# Develop the agility to respond to change

**The low-code automation moment for state and local governments**

## A tumultuous year highlighted the importance of agility.

Responding quickly to change—whether caused by a virus, new laws, updated regulations, or an incoming administration—is the biggest challenge facing state and local governments.

Digital transformation technologies—including data and analytics, AI, machine learning, cloud computing, virtual assistants, and robotic process automation—offer governments new ways to act on data, improve citizen experience, reduce costs, and modernize the back office. However, implementing these technologies is a challenge, especially when critical, legacy enterprise resource planning (ERP) systems power important services that cannot be interrupted.

Appian and KPMG LLP (KPMG) work together to deliver the technology and strategy for improving government agility and outcomes. Appian's low-code automation platform offers a fast, powerful way to modernize and transform mission-critical applications. When broadly implemented by KPMG within its framework of leading practices, low-code development can unify the IT environment and connect transformative technologies to legacy systems.

**Meet today's challenges with Appian and KPMG**

State and local governments face a myriad of operational challenges: applications for claims and services have skyrocketed; buildings are closed and employees are working at home; larger volumes of aid are dispersed by local agencies; claims must be tracked for compliance. The increase in scale combined with slowdowns in efficiency due to remote work is highlighting problems with legacy systems.

With the goal of improving agility, Appian and KPMG can help you:

— Modernize mission-critical applications

— Deliver superior citizen experiences

— Automate and simplify manual processes

— Keep data secure and in place.

### Appian and low-code technology
Appian's low-code automation platform can dramatically speed the development of mission critical applications and automate workflows – offering significant flexibility to government agencies over traditional solutions. These applications automate processes handled by workers who may not be able to do them from home. They can expand or enhance the functionality of legacy systems as they are shifted to a cloud-computing environment. The Appian platform can provide a single view of all relevant information across systems and data sources. Sometimes replacing the need for these legacy back office systems altogether. Appian natively unites the capabilities required to deliver scalable, impactful processes across agencies and departments.

### KPMG and digital transformation
KPMG is helping cities and states use low-code technology to accelerate digital transformation and quickly adapt to new operational challenges. Its framework of leading practices can guide your adoption of Appian in a thorough, impactful way. Focusing on mission objectives, KPMG helps agencies determine the right technology to pair strategically with existing solutions. By working on projects from process automation to advanced cognitive applications, KPMG professionals have the experience to enable cost management, customer engagement, and risk management.

Offerings from Appian and KPMG incorporate automation, AI, and robotic workforce management with workflow, case management, and low-code development to quickly deliver results with a high ROI. By working with Appian and KPMG to modernize applications, state and local governments can dramatically improve operational efficiency, citizen experience, and staff engagement.

### Claims management

With economic uncertainty, applications for aid, such as unemployment insurance and supplemental nutrition assistance programs (SNAP), skyrocket. Here, the speed associated with Appian's low-code platform becomes critical. Agencies can quickly build and implement applications, gathering data from across multiple systems into a single interface without data migrations. In addition, Appian applications can rapidly scale up when agencies face large increases in need and then scale back when that need subsides.

Appian also automates claims processes—including those that cannot be done by workers at home—to accelerate processing. Digital workers, such as AppianRPA, automate high-volume, repeatable tasks within legacy processes and applications. This includes cutting and pasting data from systems that lack APIs, replying to web queries, answering routine calls, and responding to common email requests.

State and local governments have distributed federal aid from the CARES Act quickly, but they also need to avoid fraudulent claims and track malfeasance. KPMG professionals, using Appian, can build more rigor into the processes for reducing fraud.

### Case management

Case managers working at home often have difficulty accessing legacy systems remotely. State regulators, such as those who supervise banks and consumer lending, often rely on rigid ERP systems for licensing that are hard to modify for remote access. Applying Appian's low-code platform and automation can extend the life of the system by adding or changing workflows with no system downtime.
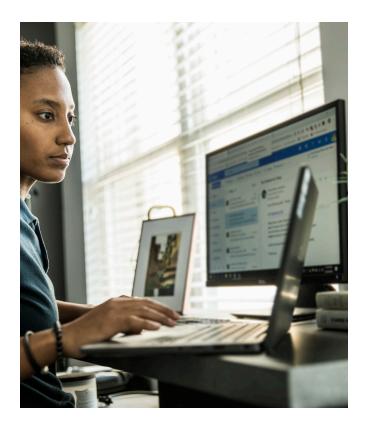
The platform also provides a single view of all data gathered for each case, without moving it from the legacy systems where it resides. Appian can also automate analysis, enabling regulators to shift from processing licenses to managing risk.

Agencies and departments can build mobile-native apps with Appian for remote data entry during social visits and inspection. The Appian platform connects these apps with your processes, data, and legacy systems. These mobile apps deliver responsive, intelligent experiences via dynamic user interfaces. With modernized applications, case workers can be more efficient in determining program eligibility and enrolling citizens.

### Human resource management

Employee and contractor onboarding processes—such as taking fingerprints for background checks or picking up physical access cards—pose a challenge when buildings are closed. State and local governments can work with Appian and KPMG to modernize security card request management, guarantee a clear chain of custody, and reduce security breaches. They can also help improve contractor management through a central system of record for contractor data.

In addition to streamlining hiring, onboarding, training, and other HR functions, Appian and KPMG have the technology and systems to protect employees' personally identifiable information (PII) with advanced security controls. The platform's extensive security architecture complies with government standards and certifications including FISMA, FedRAMP, HIPAA, SOC 2, and SOC 3.

## ? Respond swiftly to change

The events of the past year have demanded an exceptional amount of agility. The ability to rapidly adapt to change will be a baseline expectation for the future.

The alliance between Appian and KPMG can help state and local governments meet that expectation. Appian's low-code automation platform lets you deploy mission-critical applications faster and without coding. With experience from strategy to execution, KPMG provides the framework and leading practices to help you mitigate risk, navigate policy and security concerns, and achieve results with low-code applications. With KPMG and Appian, you can build the capabilities to respond swiftly to legislative, regulatory, and policy changes.

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