Open Standards (mainly via REST Application Programming Interfaces [APIs] and the platform's visual Integration Designer), Appian's broad library of Java APIs, or a custom-built extension to the platform. All these tools and methods provide the flexibility to access data where it currently resides and insert it at the point of need without expensive and time-consuming data migration plans.

Appian supports the following integrations out of the box for external systems to take action/query data in an Appian Application:

- REST/HTTP (also through OpenAPI/Swagger)
- WSDL/SOAP
- JDBC (Oracle, MySQL, MariaDB, Microsoft SQL Server, PostgreSQL, IBM DB2)
- SMTP
- JMSA

Appian also supports the following integrations out of the box to take action/query data existing in external systems:

- Amazon Machine Learning, Microsoft Azure LUIS, Google Cloud Natural Language, Google Cloud Vision, Google Cloud Translate and Google Drive
- Blue Prism, UiPath, Automation Anywhere
- CMIS
- Microsoft Dynamics
- Salesforce
- SAP BAPI
- Siebel
- SharePoint
- Power BI
- DocuSign
- Other connections via custom plugin

## 15. Standard Configurations

Appian's history and province in the Public Sector industry gives understanding and experience to guide on standard configurations appropriate to various use-case. Our pricing details list out several standardised approaches for common use-case such as Case Management or Government acquisition management. Subject to understanding specific details, Appian welcomes the opportunity to discuss which configuration might be most appropriate for a given set of requirements.

### 15.1. Compute

Various compute capacities can be provided ranging from semi-large cloud instances (RAM: 16 GB; vCPU: 2) to 24xLarge Instance (RAM: 760 GB; vCPU: 96) with additional storage also available as appropriate.

### 15.2. Storage

Storage for Appian Cloud instances is provisioned in alignment with the Customer Service Agreement. Currently, storage begins at 200GB for Production Environments and there is no upper limit. Customers can work with their Account Executive at any point to expand the storage capacity of an existing Appian Cloud instance. An instance of MySQL or MariaDB is provided as part of Appian Cloud; customers who want to use a different database management system can host a supported database locally and connect to it remotely.

### **15.3. Content Delivery Network**

Appian provides content delivery functions natively from within the platform, Appian also supports integration with third-party Content Delivery / Distribution Network (CDN) technologies. In the context of integration, we have for example, a Web Content Component, which allows Appian to surface content inline on an Appian form from an external source. Within Appian Cloud, our latency-based routing helps serve static content, such product-images, JavaScript libraries and other Appian product static content files, to an end user from the geographic region available in Appian Cloud with the lowest latency. If a customer requires a CDN, the customer will need to set up their configurations for the CDN as part of the application setup/implementation.

## **16. Service roadmaps**

Reflective of our ongoing commitment to product innovation and quality, Appian provides regular, quarterly product releases, adapting specific features on a long-term roadmap—using agile methodologies and backlog prioritisation—based on customer input, industry trends, market feedback, the emergence of new technologies of importance and value to our clients, as well as our overarching product vision.

We do not publish a public roadmap or track record, however at a high level, our five-year road map continues to enhance the platform's capabilities on multiple fronts, including intelligent automation (IA), case management, low-code application development, DevSecOps, and packaged solutions to accelerate implementations for certain industries and use cases. More specifically, our roadmap includes updates to—

- The Appian user experience for web and mobile devices
- Appian's SAIL (Self-Assembling Interface Layer) architecture
- Appian RPA (Robotic Process Automation)
- Data-layer optimisation
- Process modelling and execution
- Rules composition
- Artificial intelligence (AI) and logic execution engines
- Reports composition and execution
- Administration
- Intelligent Document Processing (IDP) with both Appian- and Google- supported AI infrastructure
- Process Mining for process discovery and monitoring
- Support for elastic scalable Public Websites via Appian Portals
- Integration and data connectivity

Each of the above areas is managed by a Product Owner who has an extensive backlog of potential features that may be developed. Prioritisation of features for actual development occurs on a quarterly basis in conjunction with new release planning.

Appian customers are involved in the ongoing product development/enhancement process in several meaningful ways. We work closely with our customers and partners to incorporate their feature requests into our product roadmap, and our customers are encouraged to submit enhancement requests to the Appian Customer Support group. Enhancement requests are reviewed weekly by Appian's Engineering team for potential incorporation into an upcoming general availability release.

Appian Engineering uses several criteria when considering enhancement requests, including conformance to Appian's long-term product strategy, as well as likely applicability of the enhancement to a significant number of Appian's customers. And of course, we also draw on the vision of our company's leadership, the technical savvy of our development team, our involvement with industry groups in step with emerging trends, competitive market research, and partner feedback to help chart our product's future course.

In addition to incorporating our customers' requested product enhancements through direct submission to Customer Support, as described above, we solicit our customers' feedback gathered through Appian user group meetings, the Appian Customer Advisory Council, and through periodic, one-on-one sessions between the customer and representatives of our Engineering team. Appian Engineering continuously re-evaluates our product backlog to re-prioritise features based on customer feedback and market demand.

## 17. PaaS types

Appian Cloud is delivered as a Platform-as-a-Service (PaaS) and is compliant with the security standards and frameworks, which can be viewed at the following link: <https://appian.com/why-appian/trust/overview.html>

We use Amazon Web Services (AWS) as our infrastructure-as-a-Service (IaaS) hosting partner for Appian Cloud. AWS has global hosting regions, including Australia, and is compliant with the security standards and regulations found at <https://aws.amazon.com/compliance/>

Appian is an n-tiered, web-based enterprise application platform comprising all core components that work together with other systems to provide the capabilities and services our customers and their end users require.

Appian's highly scalable and flexible architecture is designed to operate in the most demanding enterprise environments. Individual Appian customer deployments range from as few as 100 users to as many as millions of active users around the world.

We support a wide range of deployment topologies, from a single server setup to a fully clustered configuration, enabling an infrastructure that easily adapts to support growing demands.

More information can be found at the following link: [https://docs.appian.com/suite/help/latest/Enterprise\\_Architecture\\_Overview.html](https://docs.appian.com/suite/help/latest/Enterprise_Architecture_Overview.html)

## 18. Contact information

Name	David Hughes	Peter Corpe
Title	Regional Vice President, UK&I Public Sector	Industry Leader, UK Public Sector
Address	20 Fenchurch Street, London, EC3M 8AF	20 Fenchurch Street, London, EC3M 8AF
E-Mail	david.p.hughes@appiancorp.com	peter.corpe@appiancorp.com

## Australia

### Sydney (Asia Pacific Headquarters)

Level 42 | 25 Martin Place | Sydney, NSW 2000 | Australia  
+61 2 8317 6698 | [info.apac@appian.com](mailto:info.apac@appian.com)

## Canada

100 King Street West | Suite 5600  
Toronto, ON M5X 1C9 | Canada  
(833) 212-9288 (toll free in North America) | [info@appian.com](mailto:info@appian.com)

## France

Tour Trinity | 1 bis place de la Défense  
19 Avenue de la Division Leclerc  
92800 Puteaux | France  
+33 (0) 186527402 | [info.fr@appian.com](mailto:info.fr@appian.com)

## Germany

### Berlin

Karl-Liebknecht Strasse 29A | 10178 Berlin | Germany  
+49 69 50 607 686 | [info.de@appian.com](mailto:info.de@appian.com)

### Frankfurt

Grosse Gallusstrasse 16-18 | 60312 Frankfurt | Germany  
+49 69 50 607 686 | [info.de@appian.com](mailto:info.de@appian.com)

## India

S.F. No. 278/3A1, 3A2, and 9A  
VOC Street, Old Mahabalipuram Road  
Kandanchavadi, Kottivakkam  
Rajiv Gandhi Salai, Chennai – 600041 | India

## Italy

Corso Sempione 68 | 20154 Milano | Italy  
+39 0294754105 | [info.it@appian.com](mailto:info.it@appian.com)

## Japan

Level 8, Pacific Century Place, Marunouchi  
1-11-1 Marunouchi | Chiyoda-ku | Tokyo 100-6208 | Japan  
+81 03 6775 9202 | [info.jp@appian.com](mailto:info.jp@appian.com)

## Mexico

Boulevard Manuel Ávila Camacho 36, Pisos 10 y 12  
Col. Lomas de Chapultepec, Miguel Hidalgo  
Ciudad de México, C.P. 11000 | Mexico  
[info@appian.com](mailto:info@appian.com)

## Netherlands

Barbara Strozilaan 101  
1083 HN Amsterdam | The Netherlands  
+31 (0) 20 2993350 | [info.nl@appian.com](mailto:info.nl@appian.com)

## Saudi Arabia

Riyadh 11424 Saudi Arabia | The Kingdom of Saudi Arabia  
+966 541853308 or +962 779260050 (Jordan)  
[info@me.appian.com](mailto:info@me.appian.com)

## Singapore

+61 2 8317 6698 | [info.apac@appian.com](mailto:info.apac@appian.com)

## Spain

### Madrid

Caléndula, 93 – Miniparc III | Edif. E (Lexington)  
28109 Alcobendas | Spain  
+34 911 234 782 | [info.es@appian.com](mailto:info.es@appian.com)

### Seville

C/ Leonardo da Vinci 13, 3rd Floor | 41092 Seville | Spain  
+34 854 613 301 | [info.es@appian.com](mailto:info.es@appian.com)

## Sweden

+46 8 535 230 01 | [info.se@appian.com](mailto:info.se@appian.com)

## Switzerland

### Zug

+41 43 508 53 39 | [info.ch@appian.com](mailto:info.ch@appian.com)

## United Kingdom

### London (Europe/Middle East/Africa (EMEA) Headquarters)

20 Fenchurch Street | 25th Floor  
London EC3M 3BY | United Kingdom  
+44 (0) 20 3514 2838 | [info.uk@appian.com](mailto:info.uk@appian.com)

## United States

### Boston

703.442.8844 | [info@appian.com](mailto:info@appian.com)

### Denver

703.442.8844 | [info@appian.com](mailto:info@appian.com)

### New York

1441 Broadway | 6th Floor | New York, NY 10018  
703.442.8844 | [info@appian.com](mailto:info@appian.com)

### San Francisco

703.442.8844 | [info@appian.com](mailto:info@appian.com)

### Washington, D.C., Metropolitan Area (Corporate Headquarters)

7950 Jones Branch Drive | McLean, VA 22102  
703.442.8844 | [info@appian.com](mailto:info@appian.com)

The Appian logo is located in the bottom right corner of the page. It consists of the word "appian" in a white, lowercase, sans-serif font, set against a red background. A white diagonal line runs from the bottom left towards the top right, passing behind the logo.