

The Case for Change: Low-code case management for government

Peter Corpe

Industry Leader, UK Public Sector, Appian

Michael Vanness

Solutions Consultant, Appian



DigiGov Expo



DIGIGOVEXPO

SPONSORED BY

appian

appian

DIGI
GOV
EXPO
24

The Case For Change: Low-Code Case Management for Government



Vijay Sai Thiagarajan
Senior Solutions Consultant
Appian



Peter Corpe
Industry Lead - UKI Public Sector
Appian



Disputes and appeals

Joiners, movers, leavers

Patient management

Inventory management

Case Management is Grants management

Investigations/inspections

Contract management

Requirements tracking

Pension credit management

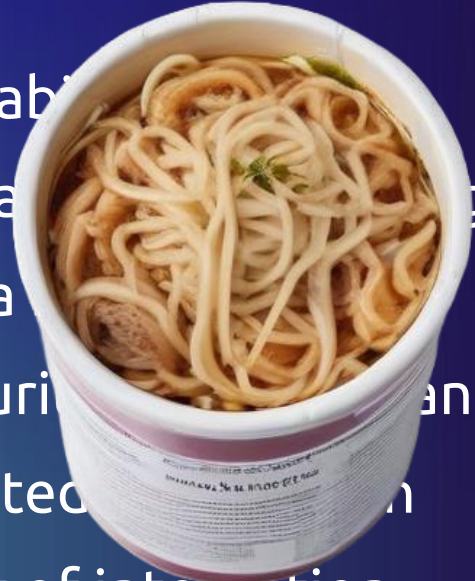
Patient ID	First Name	Last Name	Date of Birth	NHS Number	Phone Number	Email	Address	Condition	Triage Status	Triage Priority	Gender	Blood Type	Allergies	Admission Date	Discharge Date	Physician	Room Number	Insurance Provider	Policy Number	Notes	
1001	Jane	Smith	1950-01-01	6654020422	7636077145	jane.smith@example.com	1 Abbey Road, London	Cold	Critical	Low	Male	B+	Penicillin	2020-01-01	2020-01-01	Dr. Brown	9	NHS	8252984	Under observation	
1002	Alice	Miller	1950-08-10	3840428501	7902281302	alice.miller@example.com	30 St Mary Ave, London	Diabetes	Treatment	High	Female	B+	None	2020-01-15	2020-01-15	Dr. Smith	3	Aviva	5395715	Under observation	
1003	Jane	Wilson	1951-03-19	1336641534	7852181438	jane.wilson@example.com	1 Abbey Road, London	Asthma	Waiting	Low	Female	A+	None	2020-01-30	2020-01-30	Dr. Smith	67	NHS	2372275	Under observation	
1004	Alice	Anderson	1951-10-27	2888690279	7388388365	alice.anderson@example.com	11 Wall Street, London	Allergy	Critical	Medium	Female	A+	Peanuts	2020-02-14	2020-02-14	Dr. Brown	85	BUPA	5281707	Under observation	
1005	Emily	Wilson	1952-06-04	3564574642	7544546215	emily.wilson@example.com	221B Baker St, London	Asthma	Under Observation	Low	Female	AB-	Pollen	2020-02-28	2020-02-28	Dr. Brown	96	AXA	6782285	Under observation	
1006	Alice	Wilson	1953-01-11	5091571518	7805785100	alice.wilson@example.com	11 Wall Street, London	Diabetes	Critical	High	Male	AB-	Shellfish	2020-03-14	2020-03-14	Dr. Brown	27	BUPA	4466504	Discharged	
1007	Michael	Wilson	1953-08-21	4069510110	7073220433	michael.wilson@example.com	30 St Mary Ave, London	Flu	Under Observation	Medium	Male	B-	Pollen	2020-03-29	2020-03-29	Dr. Brown	16	BUPA	6570963	Requires medication adjustment	
1008	David	Smith	1954-03-30	5111240027	7103957767	david.smith@example.com	221B Baker St, London	Migraine	Treatment	Medium	Female	AB+	Penicillin	2020-04-13	2020-04-13	Dr. Jones	47	Vitality	5327202	Stable	
1009	Laura	Smith	1954-11-06	2325452030	7926652271	laura.smith@example.com	1600 Pennsylvania Ave, London	High Blood Pressure	Treatment	High	Medium	Male	AB-	Latex	2020-04-27	2020-04-27	Dr. Taylor	41	Aviva	8604002	Discharged
1010	Emily	Smith	1955-06-16	2540970102	7578798510	emily.smith@example.com	30 St Mary Ave, London	Broken Arm	Discharged	High	Female	AB-	None	2020-05-12	2020-05-12	Dr. Taylor	31	AXA	3669867	Requires medication adjustment	
1011	Robert	Anderson	1956-01-23	4671249973	7435422790	robert.anderson@example.com	11 Abbey Road, London	Broken Arm	Treatment	High	Male	AB+	Shellfish	2020-05-27	2020-05-27	Dr. Jones	27	Aviva	7160687	Under observation	
1012	John	Davis	1956-08-31	2388583630	7699740298	john.davis@example.com	4 Privet Drive, Little Whinging	High Blood Pressure	Discharged	Medium	Male	A+	Shellfish	2020-06-11	2020-06-11	Dr. Brown	94	Vitality	5616439	Stable	
1013	Emily	Miller	1957-04-10	7378522854	7472212094	emily.miller@example.com	30 St Mary Ave, London	Infection	Critical	High	Female	AB-	Shellfish	2020-06-25	2020-06-25	Dr. Jones	4	Vitality	3780902	Stable	
1014	Bob	Brown	1957-11-17	3412591644	7339119429	bob.brown@example.com	1 Abbey Road, London	Infection	Treatment	High	Female	AB+	Penicillin	2020-07-10	2020-07-10	Dr. Wilson	35	AXA	1747019	Critical condition	
1015	John	Anderson	1958-06-27	5863529888	7144295049	john.anderson@example.com	1600 Pennsylvania Ave, London	Infection	Treatment	Medium	Female	O+	Latex	2020-07-25	2020-07-25	Dr. Smith	72	BUPA	3771696	Stable	
1016	Bob	Wilson	1959-02-03	7652093975	7140103026	bob.wilson@example.com	1 Abbey Road, London	Broken Arm	Treatment	Low	Female	O-	Pollen	2020-08-09	2020-08-09	Dr. Smith	89	Aviva	3966063	Needs follow-up	
1017	Laura	Taylor	1959-09-12	3740908307	7270059488	laura.taylor@example.com	1600 Pennsylvania Ave, London	Asthma	Waiting	High	Female	B+	Pollen	2020-08-23	2020-08-23	Dr. Wilson	13	Vitality	9000121	Discharged	
1018	Jane	Wilson	1960-04-21	8039674222	7625829797	jane.wilson@example.com	11 Wall Street, London	Broken Arm	Under Observation	High	Female	B+	Pollen	2020-09-07	2020-09-07	Dr. Smith	7	BUPA	4394750	Critical condition	
1019	John	Wilson	1960-11-28	3041130021	7572979507	john.wilson@example.com	742 Evergreen Terrace, London	Broken Arm	Waiting	High	Male	O-	None	2020-09-22	2020-09-22	Dr. Wilson	94	Aviva	2111999	Critical condition	
1020	Michael	Brown	1961-07-07	7817960927	7454981207	michael.brown@example.com	11 Wall Street, London	Broken Arm	Treatment	Medium	Female	A-	Latex	2020-10-07	2020-10-07	Dr. Brown	69	NHS	8588143	Stable	
1021	Sarah	Wilson	1962-02-14	1192681287	7992698083	sarah.wilson@example.com	221B Baker St, London	Back Pain	Waiting	Low	Female	O-	Penicillin	2020-10-21	2020-10-21	Dr. Jones	46	Aviva	6400908	Discharged	
1022	Sarah	Smith	1962-09-23	8671652628	7764973998	sarah.smith@example.com	10 Downing St, London	Flu	Treatment	Low	Female	AB-	None	2020-11-05	2020-11-05	Dr. Wilson	7	Vitality	3876354	Requires medication adjustment	
1023	Michael	Davis	1963-05-02	5158415276	7126053834	michael.davis@example.com	11 Wall Street, London	Broken Arm	Waiting	High	Male	B-	Pollen	2020-11-20	2020-11-20	Dr. Jones	86	AXA	5431073	Stable	
1024	David	Davis	1963-12-10	9366990268	7070123828	david.davis@example.com	11 Wall Street, London	Asthma	Discharged	Medium	Female	O+	Penicillin	2020-12-05	2020-12-05	Dr. Taylor	66	BUPA	6683189	Requires medication adjustment	
1025	Sarah	Smith	1964-07-18	9527209819	7980038238	sarah.smith@example.com	4 Privet Drive, Little Whinging	Asthma	Waiting	Low	Female	O+	Peanuts	2020-12-19	2020-12-19	Dr. Brown	26	BUPA	2830116	Requires medication adjustment	
1026	Emily	Brown	1965-02-25	574821905	7344351476	emily.brown@example.com	11 Wall Street, London	Back Pain	Critical	Low	Male	O-	None	2021-01-03	2021-01-03	Dr. Brown	33	Vitality	6636665	Requires medication adjustment	
1027	Alice	Johnson	1965-10-04	4138447360	7312521076	alice.johnson@example.com	11 Wall Street, London	Broken Arm	Waiting	Low	Female	AB+	Pollen	2021-01-18	2021-01-18	Dr. Smith	59	Aviva	5324219	Stable	
1028	Sarah	Anderson	1966-05-13	7188316397	7673886778	sarah.anderson@example.com	11 Wall Street, London	Migraine	Under Observation	Medium	Male	O+	Peanuts	2021-02-02	2021-02-02	Dr. Wilson	91	NHS	2207113	Under observation	
1029	David	Anderson	1966-12-21	6420485520	7142779413	david.anderson@example.com	4 Privet Drive, Little Whinging	Asthma	Critical	Medium	Male	O-	Peanuts	2021-02-16	2021-02-16	Dr. Jones	93	NHS	9748430	Needs follow-up	
1030	Jane	Miller	1967-07-30	8492467971	7966104836	jane.miller@example.com	11 Wall Street, London	Broken Arm	Treatment	Low	Male	O-	Latex	2021-03-03	2021-03-03	Dr. Brown	51	NHS	8684314	Under observation	
1031	John	Davis	1968-03-07	9604476801	7108986909	john.davis@example.com	30 St Mary Ave, London	Infection	Critical	High	Male	B-	Pollen	2021-03-18	2021-03-18	Dr. Smith	60	AXA	8654895	Discharged	
1032	John	Miller	1968-10-15	3848651539	7991031896	john.miller@example.com	50 Westminster, London	Migraine	Treatment	Low	Male	O-	Pollen	2021-04-02	2021-04-02	Dr. Wilson	79	Vitality	3863510	Discharged	
1033	Jane	Anderson	1969-05-24	4340594063	7228831591	jane.anderson@example.com	1 Abbey Road, London	Broken Arm	Waiting	High	Male	O+	Latex	2021-04-16	2021-04-16	Dr. Wilson	67	AXA	3834028	Requires medication adjustment	
1034	John	Smith	1970-01-01	4126095623	7130859789	john.smith@example.com	11 Wall Street, London	Allergy	Treatment	High	Female	AB+	Latex	2021-05-01	2021-05-01	Dr. Brown	74	NHS	4774086	Under observation	
1035	Alice	Wilson	1970-08-10	7426999659	7746607672	alice.wilson@example.com	30 St Mary Ave, London	Diabetes	Discharged	Medium	Male	O+	Shellfish	2021-05-16	2021-05-16	Dr. Jones	59	Aviva	4327484	Critical condition	
1036	Emily	Johnson	1971-03-19	2015447937	7482006467	emily.johnson@example.com	221B Baker St, London	Allergy	Under Observation	High	Male	A+	Peanuts	2021-05-31	2021-05-31	Dr. Brown	67	AXA	6190364	Needs follow-up	
1037	Michael	Smith	1971-10-27	9680071634	7997559584	michael.smith@example.com	742 Evergreen Terrace, London	Broken Arm	Discharged	Low	Male	AB+	Penicillin	2021-06-14	2021-06-14	Dr. Taylor	89	NHS	9516008	Discharged	
1038	John	Brown	1972-06-04	2136616893	7149611274	john.brown@example.com	221B Baker St, London	Asthma	Critical	High	Female	AB+	Pollen	2021-06-29	2021-06-29	Dr. Taylor	47	Vitality	1214277	Requires medication adjustment	
1039	David	Miller	1973-01-11	9567173549	7856897018	david.miller@example.com	742 Evergreen Terrace, London	Diabetes	Critical	Medium	Male	AB-	Shellfish	2021-07-14	2021-07-14	Dr. Wilson	48	Aviva	8526762	Discharged	
1040	Michael	Doe	1973-08-21	8849679770	7873802828	michael.doe@example.com	742 Evergreen Terrace, London	Back Pain	Waiting	Low	Female	A-	None	2021-07-29	2021-07-29	Dr. Wilson	82	NHS	9495804	Discharged	
1041	Robert	Smith	1974-03-30	1063139700	7308461928	robert.smith@example.com	Buckingham Palace, London	Broken Arm	Treatment	Low	Male	O-	Latex	2021-08-12	2021-08-12	Dr. Taylor	11	BUPA	6065390	Stable	
1042	David	Anderson	1974-11-06	8846770140	7169745769	david.anderson@example.com	11 Wall Street, London	Migraine	Treatment	Medium	Male	AB-	Shellfish	2021-08-27	2021-08-27	Dr. Jones	42	BUPA	9633663	Stable	
1043	Bob	Moore	1975-06-16	7930769139	7362775674	bob.moore@example.com	1 Abbey Road, London	Allergy	Discharged	Low	Male	O+	Shellfish	2021-09-11	2021-09-11	Dr. Brown	5	AXA	7544126	Requires medication adjustment	
1044	John	Doe	1975-01-23	7529130095	7840126461	john.doe@example.com	1600 Pennsylvania Ave, London	High Blood Pressure	Waiting	Low	Female	A-	Penicillin	2021-09-26	2021-09-26	Dr. Wilson	94	Vitality	6222788	Needs follow-up	
1045	Alice	Smith	1976-08-31	4841989717	7670585491	alice.smith@example.com	4 Privet Drive, Little Whinging	Asthma	Critical	Low	Male	O-	Shellfish	2021-10-10	2021-10-10	Dr. Smith	11	NHS	3679458	Discharged	
1046	Alice	Brown	1977-04-10	7822928614	7415926555	alice.brown@example.com	30 St Mary Ave, London	Asthma	Critical	High	Male	AB-	Latex	2021-10-25	2021-10-25	Dr. Taylor	12	BUPA	9720984	Under observation	
1047	Jane	Taylor	1977-11-17	3556473766	7544395024	jane.taylor@example.com	50 Westminster, London	Allergy	Critical	Low	Female	B+	Penicillin	2021-11-09	2021-11-09	Dr. Smith	17	BUPA	2201583	Under observation	
1048	Michael	Brown	1978-06-27	2027818042	7764292777	michael.brown@example.com	11 Wall Street, London	Back Pain	Critical	Medium	Male	AB-	Latex	2021-11-24	2021-11-24	Dr. Jones	52	Aviva	2445567	Critical condition	
1049	Sarah	Wilson	1979-07-03	5087584843	7784607058	sarah.wilson@example.com	1600 Pennsylvania Ave, London	Asthma	Critical	High	Female	A-	Pollen	2021-12-08	2021-12-08	Dr. Smith	36	BUPA	6848886	Under observation	

What are people doing now

- **Excel spreadsheets** as de-facto databases
- Using **email** as workflow and paper-based forms
- Portfolio of **point solutions** built on legacy technology
- Critical cases triaged and resolved with comments and documents scattered throughout **disparate applications**

Why it is not a good solution

- Scalability
- Collaboration
- Data
- Security
- Limited
- Lack of integration



Appian is a highly capable, proven platform aimed at solving complex, mission-critical processes

- Founded in 1999, rooted in US Public Sector
- More than 200 government agencies globally trust Appian with 99% retention rate
- Product heritage in data processing and case management
- Classified as leader by multiple analysts in low-code/process automation/orchestration



HM Government
G-Cloud
Supplier



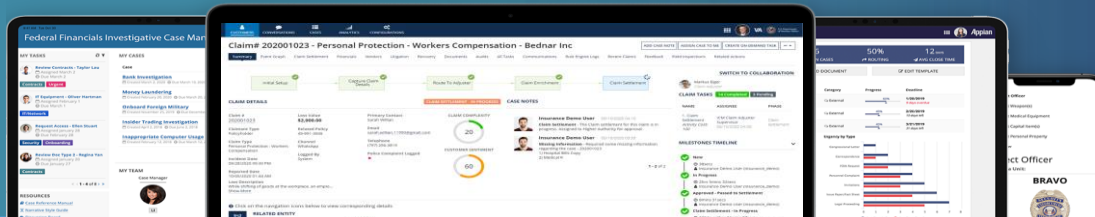
9M+
users

16B+
transactions
per day

66
availability
zones

99.95%
SLA 4-min RTO
1-min RPO

Cloud / Hybrid / On-Prem



appian

Introducing Appian Case Management Studio

Accelerate

Deploy new applications faster

Empower

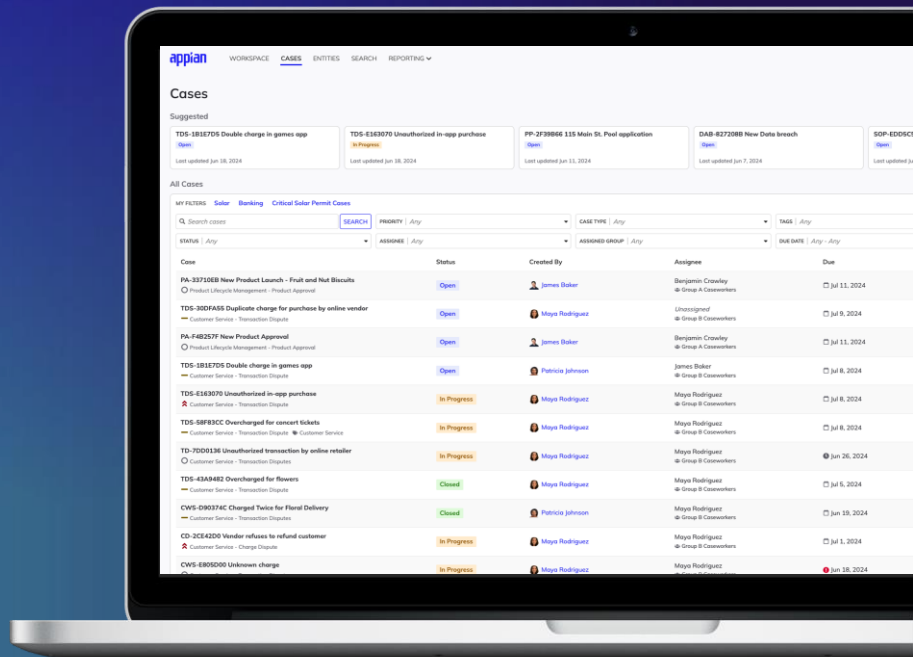
Allow end user control of configuration

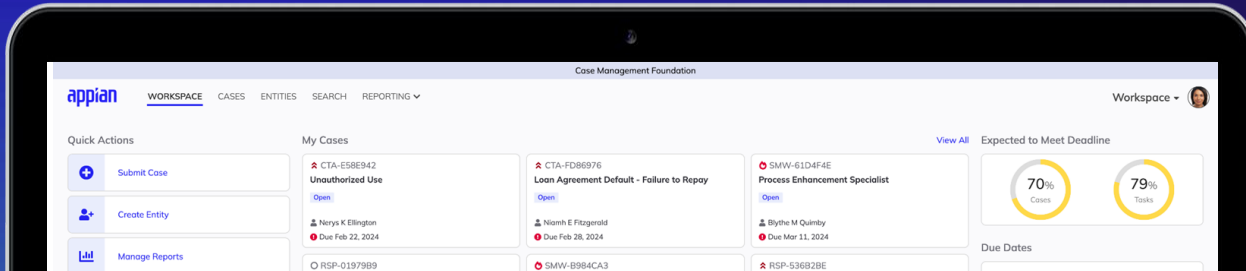
Assist

AI assistance to increase productivity

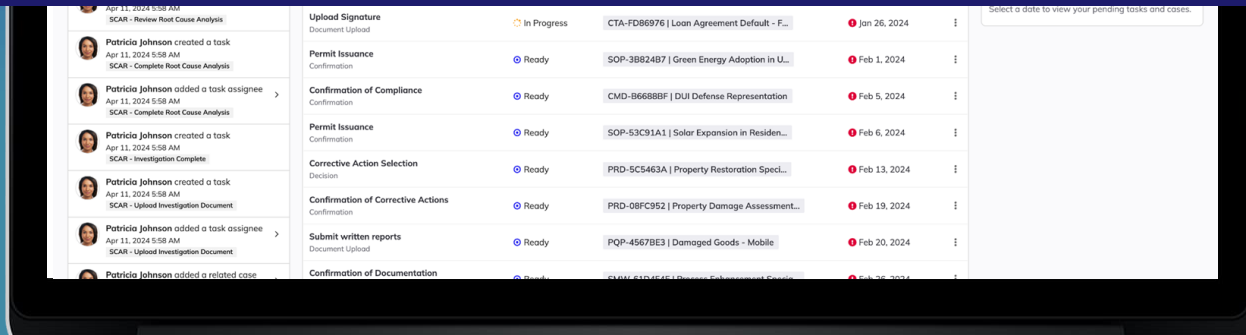
Improve

Optimise workflows for max efficiency





Case Management Studio Live Demo



Key Benefits



Rapidly develop case management applications in weeks



Integrate with legacy systems and **remove data silos**



Design **incredible user experiences**



Offload repetitive manual tasks with **AI and automation**



Modular architecture makes **updates easy**



No-code design **empowers business users** to build the solution they want

Speed of a Solution, Flexibility of a Platform

Appian Case Management Studio
(Accelerate & Empower)



Appian Low-Code Platform



Cloud



Mobile



RPA



AI



Integration



Workload
Management



Audit
History



Security



Document
Management



Records



Final thoughts

From managing grants to processing permits..

Case management is the foundation of how Public Sector runs

There is significant potential

Inefficient case management is a drain on critical resources

Imagine the result

What difference would more resource enable in your organisation?

Thank you.
Speak to our team
at Booth B13 over a
free cup of coffee & chocolate.

