aws marketplace

Appian

Reviews, tips, and advice from real users

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Product Recap

Appian

Appian Recap

Appian is a unified low-code platform and solution used by businesses to build enterprise applications and workflows. This product adapts to the needs of clients and the technologies they are already using to combine their data in a single workflow and maximize resources. The platform has four main components through which it transforms the work process for companies of various sizes. They are:

- **Complete automation:** Through complete automation, companies are able to coordinate and manage employees, existing systems, bots, data, and artificial intelligence (AI) in a single workflow. The solution offers a way to centrally manage all third-party automation vendors as well.

- **Low-code applications:** Appian offers the ability to build applications faster with visual development and low-code tools. All applications are ready-made to be suitable for mobile.

- **Low-code data:** Appian lets companies source data from multiple types of sources, eliminating the need for data migration. Through no-code and low-code solutions and industry-standard connectors, the platform also eliminates the need for data silos.

- **Enterprise ready:** The platform offers options for companies to scale their businesses to an enterprise level without complications.

Appian is utilized across a diverse set of industries, including automotive and manufacturing, energy and utilities, education, financial services, telecom and media, transportation, retail, insurance, healthcare, and life sciences. The most frequent use cases of Appian are customer journey, governance, risk and compliance, operational efficiency, supply chain, distributed order management, and environmental, social, and governance (ESG) management.

Appian Features

Appian has various features that allow users to create solutions for their businesses. These features can be separated into a few groups according to function, including automation, low-code application development, and integrations and data. Some of the most frequently used features of Appian include:

- **Robotic process automation (RPA):** Users of Appian can assign software bots to perform rules-based tasks that need to be repeated over a set course of time. This can improve efficiency and performance within an organization while saving human resources.

- **Intelligent document processing:** The tool offers a feature for quick and accurate extraction and structuring of data. This can reduce time and costs for organizations because it eliminates the need for outsourcing such services.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The technical support for Appian rates as 10 out of 10 because they have a great support team."

Kunal Sharda

Director & Key Managerial Personnel at Newlight Technology Solutions Private Limited

✔ "The most beneficial aspect of Appian is its data management capabilities and the process engine in general."

Raed Mustafa

Technology Leader of Appian at a retailer with 11-50 employees

✔ "It is easy for me to define the process and create configurable workflows."

Nitin-Agarwal

Delivery Manager (Intelligent Business Automation) - Pega at Persistent Systems

✔ "Appian is a stable product and works very well."

Bikash Gupta

Associate Consultant at a financial services firm with 10,001+ employees

✔ "The tool is very flexible."

Srimanta Pandit
Senior Consultant at Protiviti consulting

✔ "With low-code, we don't need a lot of coding, and then from the plumbing perspective, there is a complete CI/CD pipeline that exists within Appian that can be leveraged for open deployment."

Pankaj Khera
Sr AVP - EXL Digital at EXL Services

✔ "The most valuable features of Appian are the VPN engine, it is fast, lightweight, and easy to set up business rules. Business teams can do it by themselves. That is a very good feature."

Devashish Mishra
Client Partner at Peristent Systems

What users had to say about valuable features:

Appian allows us to manage the entire database. I can create tables, perform database-related activities, and create multiple tables. I can directly create foreign keys, connect tables, and manipulate data using expression rules. This feature replaces data workflow from on-premises.

Bikash Gupta

Read full review ↗

Associate Consultant at a financial services firm with 10,001+ employees

"It is easy for me to define the process and create configurable workflows. Additionally, they have provided inbuilt integration points and services, which facilitates integration with external services.."

Nitin-Agarwal

Read full review ↗

Delivery Manager (Intelligent Business Automation) - Pega at Persistent Systems

"The most beneficial aspect of Appian is its data management capabilities and the process engine in general. It allows for a seamless transition from process-centric to data-centric operations. Additionally, the zero-code integration feature is remarkable, allowing for ease of data transfer and workflow enhancement.."

Raed Mustafa

Read full review ↗

Technology Leader of Appian at a retailer with 11-50 employees

"The most productive aspect of Appian lies in its ability to develop interfaces, particularly user interfaces. Creating user interfaces is highly productive when these interfaces are integrated with the original database. In such cases, using record types proves to be a very efficient method of handling data. The synergy between interfaces and record types enhances productivity.."

Javier Cámara
Software Architect at BABEL Group

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"The valuable features include process automation, Appian Portal, and Appian RPA. Appian allows easy integration with other systems, offers a visual dashboard, provides real-time analytics, and is flexible to be used by non-technical users for automating simple process flows. Additionally, Appian's data fabric now helps in correlating data across various systems for consolidated monitoring.."

Verified user
Senior account executive at a tech services company with 51-200 employees

Read full review ↗

"The features of Appian that have proven to be the most beneficial are its capability to create processes and integrate with external systems while ensuring data consistency across all the systems.

"The latest features of Appian are quite useful around the UI/UX design and the artificial intelligence integrations.

"Appian is aiding in leveraging AI technologies in multiple ways: one way is for developers, as they make development efficient and quick by enabling developer co-pilots across various phases of the application, which helps design Appian quickly and provides suggestions along the way.

"Another way is through AI Skills, which can be integrated anywhere in the process model to leverage artificial intelligence for tasks such as extracting data from documents, summarizing information from documents or long paragraphs, and building custom prompts with Appian.

"Appian also utilizes AI for business users, providing a feature called process each view, enabling business users to create their own dashboards, reports, and gain insights from their data and processes using artificial intelligence. It's multi-fold and always growing.."

Kunal Sharda
Director & Key Managerial Personnel at Newlight Technology Solutions
Private Limited

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Other Solutions Considered

"I didn't use any other BPM solution prior to Appian. Appian was my first solution. Prior to that, I was basically developing applications from scratch using J2EE. In that aspect, Appian has been very helpful in getting the applications out very fast.."

GauravJain3
Export Manager at a computer software company with 51-200 employees

Read full review [↗]

"We have been using APEX in our organization for some time now, and I was checking the comparison between Oracle APEX and Appian on peerspot.com for an unbiased opinion. Presently, we are implementing both Oracle APEX and Appian almost equally for small to medium purposes. However, for enterprise needs, I think we will choose Appian.."

Tarek Hasan
CIO at a consultancy with 51-200 employees

Read full review [↗]

"I previously used APEX Oracle Application Express and OutSystems. From a local perspective between the two solutions, I prefer to go with OutSystems. Overall I prefer Appian because it has a VPN engine compared to OutSystems which is just a workflow engine.."

Verified user

Head of Digital Solutions, Head of Appian Department, Digital Transformation Director at a tech services company with 51-200 employees

Read full review ↗

"With solutions like OutSystems and Mendix, you can implement headless commerce. For a B2C mobile app, Mendix is pretty good. For customers that have SAP, they have Mendix because it has been acquired by Siemens, and Siemens and SAP have a very good handshake. If they want to implement a low-code platform, they're going with Mendix.."

Somnath-Ghosh

Solution Architect and LowCode Practice Lead at a tech services company with 10,001+ employees

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"The main competitors for Appian are Pega and OutSystems. Appian is set apart by its RPA capabilities, though it is still catching up with the likes of UiPath.."

Verified user
Senior account executive at a tech services company with 51-200 employees

"We were looking at other solutions as competitors when we did our initial investigation. If I recall, we talked to Creatio. They're a smaller name in the space. We talked to LANSA. We also talked to Pegasystems, but we didn't really get much of a response from them. We talked to Retool as an option. They're not much on the BPM side. They're more on the frontend development side. So, we factored them out pretty quickly.

We didn't really come into it looking for a BPM solution. We came into it looking for a low-code application development solution. All of those fit the bill, and they had various benefits and drawbacks. Where Appian stood out was the full stack integration. They have the data integration layer for both on-prem and public sources, and then there is the full stack, including RPA integration, integration with different systems, frontend development, and data modeling. They also offered a BPM solution, which was really nice.."

Mason Turvey
Robotic Process Automation Engineer at a logistics company with 5,001-10,000 employees

ROI

Real user quotes about their ROI:

"There's definitely an ROI on the usage of Appian. In terms of digital transformation, it could be people, processes, and technology. If it goes hand in hand, the client or the customer will be achieving their vision, goals, and objectives. We have clients that have that particular vision in mind, and they're actually in their ROI setting as well.."

Verified user
Senior account executive at a tech services company with 51-200 employees

Read full review ↗

"I don't work on that side of things, but I have worked with various implementations of Appian in various organizations. Everybody seems to be liking it very much. They seem to be sticking with it for a long time and adopting it for more and more applications and different organizations within the company. I've seen good success with Appian across organizations.."

GauravJain3
Export Manager at a computer software company with 51-200 employees

Read full review ↗

"The majority of our clients see the return on investment in about one year after implementation.

"They see return on investment in terms of cost savings, time savings, more efficient processes, and more efficient employees.."

Kunal Sharda
Director & Key Managerial Personnel at Newlight Technology Solutions
Private Limited

Read full review ↗

"I think that most companies do not do a good job of really looking at the return on investment. They typically do not have a good feel for what their costs are, going in, of manual processes or of a homegrown solution they've developed.

Being able to calculate an ROI, I've seen that to be very difficult for most clients that I've dealt with. I think that's an element that's missing a lot in technology today. Make sure you evaluate your total cost before you're ready to make a decision.."

Verified user
Regional Sales Director at a tech services company with 51-200 employees

Read full review ↗

Use Case

"Appian is a platform that focuses on human-centric workflows around processes. It facilitates requests for policies or incidents involving groups of people. The application manages the workflow between individuals to negotiate and confirm these policies.."

Javier Cámara
Software Architect at BABEL Group

Read full review ↗

"My clients use Appian for workflow automation that spans many verticles.

The solution can be deployed on-premise and on the cloud. Customers that use cloud deployments typically use Amazon AWS and on-premise deployments are typically used for financial institutions.."

Devashish Mishra
Client Partner at Peristent Systems

Read full review ↗

"I am working with all of these products: Pega, Appian, and OutSystems. I use Appian as a process orchestrator for workflow and rule-based routing, and it is preferred when I am developing an enterprise-wide application. The application is mobile-friendly, allowing me to use it across any device, whether mobile, laptop, or desktop.."

Nitin-Agarwal
Delivery Manager (Intelligent Business Automation) - Pega at Persistent Systems

Read full review ↗

"Appian is really helpful in automating different processes. Our clients use it for process automation and leveraging updated features like Appian Portal and Appian RPA. The main use case revolves around external application building in nature, making it comparable to other mobile app general interfaces, particularly those heavy in user interface and user exchange. Also, Appian Records integrates all systems, providing a consolidated view, dashboard, monitoring, and report.."

Verified user
Senior account executive at a tech services company with 51-200 employees

Read full review ↗

"A common use case for Appian is intelligent automation, where companies wanting to transform and have the latest technologies such as robotic process automation, fintech, AI, and artificial intelligence under the same platform use Appian to automate their business workflows.

"There could be multiple industries that could benefit from this, including investment banks, retail companies, manufacturing companies, and healthcare companies. There's a variety of use cases for implementation.."

Kunal Sharda   Read full review ↗
Director & Key Managerial Personnel at Newlight Technology Solutions
Private Limited

"Appian is a good workflow solution. So, I use it for workflow and low-code application development.

Workflows can basically be embedded in any domain. For example, we use Appian as a workflow solution primarily in chunks. We have a couple of use cases that we have built.

From a personal marketing perspective, it basically supports the end-to-end building of an awesome product, wherein you can use it primarily for data orchestration, and then for building process workflows, and then for building approval workflows.

So, you can set it all together. You can bring in the data through Appian, and then I use this to integrate with different solutions, different products, and different platforms that exist in the company. It brings them all together. It can then be automated. We have a couple of new steps available to us.."

Pankaj Khera   Read full review ↗
Sr AVP - EXL Digital at EXL Services

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

My experience with the initial setup is normal as I didn't get a chance to work on it. I started directly with creating features after the initial setup.

Bikash Gupta   Read full review ↗

Associate Consultant at a financial services firm with 10,001+ employees

"The initial setup is generally simple and well-supported by the platform's flexibility and ease of use. My technical colleagues find Appian easy to learn, though they need to continuously adapt to new features.."

Verified user   Read full review ↗

Senior account executive at a tech services company with 51-200 employees

"The initial setup of the cloud version is quite easy. I rate the ease of setup of the cloud tool a nine out of ten. It is difficult to set up the on-premise version. I rate the ease of setup of the on-premise tool a five or six out of ten.."

Srimanta Pandit   Read full review ↗

Senior Consultant at Protiviti consulting

"Not everyone can do the implementation of the solution, it requires specialized people. It is easy for qualified people.

The duration it takes to implement the solution depends on a lot of factors, such as how many workflows are required. A typical implementation can take four to six weeks.

I rate the initial setup of Appian a six out of ten.."

Devashish Mishra   Read full review ↗

Client Partner at Peristent Systems

"If you do the setup, there is a bit of a learning curve you have during the initial setup. On the cloud, the deployment is much easier. They spin it up for you and manage it for you. It's less work. For the on-premises deployment, I'd rate the ease of setup six out of ten. It took a few months to deploy. Cloud deployment, of course, is much easier since there really is nothing to do. We deployed over a weekend.

We deploy every month. It takes a couple of minutes to deploy the latest features.

We run a lean show and only have about five people dealing with the solution. There's an architect, two engineers, and a few QAs.."

David Dommisse

Application Architect at a financial services firm with 1,001-5,000 employees

Read full review [↗]

"The initial setup of Appian has two ways of setting up the environments: one is on-premise, and the second is cloud environments.

"The cloud environment is very easy to set up, as the Appian Cloud support team does everything for you end to end, and you will have the environments available where you could have the platform in about 24 hours, which is very quick.

"This is preferred by about 95% of clients, as they would have Appian on Cloud.

"The remaining 5% opt for Appian on premise due to data privacy issues or compliance challenges, where they manage the infrastructure themselves, which requires a couple of weeks for an infrastructure administrator to set up Appian on their own service.."

Kunal Sharda   Read full review ↗

Director & Key Managerial Personnel at Newlight Technology Solutions
Private Limited

Customer Service and Support

"Appian's technical support is pretty decent. The support team responds on time and sticks to their SLAs, which is good. Appian provides good support from an infrastructure and platform perspective.."

Gowtham Thotapalli
Solutions Architect at Persistence System

Read full review ↗

"Technical support is very helpful. I've also uncovered a lot of documentation that can help me. It would be ideal if they could create an Appian Academy or official forum to help people learn more about the solution and troubleshoot problems. ."

Imane Bousaad
IA&RPA Engineer at Admiral

Read full review ↗

"Their customer service is responsive, and the team is very prompt for support. The response depends on the kind of partnership vendors have and their relationship with them. For step one issues, which impact most of the business on that workflow, I get quick support from the Appian team.."

Nitin-Agarwal
Delivery Manager (Intelligent Business Automation) - Pega at Persistent Systems

Read full review ↗

"The customer service and support are very responsive. We haven't faced many issues, but when we have, the support team has been very helpful.

The Appian community is strong and open. You can often find solutions or discussions relevant to your issues. Consulting with community members through platforms.."

Pankaj Khera
Sr AVP - EXL Digital at EXL Services

"We provide support to some of our customers. However, some of my customers have not had satisfactory support.

We have a strategic partnership with Appian. We have different routes to receive support because we know people in order to contact them directly. We have had a good experience.

I rate the support of Appian a seven out of ten."

Devashish Mishra
Client Partner at Peristent Systems

"Customer Service:

Average, although a small responsive team Appian has been fast growing stretching their ability to service customer needs.

Technical Support:

Reasonable, stronger than say IBM or Oracle technical support but it is still critical to engage in a full POC activity with this product to ensure it fits your needs before proceeding with an implementation. The closed nature of the platform means there is limited to no help outside of that technical support team which is already stretched based on the ever increasing customer base.."

Paul Parisi
Enterprise Architect at Mobiliser

Read full review ↗

Other Advice

I would rate Appian nine out of ten. I would definitely recommend it to others. Being an initial user, I haven't had a chance to explore it much. I rate the overall solution nine out of ten.

Bikash Gupta
Associate Consultant at a financial services firm with 10,001+ employees

"I would recommend Appian to especially large to medium, medium to large companies looking to automate their business processes, as it's a great tool. I would rate the whole solution as a strong 9.5.."

Kunal Sharda
Director & Key Managerial Personnel at Newlight Technology Solutions Private Limited

"Overall, everything is eight out of ten.

I am a little bit biased towards Pega. Pega has a lot more standardized processes, which take less time to go to market compared to Appian. Appian provides a platform. ."

Nitin-Agarwal
Delivery Manager (Intelligent Business Automation) - Pega at Persistent Systems

"Compare this product closely to open source options, IBM and Pega. For simple solutions using simple models Appian may be sufficient and would provide better ROI than investing in building a team to support a more complex tool but for complex models I'd look for a stronger tool-set.."

Paul Parisi
Enterprise Architect at Mobiliser

Read full review ↗

"Appian is a promising platform with significant functionalities, but it would benefit from more cost-effective pricing for smaller clients. The technical support could also be improved, especially in providing direct and faster response options.

I'd rate the solution nine out of ten.."

Verified user
Senior account executive at a tech services company with 51-200 employees

Read full review ↗

"The most frustrating aspect is its DPM offering. It fails to support VPN due to its limited scalability. You can only use the VPN for isolated cases. When attempting to apply it in a real-world scenario with multiple applications, it becomes unusable due to its lack of scalability. It boosts everything into memory.

It is very easy to develop interfaces and access data with Appian. The local code acts as a communicator. The interfaces function as record types, and the logic you program use special rules, which resemble a kind of functional language exclusive. This combination of user interfaces and record types, along with the special rules, is very productive. You typically need to write much less code compared to other platforms

Intergration is good.

I recommend the solution, One should evaluate the VPN needs very closely. Not everybody needs VPN, but those who do should take a closer look to avoid surprises. You can use VPN in Appian, but it's somewhat different from what you might expect.
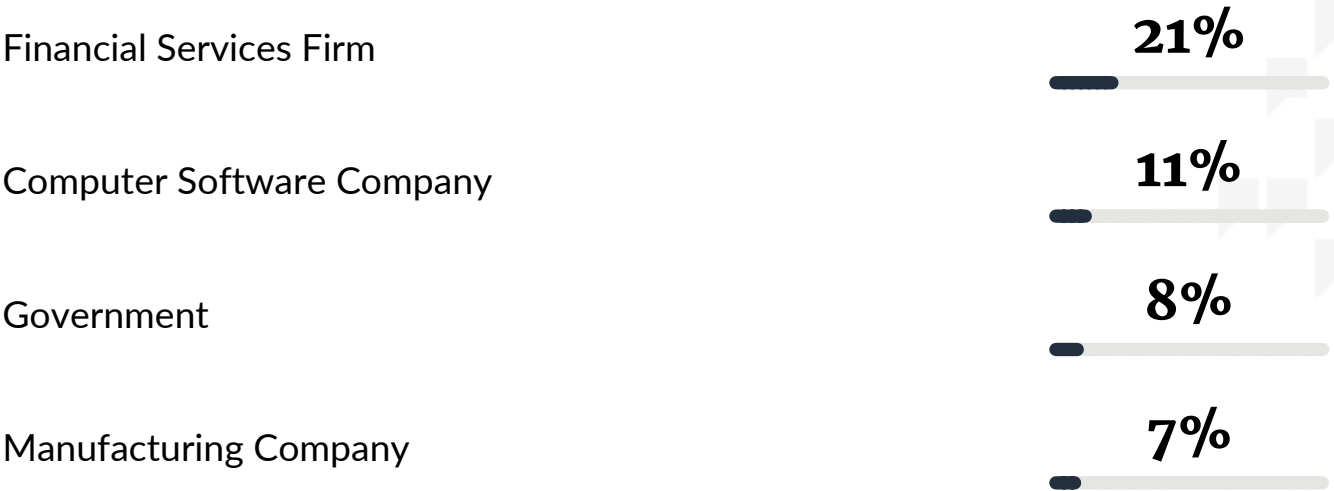
Overall, I rate the solution a nine out of ten..."

Javier Cámara
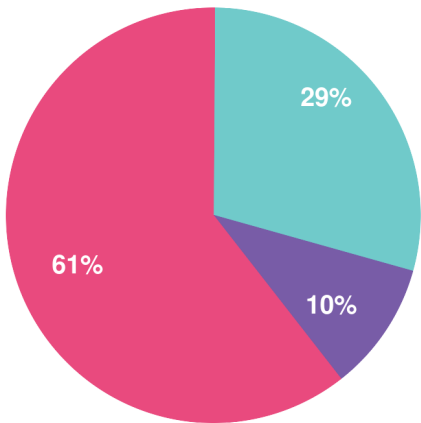Software Architect at BABEL Group

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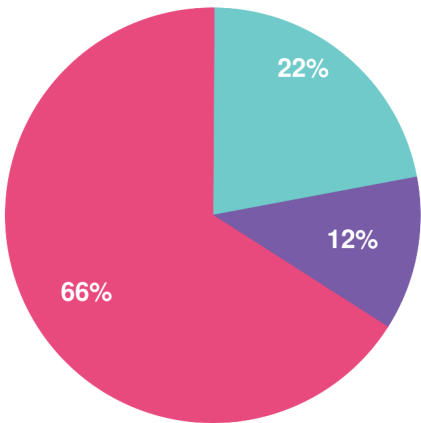
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10%

61%

by visitors reading reviews

22%

12%

66%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

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