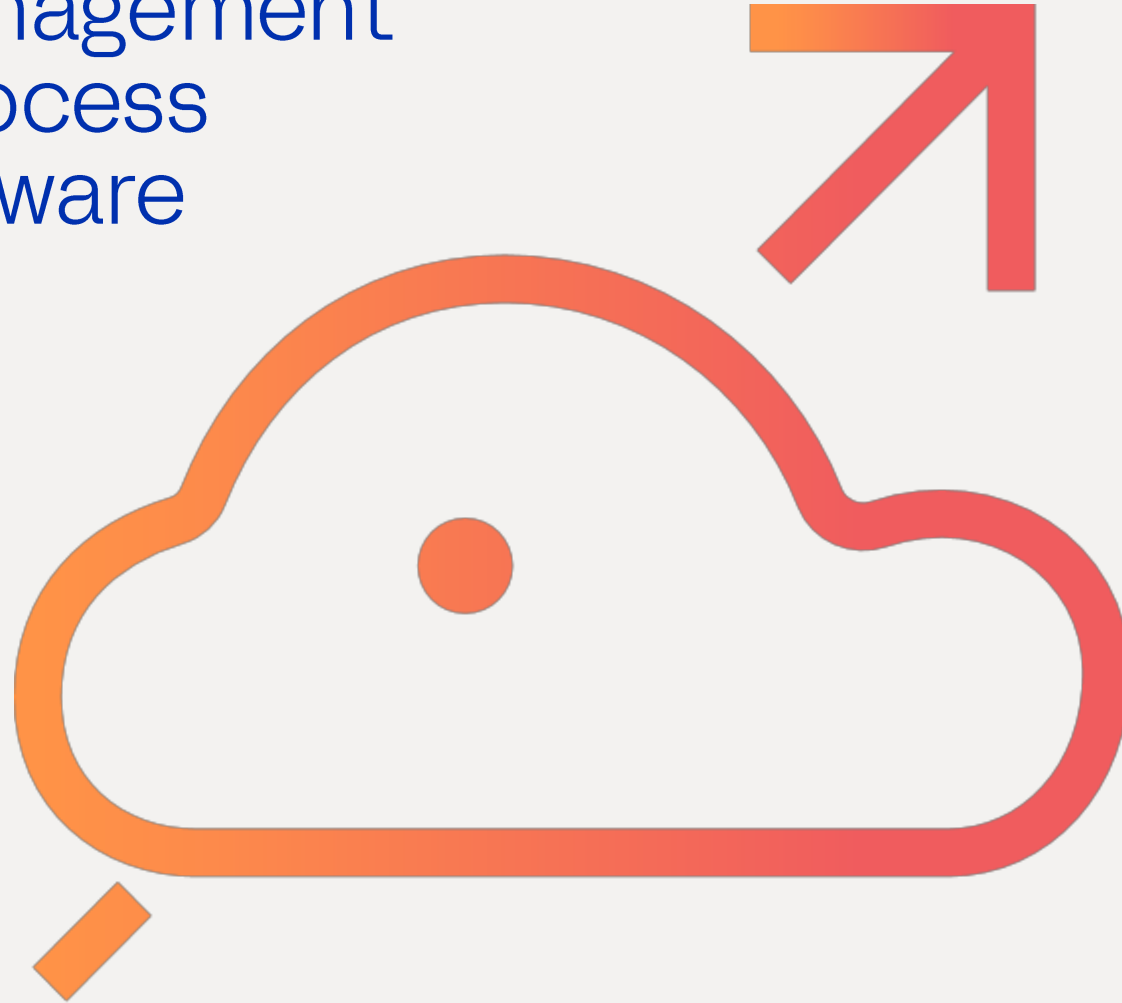


G-Cloud 15

Appian Case Management
and Business Process
Automation Software



Crown
Commercial
Service





Aligned to UK Government Digital Services

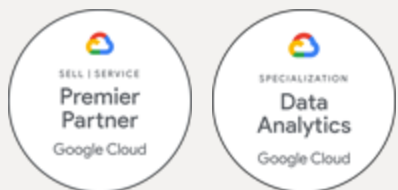
01 Technical & Platform Alignment

- We work with departments' technical strategies and chosen platforms
- Our premium partnerships with cloud providers help you get the best results



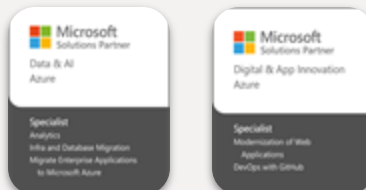
02 Delivery Model & Ways of Working

- Blended agile teams
- Working to capped budgets
- Regular reporting against milestones
- Continuous knowledge transfer and upskilling
- Community of Practice support
- Continuous improvement



03 Governance & Oversight

- Transparent reporting
- Collaborative KPI setting and Performance reviews
- Project/programme leadership team
- Defined escalation path
- Senior supplier (director-level) responsibility



04 Standards & Compliance

- Proven approach to meeting the Government Digital Service Standard; over 50 passes
- Accessibility and inclusiveness at the heart of user-centric design



05 Resource Management

- Dedicated Account Management
- Rapid on- and off-boarding
- Staff wellbeing package





Service Description

Valtech is an Appian partner providing platform licences and related design, development and support for case management and business process solutions.

We combine product-centric thinking with Appian’s low-code platform to rapidly deliver user-centric, flexible, solutions.

Appian’s built-in automation, ML and AI features help transform processes and deliver efficiencies.



Discovery & User-Centred Research

Stakeholder engagement, user research, service mapping and data modelling



Process, Journey and Case Model Design

Current and future state process mapping, case lifecycle blueprint and performance metrics



Technical Architecture & Appian Configuration

Appian environments, security design, process models and integrations



Agile, Iterative Delivery

Working software increments delivered rapidly through Appian low-code platform



Testing & Quality Assurance

User, functional, integration, accessibility, security and performance testing



Deployment, Change Management & Adoption

Performance monitoring. Knowledge transfer & ongoing enhancement



Deployment, Change Management & Adoption

Deployment and transition planning, training, communications and hypercare



Service Features

01

Appian user licences and environments scaled to your needs

02

Case management Records, Rules Engine, AI, ML and Reporting features

03

Intelligent Business Process Management (iBPM) suite included

04

Public, Private and Hybrid Cloud Support

05

Prebuilt Salesforce, SAP, Microsoft, ServiceNow, Oracle, Google & LDAP Connectors

06

Supports RESTful, SOAP, TLS, OAuth, SAML, RBAC & BPMN

07

Data discovery, transformation, ingest and integration of multiple sources

08

Financial Tracking: Monitor funds, budgets, and generate accurate financial reports

09

Compliance and Audit: Document compliance activities, maintain audit for transparency

10

Upskilling and handover of your Appian solution to internal team



Service Benefits

01

Rapid delivery and iteration of applications on a right-sized environment

02

Faster case processing, organised workflow, enhanced applicant and staff experience.

03

Streamline processes and automate repetitive tasks, boosting productivity

04

Adapt to changing policy and business requirements

05

Meet GDS Standards for applications and pass assessments

06

Single Appian build deploys simultaneously to web and mobile apps

07

Inbuilt analytics enable data informed decisions and actionable insights

08

Better budget control, accurate reporting, transparency in spending

09

Easier compliance management, transparent operations, audit readiness

10

Take ownership of your Appian solution with tailored knowledge transfer



Our Approach^{1/2}

GDS-aligned

Our approach is tailored to public-sector organisations and fully aligned to GDS service standards, Agile delivery principles, and Appian's low-code best practices.

It ensures rapid, user-centred transformation while maintaining governance, security, and value for money.

Discovery

We begin with structured engagement across policy, operational and technical stakeholders to define objectives, constraints, and success criteria.

User researchers conduct interviews, shadowing, and co-design workshops to understand roles, behaviours, accessibility needs and pain points.

We map the service ecosystem, current workflows, and end-to-end case journeys, creating clear personas, problem statements and a prioritised backlog grounded in evidence.

Process, Journey and Case Model Design

Using research insights, we map as-is processes and collaboratively design the to-be service. We define case lifecycles, tasks, rules, escalations, and data requirements.

This forms the blueprint for Appian configuration, ensuring streamlined workflows, automation readiness, and a unified case taxonomy.

We establish performance metrics such as throughput, quality, user satisfaction and auditability alongside baseline assessments.

.

Technical Architecture & Appian Configuration

We design a secure, scalable technical architecture leveraging Appian Records, Data Fabric, SAIL interfaces, process models, and native automation tools.

Integration analysis identifies required connections to existing public-sector systems (e.g., identity, document management, payments).

We implement robust role-based security, audit controls, and data governance..



Our Approach^{2/2}

Alpha

We will iteratively prototype and test user journeys and complete to-be service mapping where needed. Throughout Alpha, we will coach the team on meeting the Service Standard and ensure we collect appropriate evidence to present to assessors.

Beta

Cross-functional teams deliver working software in short sprints, prioritising early value and continuous feedback. Each increment is demonstrated to users to validate assumptions and rapidly adapt design. Appian's low-code platform accelerates delivery through reusable components, integrated DevOps pipelines, and automated quality checks

Our Delivery Managers will lead daily stand-ups, sprint planning, backlog refinement, and retrospectives to ensure teams progress at pace. We manage work transparently in Jira and collaborate using digital whiteboards and GitHub. We'll use established methodologies including:

- Monitoring team velocity using delivery data (burn-up/down, cycle time, throughput), and reporting weekly progress to stakeholders, summarising at programme level for governance.
- Reviewing risks, issues and dependencies weekly and maintaining a RAID log to track mitigations and agreed actions
- Communicating progress widely through bi-weekly Sprint reviews and monthly show-and-tells to engage and inform the wider community including other project teams.
- Monthly alignment checks on meeting GDS technology and service standards.

Testing & Deployment

Our test strategy covers unit and functional testing, integration, regression, accessibility (WCAG 2.2 AA), security, and performance. We structure User Acceptance Testing around operational staff and user roles to ensure the solution meets real-world needs, and use automated testing to support rapid iteration and future enhancements.

We plan and execute a controlled launch with transition plan, data migration support and operational readiness assessment. We provide tailored handovers, training and onboarding to ensure confident adoption across teams.



Quality and Performance

Quality Assurance

We'll ensure the quality of deliverables through a combination of:

- regular checkpoints,
- effective testing strategy,
- transparent reporting,
- a clear escalation process.

We'll identify clear, measurable success criteria for every product deliverable, aligning with quality criteria, standards and agreed Definition of Done.

We embed quality oversight into our delivery rituals and use a robust testing strategy with open reporting. Our user and product testing approaches are rooted in Test-Driven Development and automation to ensure frequent, high-quality releases aligned to iterative delivery.

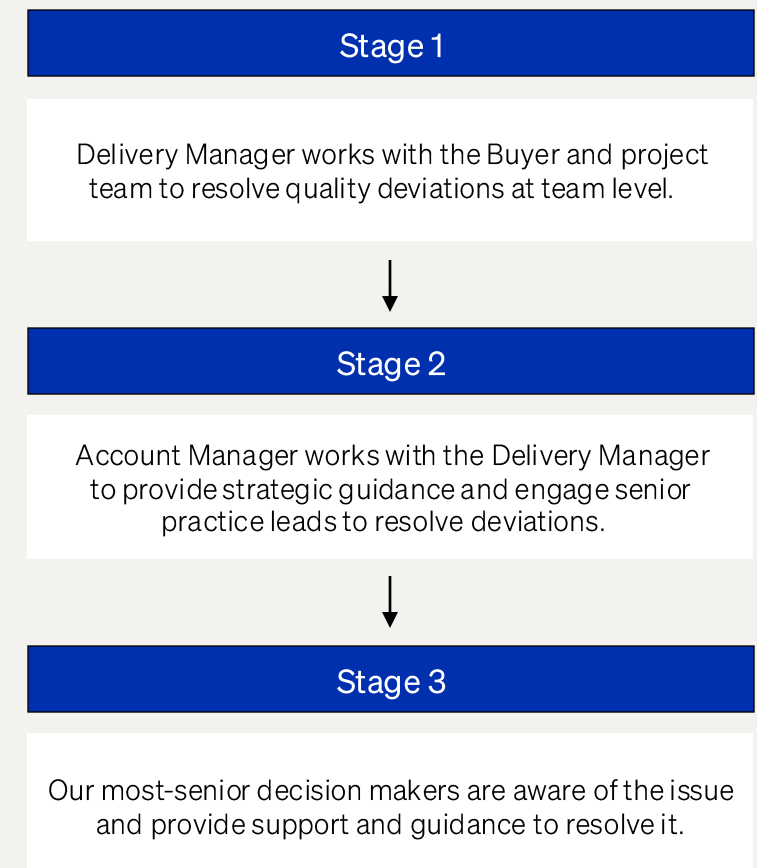
Throughout iterative development, we continuously apply a range of testing techniques and methodologies covering behavioural, functional, exploratory, regression, performance, security, usability and accessibility. We'll utilise CI/CD tools and automated end-to-end tests to enable scalable regression testing.

We'll transparently share test outputs and resolve deviations through subsequent sprints or agreed defect management processes for each product lifecycle stage.

Performance management

We'll agree reporting metrics to track the quality of deliverables, our staff and ways of working, producing weekly reports of KPIs. We'll host monthly performance reviews using a balanced scorecard approach – this can be tailored to align with your organisational contract management process. We'll rapidly address any deviations through our streamlined ISO9001-compliant resolution process: we log, prioritise and collaboratively diagnose issues, co-create solutions and implement them with continuous communication, jointly validate resolution and incorporate lessons learned for future improvement.

For more complex resolutions, our escalation levels ensure swift and effective action:





High quality, vetted staff

Suitably qualified teams to deliver your project

We flex our resourcing in order to provide the skills you need, when you need them, meaning you always get the best value Valtech team.

We select people within 5-10 days of finalising the Statement of Work (SoW).

We collaborate with you to define skills and experience needed for each SoW through weekly status meetings. Our resourcing team, accessing our 400+ permanent UK staff, and wider pool of 3,600 skilled professionals, will use our comprehensive skills database to identify ideal candidates.

Our skills matrix maps directly to DDaT/GDaD roles and SFIA experience levels. Our Practice Leads ensure quality matches, considering both technical expertise and soft skills like communication and leadership.

We ensure appropriate security clearance

As part of our mandatory pre-employment checks, we use the Verifile to conduct BPSS vetting and verify qualifications and accreditations. We operate a continuous enhanced security clearance programme, using the UK Vetting Service and Warwickshire Police's external vetting sponsorship service.

For trusted contractors and partners (sub-contractor) staff, we request certificates to verify accreditations and check security clearances via the DBS system.

IR35 Compliance

As part of SoW process, we will determine an indicative assessment of the IR35 status of each role (inside or outside), to inform our resourcing process. Where this is not clear, we will apply the four tests (Right of substitution, Right of control, Mutuality of obligations (MoO) and Financial risk) and use the HMRC CEST tool to determine status.

As part of our resourcing process, we will check the tax arrangement of all personnel to be selected for your project. Our approach eliminates IR35 issues by prioritising FTEs, directly-paid contractors and teaming agreements with our ecosystem partners that prioritise FTE staff, reducing risk and any additional involvement from you.

Should we select a contractor who does not pay tax at source, we will arrange for them to complete the Qdos IR35 assessment to allow you to make a determination.



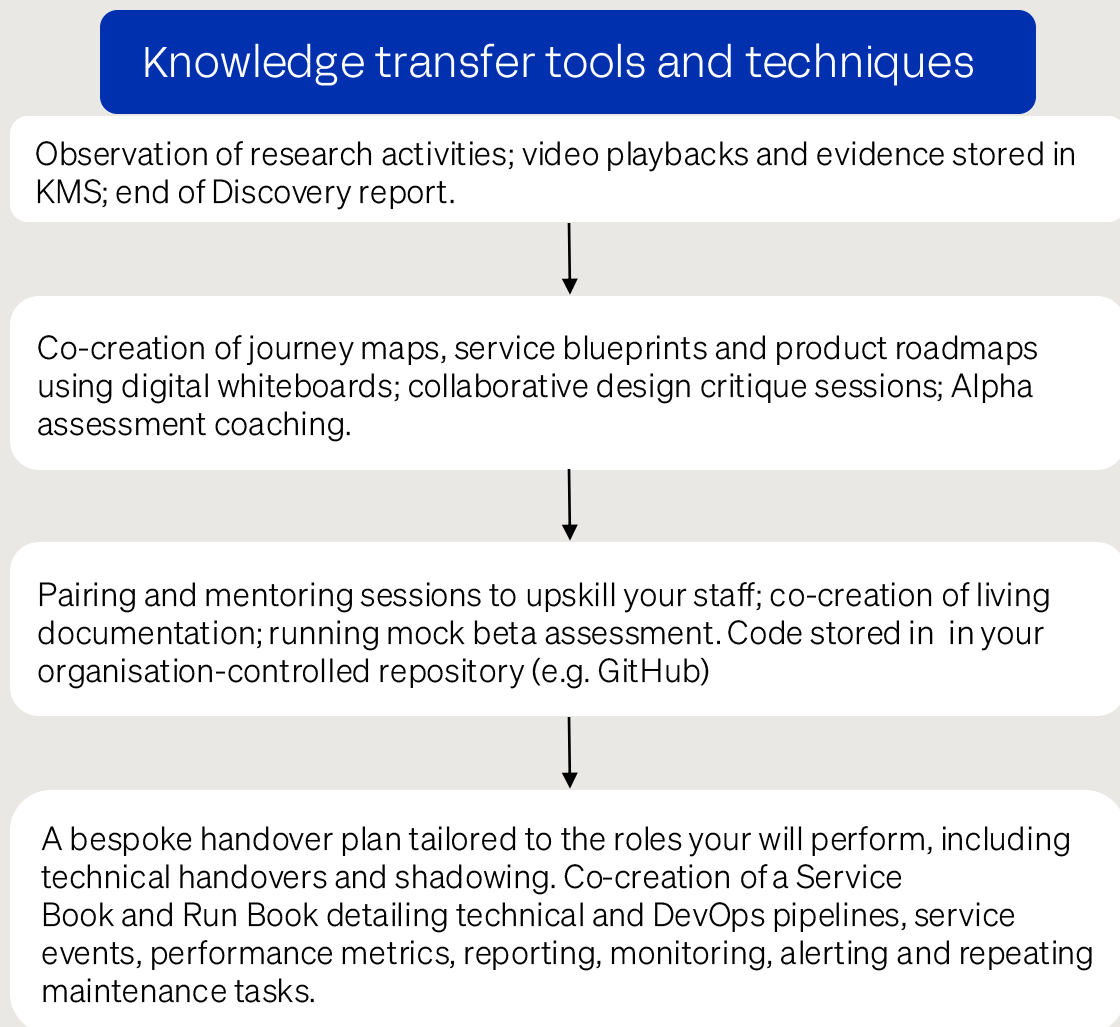
Knowledge Transfer and Upskilling

Knowledge transfer framework

To ensure you can deliver and develop your services internally, we will conduct continuous knowledge transfer throughout the contract lifecycle, and a formal handover process.

We'll create a library of tailored project artefacts such as designs in your knowledge management system (KMS), along with operational guides such as run-books and configuration documents.

Based on the SECI model of organisational knowledge creation, our approach builds self-sufficiency through observation, documentation and learning-by-doing. We'll use a range of knowledge transfer tools and techniques at phases throughout the contract lifecycle.





Case Studies

Cabinet Office – Fast Stream

Government People Group needed to digitize their application process on HMRC's AWS platform, requiring compliance with technical and security standards.

We formed multi-disciplinary blended team with the Fast Stream team and subject matter experts. We defined user journeys and an application workflow which was highly configurable to the needs of each recruitment campaign. This included an integration with external video interviews and external learning resources. The solution enabled GPG to automate campaigns and modify entry criteria according to policy changes

Valtech surpassed all programme **KPIs** and passed GDS assessment. The platform delivered an increase in user satisfaction, was ranked No.1 UK Recruitment Platform by The Times



Department for Transport – Blue Blue Badge

DfT required an inclusive Blue Badge Digital Service service for 3.3M+ disabled users.

Prioritising inclusive research, we planned and conducted studies with 1800+ disabled applicants and Local Authorities, adhering to ethical and policy standards and gaining DfT approval for all research activities.

We delivered a high quality, inclusive product by prioritising user needs via mixed research, including testing with users with accessibility/assisted needs, iterating through 100+ releases to a dedicated scalable AWS environment.

Our approach drove digital take-up from **37%** to **84%**, processing 1.4M applications annually, and passed all alpha/beta GDS assessments.



The Planning Inspectorate – Applications and Appeals

The Planning Inspectorate (PI) required modernised National Infrastructure case management and workflow applications to support Planning Inspectors, Local Authority Planners, public appellants and witnesses.

We deployed a scalable Azure platform to support public services using cloud-native and open standards, and a back-office Data Lake, pipelines and APIs enabling data collection, processing, management and sharing across PI.

We deployed multidisciplinary teams and embedded agile methodologies and UCD design principles across product teams, and coordinated delivery with programme-level planning, reporting and risk management.

Results included substantial time reductions (e.g. creating a case **400%** faster), over a dozen upskilled staff, and successful beta service assessment, meeting all 14 points.





A selection of our clients

Our team has helped organisations of all sizes across the public sector with initiatives spanning strategy, transformation, cloud, data, and engineering



Department
for Transport



Ministry
of Justice



Planning
Inspectorate



Office for
National Statistics



Cabinet Office

Rail Delivery Group



SAAS | Student
Awards
Agency
Scotland
Funding your future



HM Treasury



Government
Digital Service



Department
for Work &
Pensions



Department
for Education



Driver & Vehicle
Licensing
Agency



Assurance

Service Levels and Performance

We will use established methodologies and delivery metrics to monitor timelines, expenditures and work outputs of our teams.

The quality and performance of our consultants against agreed objectives is owned and managed by a single point of contact, responsible for the monitoring and achievement of performance expectations against clear Quality indicators. Project progress against these indicators will form part of your regular project reporting and communication pack – with clear escalation pathways and root cause analysis included as standard

Business continuity and disaster recovery

Our approach to BCDR involves leveraging cloud-based services and the ability to execute full remote working to ensure that Valtech's resources and our client environments remain available after a disaster strikes.

Our BCDR process includes:

- The identification of critical processes and applications including applicable RTOs and RPOs;
- Equipment dependencies and their repair or replacement options; and
- Recovery steps, teams, communication channels, and escalation paths.

With a focus on data integrity and availability we ensure that all critical data is backed up, secured, and retained in accordance with our applicable internal policies. BCDR is tested on an annual basis and key findings or improvements are communicated and incorporated into the next review cycle”.

Data Protection / Information Security

Valtech maintains ISO-9001, ISO-27001 & Cyber Essentials accreditations, independently assessed by third-party auditors. These standards have been deeply ingrained into our standard working practices and culture ensuring quality and security standards are adhered to in all engagements.



Offboarding/Exit

As well as continuous and effective knowledge transfer, our service will support smooth exit management by:

- Considering portability of data and applications at every stage, using open standards and eliminating vendor lock-in where options exist
- Creating and maintaining an exit plan in line with G-Cloud terms, including technical activities such as migration, transition activities, timelines, milestones, communication and governance.



Social value

Mission 1: Kick start economic growth

We drive fair work and skills for growth by offering competitive pay, inclusive benefits, and eliminating zero-hour contracts. Employee engagement is strengthened through quarterly surveys and monthly Q&As with our Senior Leadership Team. Our Valtech Academy provides our employees with access to 1000s of training across all disciplines alongside certifications with our technology partners (Microsoft, AWS, Appian and more). We also support modern slavery training and have established Craft Circles with frequent knowledge-sharing sessions - creating high-quality jobs, continuous learning, and collaboration aligned with UK government digital priorities.



Mission 2: Make Britain a clean energy superpower.

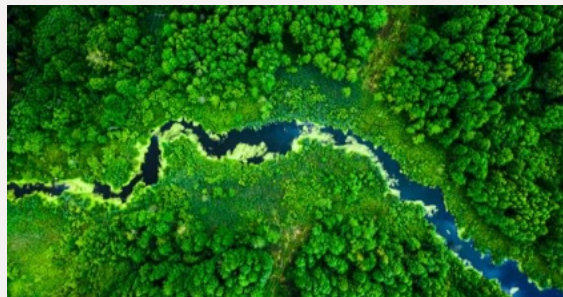
Our Near-term target is 2030:

- 50% reduction in Scope 1 and 2 emissions
- 55% reduction in Scope 3 emissions (intensity: per employee)

Our Net-zero target is 2040:

- 90% reduction in Scope 1 and 2 emissions
- 97% reduction in Scope 3 emissions (intensity: per employee)

We are driving a number of initiatives across our UK and global operations to meet these targets



Mission 4: Break down barriers to opportunity.

We break down barriers to opportunity. Our approach to breaking down barriers to opportunity centers on a five-pillar hiring and support strategy, reinforced by global D&I training and as disability confident signatories. We foster belonging through community groups and events, while Elevate and Tech Girl programme empowers future talent. College outreach provides practical learning, and equitable hiring practices ensure inclusive interviews - creating a workplace where diversity thrives and opportunities are accessible to all.



Mission 5: Build an NHS fit for the future.

We prioritise the physical and mental wellbeing of our people to ensure a productive workforce. Our private medical insurance covers dental, prescriptions, and health assessments and care, while rewards for getting active (such as cinema and holiday discounts) encourage healthy habits. Our cycle-to-work scheme promotes fitness and sustainability, and our wellbeing calendar builds community through initiatives like Menopause Café and frequent support sessions and events, creating a supportive environment where employees thrive personally and professionally.



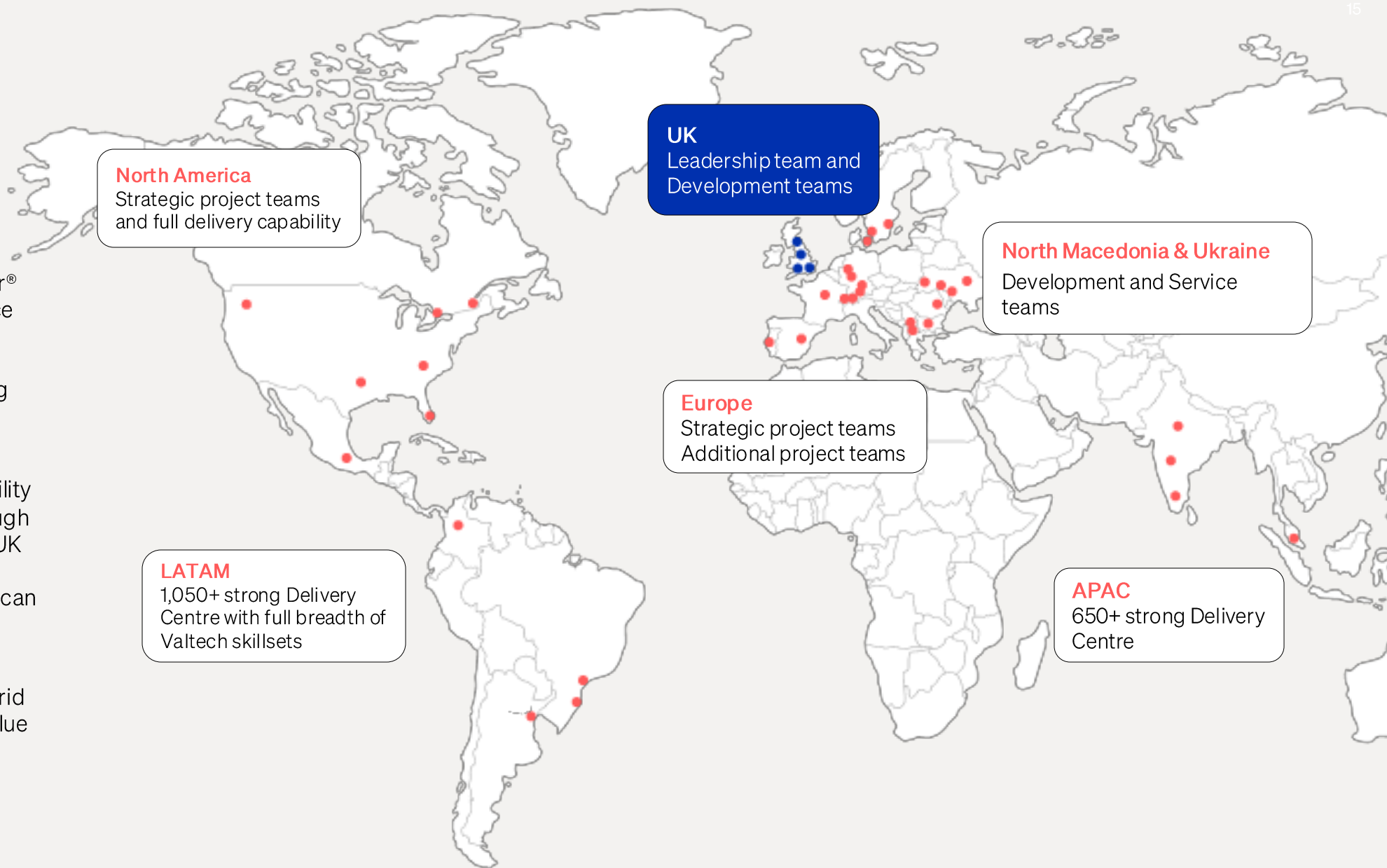


About Valtech

Named a Visionary in the 2025 Gartner® Magic Quadrant™ for Digital Experience Services, Valtech has been delivering accessible solutions at the heart of government for over 25 years including over 10 ministerial departments and several GDS exemplars.

We offer UK government buyers flexibility with a choice resourcing models, through our 400+ strong UK permanent staff, UK partner ecosystem, nearshore and offshore delivery centres, ensuring we can supply the most economical teams for any project.

Our teams are equipped to match hybrid working models, achieving the best value from remote and on-site working.





Next steps

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gov@valtech.co.uk

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10-14 White Lion Street, London, N1 9PD

Valtech Edinburgh

132 Princes Street Edinburgh, EH2 4AH

Valtech Manchester

King's House, 40 King Street West, Manchester, M3 2WY

Valtech Bristol

Clockwise, Generator Building, Bristol, BS1 6BX

Service Definition – G-Cloud 15

Appian Case Management & Business Process Automation Software

Valtech is an authorised Appian reseller and implementation partner.

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. Appian Private AI ensures that while you leverage generative AI, your data is never used to train public models. It enables rapid application building, streamlining processes and enhancing decision-making for organisations, fostering innovation and efficiency in solution delivery. The platform now extends to Process Intelligence and Event Streaming, providing real-time operational insights and continuous automated process optimisation.

Valtech provides implementation and advisory services for the above capabilities and acts as your commercial reseller for Appian subscriptions.

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. This layer acts as a powerful Integration Gateway, orchestrating B2B collaboration and API management to securely connect internal systems with external partners and suppliers.

Case Management & Enterprise Solutions

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. This composable architecture also powers specialised enterprise suites for Grants Management, Supply Chain, Enterprise Resource Management (ERM), and Customer Service, delivering unified automation across the entire public sector value chain.

Low-code Platform

The Appian low-code application platform (LCAP) provides dynamic case management, robust process automation, and powerful AI integration. It 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.

Cloud Support Services

Appian ensures operational success through tiered support models tailored to mission needs. Options range from the Foundation Success Plan for standard business hours support, to the Professional and Signature Success Plans, which offer 24x7 coverage, enhanced SLAs, and dedicated Customer Success Managers to ensure maximum platform value and stability.

Valtech provides implementation and advisory services for the above capabilities and acts as your commercial reseller for Appian subscriptions.

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>.

Valtech will coordinate access to Appian assurance artefacts under NDA and align with your internal assurance gates, while Appian remains the data processor for Appian Cloud services.

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.

Valtech assists with HA/readiness planning and validation during onboarding and change, while underlying backup/DR remains delivered by Appian Cloud.

High Availability

For customers that are running mission critical applications on Appian Cloud, Appian offers High Availability (HA) with Professional and Signature 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 Professional customers, or 4 minutes for Enterprise customers.

Valtech assists with HA/readiness planning and validation during onboarding and change, while underlying backup/DR remains delivered by Appian Cloud.

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.

Valtech assists with HA/readiness planning and validation during onboarding and change, while underlying backup/DR remains delivered by Appian Cloud.

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.

Valtech provides onboarding (environment readiness, identity integration planning, non-prod to prod promotion planning) and off-boarding assistance (export orchestration, confirmation of erasure from Appian) as part of implementation services.

Pricing

An example of Appian pricing is in the table below. Prices do not include VAT.

Valtech's Rate Card for Appian Delivery Services is supplied in our accompanying Pricing document.

Licences are transacted via Valtech as an authorised reseller. Any professional services by Valtech (implementation/advisory) are quoted separately under Valtech rate cards.

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

Final commercial terms, including any public sector discounts, will be issued on Valtech order forms referencing Appian licensing metrics.

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

Service management details – Success Plans

Valtech provides the frontline implementation, hypercare, and advisory services. Product support for platform issues is delivered by Appian under the subscribed Success Plan; Valtech will coordinate escalations on your behalf.

Availability SLAs by Support Level:

Priority Level	Monthly Availability (in %)		
	Foundational	Professional	Signature
Priority 1	<99.8% but ≥ 99.0%	<99.95% but ≥ 99.0%	<99.99% but ≥99.0%
	<99.0%	<99.0%	<99.0%
Priority 2	<99.0%	<99.0%	<99.0%

Case Priority/Severity Definitions:

- **Priority 1 (Critical):** Production system is down, or critical business operations are halted. No workaround available.
- **Priority 2 (Major):** Major functionality is broken or significantly degraded. Business operations are severely impacted but not halted.
- **Priority 3 (Medium):** System is functioning but with minor errors or non-critical bugs. A workaround is available.
- **Priority 4 (Low):** General questions, documentation requests, or cosmetic issues.

These are Appian platform SLAs; Valtech's implementation SLAs (if any) are scoped in Valtech Statements of Work and do not modify Appian's service levels.

Tier-Specific Success Plan Services:

Technical Product Support by Success Plan			
Included Component/Service Level	Foundation	Professional	Signature
Case Management (Incident Reporting/Help Desk Support)	Web and Phone	Web and Phone	Web and Phone
Customer-Designated Support Contacts Permitted	Up to 4	Up to 12	Up to 30
Support Availability for Problem Priority Levels 1 and 2	24x5	24x7x365	24x7x365
Support Availability for Problem Priority Levels 3 and 4	Local Business Hours	Local Business Hours	24x5
Lead Engineer			✓

Expert Guidance Services

Expert Guidance Services by Success Plan			
Included Component/Service Level	Foundation	Professional	Signature
Onboarding Session	✓	✓	✓
Customer Success Manager	✓	✓	✓
On-Demand Advisory Services	✓	✓	✓
Insights	✓	✓	✓
Innovation Briefing (An "Innovation Briefing," a tailored presentation organised by Appian's presales team, covers how customers may take advantage of Appian's latest quarterly feature advancements.)		✓	✓

Appian Cloud Services (if Applicable)

The table below delineates Success Plan services, by support tier, applicable to the Appian Cloud PaaS offering. These services do not apply to self-managed/on-premises Appian deployments.

Appian Cloud-Specific Services by Success Plan			
Included Component/Service Level	Foundation	Professional	Signature
Service-Level Availability Percentage (%)	99.80%	99.95%	99.99%
Pre-Release Testing Program (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Pre-Release-Testing-Program.html)	✓	✓	✓
Appian Cloud Administration (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Cloud_Insights.html)	✓	✓	✓
Custom Domains (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Using_a_Custom_Domain_in_Appian_Cloud.html)	✓	✓	✓
Custom Mail Server Configurations (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Email_on_Appian_Cloud.html#use-your-own-(custom)-email-service)	✓	✓	✓
High Availability for Production (Appian Cloud offers the ability to run in a High Availability (HA) configuration, with guaranteed Recovery Point Objective (RPO) and Recovery Time Objective (RTO); for information on this offering, please visit: https://docs.appian.com/suite/help/latest/High-Availability-for-Production.html)		✓	✓

Appian Cloud-Specific Services by Success Plan			
Included Component/Service Level	Foundation	Professional	Signature
https://docs.appian.com/suite/help/latest/High_Availability_for_Appian_Cloud.html)			
Enhanced Data Pipeline (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Enhanced_Data_Pipeline_for_Appian_Cloud.html)		✓	✓
Log Streaming (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Log_Streaming_for_Appian_Cloud.html)		✓	✓
Additional Capacity for Non-Production Instances			✓
Additional Storage			500 Gigabytes (GB)
Data Snapshot and Refresh (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Appian_Cloud_FAQ.html#can-appian-delete-data-generated-during-testing)			✓

Appian Protect Services

Please note that some Appian Protect Services are only applicable to Appian Cloud customers and, in such cases, are so indicated in the table below.

Appian Protect Services by Success Plan			
Included Component	Foundation	Professional	Signature
Data Loss Prevention (for Appian Cloud customers) (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Appian_Cloud_FAQ.html#does-appian-offer-data-loss-prevention-dlp-in-appian-cloud)	✓	✓	✓
Published Certification Reports and Certificates	✓	✓	✓
Standardised Information Gathering (SIG) Questionnaire Response	✓	✓	✓
Response to Customer Security Questionnaire		✓	✓
Response to Third-Party Security Questionnaires	✓	✓	✓
Private Network Integrations (for Appian Cloud customers) (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Cloud_VPN_Integration.html)	✓	✓	✓
Bring Your Own Key (BYOK) (for Appian Cloud customers)		✓	✓

Appian Protect Services by Success Plan			
Included Component	Foundation	Professional	Signature
For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Bring_Your_Own_Key.html)			
Data at Rest Encryption (for Appian Cloud customers) (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Appian_Cloud_Database_Encryption.html)		✓	✓
Signature Security Package* (For information on this offering, please visit: https://docs.appian.com/suite/help/latest/Signature_Security_Package.html) *The “Signature Security Package” includes an annual customer audit service as well as fulfilling site data audit requests (up to monthly in frequency). Customers with audit regulations, such as GxP (Good Practice), DORA (Digital Operational Resilience Act), etc., should subscribe to the Signature Success Plan if they require audit services to meet regulations specific to their industry/organisation.			✓

Support Hours and Locations

Success Plans are available to Appian customers around the world. Customers are provided region-specific telephone numbers for access to product support. Appian business hours, by customer region, are shown in the table below.

Appian Business Hours by Customer Region	
Location of Customer’s Primary Office	Appian Business Hours
United Kingdom (UK), Europe, Middle East, and Africa	8:00 a.m. to 8:00 p.m. (Greenwich Mean Time [GMT]), Monday through Friday (excluding Appian UK holidays)
United States, Canada, and Latin America	8:00 a.m. to 8:00 p.m. (United States Eastern Standard Time [EST]), Monday through Friday (excluding Appian United States holidays)
Australia, New Zealand, and East and Southeast Asia	8:00 a.m. to 8:00 p.m. (Australia Eastern Standard Time [AEST]), Monday through Friday (excluding Appian New South Wales holidays)

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.

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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.

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.

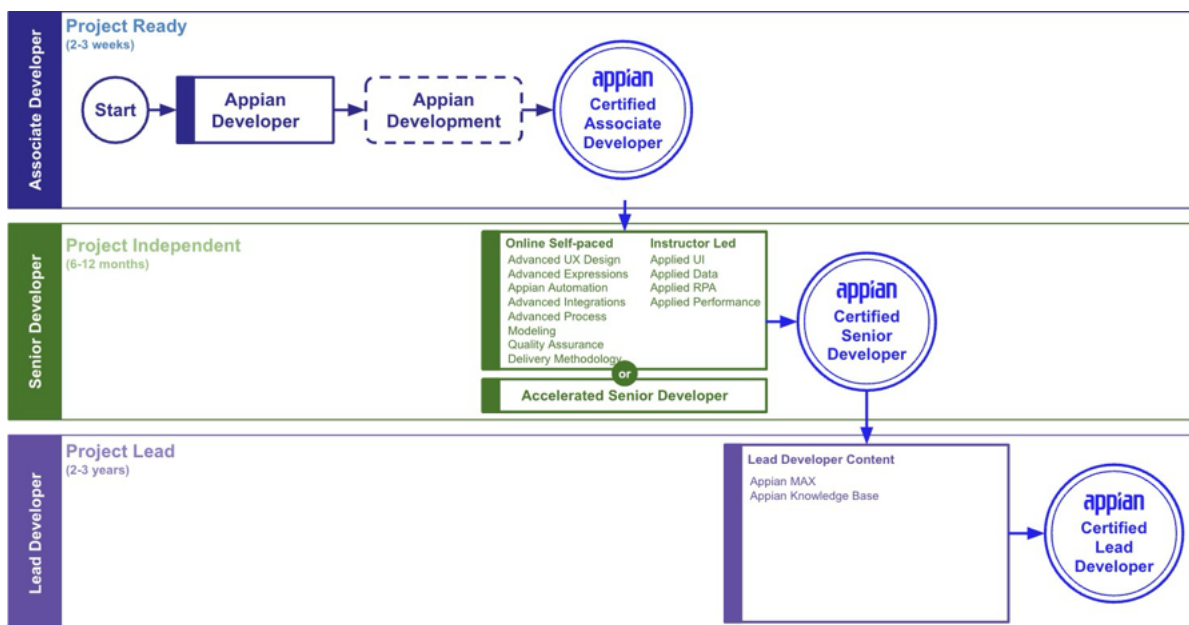
Priority Level	Monthly Availability (in %)			Service Credit
	Foundation	Professional	Signature	
Priority 1	<99.8% but ≥ 99.0%	<99.95% but ≥ 99.0%	<99.99% but ≥ 99.0%	10%
	<99.0%	<99.0%	<99.0%	30%
Priority 2	<99.0%	<99.0%	<99.0%	15%

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>

Ordering and invoicing process

Orders for Appian subscriptions are placed with Valtech as reseller. Valtech issues invoices for software subscriptions (on behalf of Appian) and for Valtech professional services. Supplier details and purchase order references should be addressed to Valtech.

Termination terms

Termination notices for reseller-transacted subscriptions should be served to Valtech in accordance with the order form; Valtech will coordinate the Appian service cessation and data erasure confirmation.

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.

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.

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.

Consumer responsibilities

The 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).

Valtech will provide guidance on upgrade planning, regression testing, and change windows as part of implementation/advisory services.

Technical requirements

Valtech will assist with SSO/IdP integration design and readiness as part of onboarding.

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.

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.

Trial details

Valtech can provide guided evaluations, proof-of-value sprints, and success criteria definition aligned to public sector outcomes.

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&a mp;google_ad_campaign=13986557421&utm_source=google&utm_medium=c pc &utm_campaign=ACE&gclid=Cj0KCQjwspKUBhCvARIsAB2IYusWgAh-DKunGG30QAPVRY_2qfUnP2elgRaASiQqg8Z9vG1JfNZlqtYaAm2dEALw_wcB.

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.

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. We support 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.

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.

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.

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.

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

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>.

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/25.4/System_Requirements.html#cloud-infrastructure-as-a-service.

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.

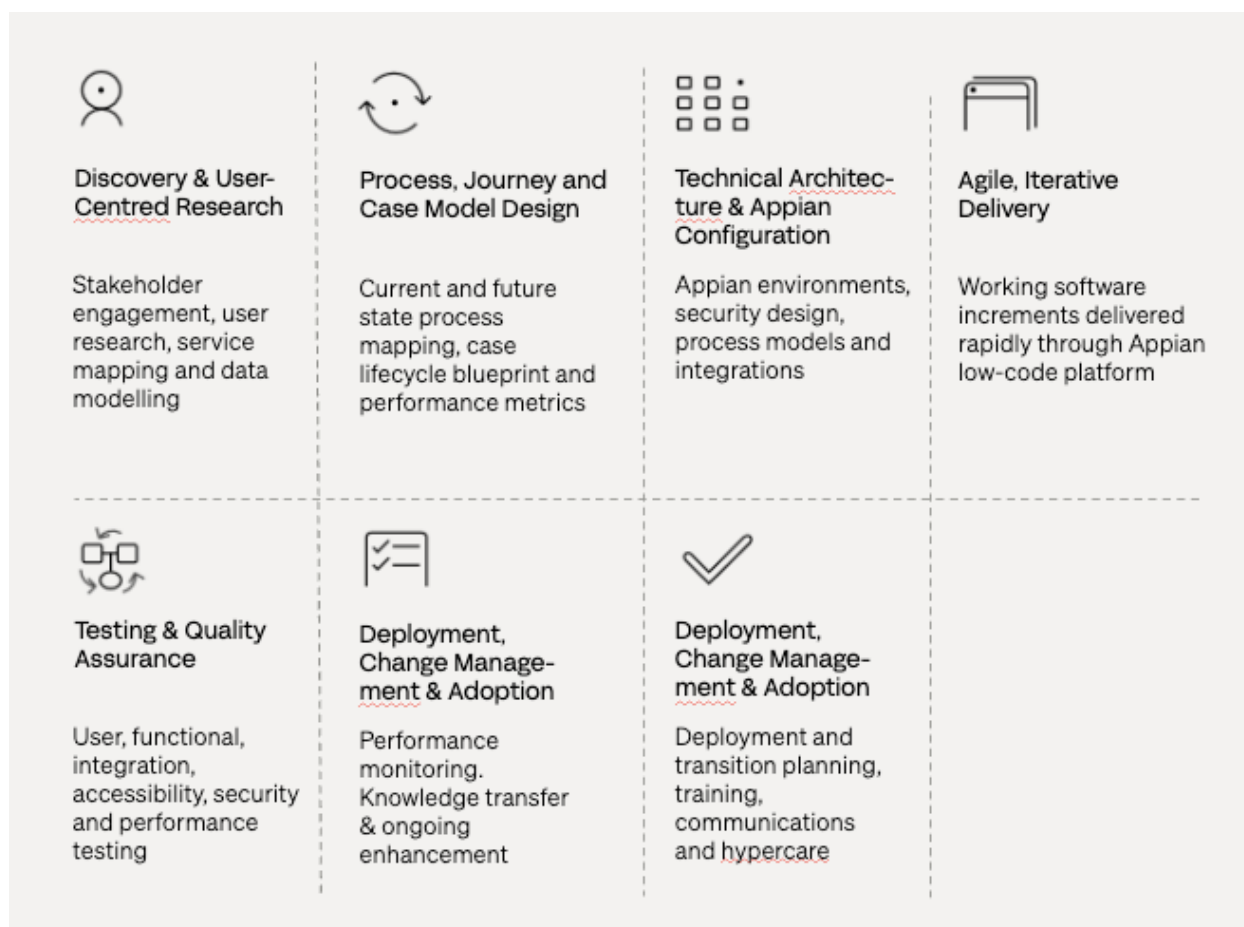
All deployment models are supported for the Appian Platform. Appian Cloud is a publicly available cloud service dedicated to the implementation of Appian. Private Cloud installations are common; however, each customer owns the implementation of their infrastructure.

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.

Cloud support services

Valtech delivers implementation, integration, and change services; for platform incidents Valtech will triage and, where needed, escalate to Appian under your Success Plan.

Valtech provides GDS-compliant, user-centric design and development for Appian case management and business process solutions. We combine product-centric thinking with Appian's low-code platform to rapidly deliver value and future-proofed digital transformation.



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.

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.

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.

Service provisioning

Appian provides its own User Management capability as part of their 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.

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.

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>.

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>

Third party integration

Valtech will design and implement integrations and data migration where required, leveraging Appian best practices and public sector integration patterns.

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

Standard Configurations

Appian's history and provenance 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.

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.

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.

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.

Service roadmaps

Reflective of Appian's 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.

Appian does not publish a public roadmap or track record, however at a high level, Appian's 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. Appian works closely with our customers and partners to incorporate their feature requests into our product roadmap, and Appian 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.

In addition to incorporating Appian customers' requested product enhancements through direct submission to Customer Support, as described above, Appian solicits customer 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 Appian's Engineering team. Appian Engineering continuously re-evaluates a product backlog to re-prioritise features based on customer feedback and market demand.

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>

Appian 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.

Appian supports 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