

# It's time to bring AI to work.

After years of excitement and massive investments, in 2025 we should all expect AI to generate a return.

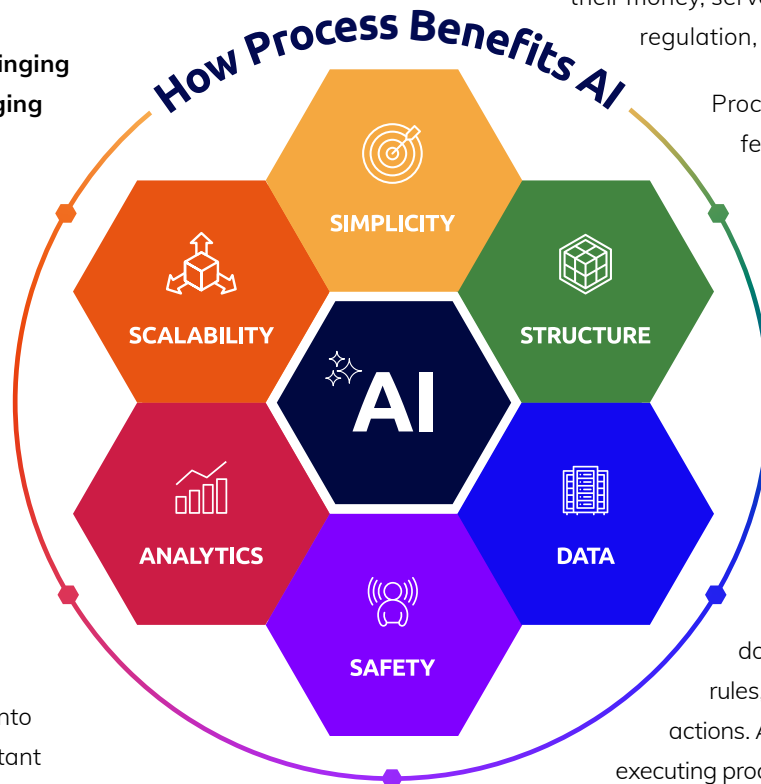
Most companies have struggled to deliver value with AI. Most employees don't see the value, either.<sup>1</sup> So what are they missing?

The problem is that they're **bringing work to AI, rather than bringing AI to work**. It's time to go to where work happens and deploy AI there. It's time to place AI in the center of critical work streams.

When you think of AI at work, do you think of chatbots and copilots? Most people do. But those forms of AI are 'on call', waiting to be asked a question. They're helpers. *It's time to make AI a worker, not a helper.*

Why don't companies put AI into the center of their most important workstreams? Because they're treating AI as a standalone technology, not part of a coordinated team. To operate at the center of major workflows, AI must be part of an orchestrated team, playing a specialized role, interfacing with various other workers and data resources. This web of

coordinated tasks is how serious work gets done at scale. It's called a process. Process is how organizations spend their money, serve their customers, comply with regulation, and shape their reputations.



Process technology has always featured digital workers, but AI is something different. AI is the most powerful digital worker ever invented. Appian's process platform includes AI digital workers, and the impact is revolutionary.

In a process, AI agents can perform many of the tasks that currently require human intervention. They can make decisions, classify cases and documents, evaluate business rules, and recommend next best actions. Agents can take action—executing processes, triggering workflows, notifying humans, and intelligently handling exceptions without the need to hardcode business rules. And agents can handle documents and data—extracting information, masking PII data, and generating text such as emails and contracts.

## Are you ready to learn how to bring AI to work? If so, let's explore the six ways AI is more effective when embedded inside a process.

<sup>1</sup> In an [October 2024 study](#), Boston Consulting Group found "only 22% of companies have advanced beyond the proof-of-concept stage to generate some value, and only 4% are creating substantial value."

# Six reasons to deploy AI in a Process



## 1. Simple AI deployment

You can embed AI agents in an Appian process with just a few clicks. Choose a node in your process model, right click to bring up the AI menu, and select an agent.

You can choose an AI Agent for making decisions and recommendations, taking action, and analyzing data.

Because Appian embeds AI in a process just like any other worker, changing the behavior of AI agents is just as easy. You can specify the conditions and manner in which AI is used in your business operations to ensure proper governance and hand-offs between humans.



## 2. Give AI structure to do serious work

On its own, AI can do simple work in a single step. Complex work requires AI to partner with digital and human workers and coordinate in an advanced way.

Process makes AI part of an interconnected team working on serious projects. Process gives AI a job, a plan, a goal, a team of co-workers, an inbox and an outbox, escalation paths, exception handling, and human oversight.

Human oversight is important, because some decisions are too important to be left to AI alone, and some regulatory frameworks require that humans have the final say on certain decisions.

Appian makes AI an active participant that's always aligned with your business goals.



### ACCLAIM AUTISM

#### 83% faster patient intake

Acclaim Autism treats children with Autism Spectrum Disorder. "For families seeking care for their children, time is of the essence," says Ryan Cox, VP and founder of Acclaim Autism. "Long delays not only affect children's development but also add stress for parents waiting for much-needed services."

With Appian, Acclaim cut intake time by 83%. It took only three weeks for them to implement Appian with AI. They use AI to extract diagnosis information from unstructured medical documents and contact caregivers to verify data. They stay compliant with HIPAA and other privacy standards. Acclaim delivers faster care to patients in need.



#### Reduced invoice time by 36%

Century Fire Protection is a leading fire protection provider dedicated to protecting people and property. Each month, they were processing thousands of invoices and order acknowledgements manually. They decided to deploy AI to improve the process.

Using Appian, they built an accounts payable application that uses AI to classify documents and extract data. They reduced operating time on invoices by 36%, which freed their employees to work on more valuable activities.



### 3. Give AI access to data

AI is nothing without data. With more data, AI delivers extraordinary insights. With less, its output can be generic and useless. The right information may be scattered across your enterprise, and it may be in constant change. You need a capable connective layer, and Appian's process platform provides it.

Appian processes benefit from data fabric, a virtual database connecting all data sources in your enterprise. Data fabric gives your AI agents real-time access to remote data. It features automatic performance tuning, security, and read/write access in case the AI agents must record updates to source systems.

Informing AI with the right data from across your enterprise could make all the difference. Appian makes it possible—and easy.



#### AI helps 50,000 students

University of South Florida (USF) is one of America's largest universities. A team of academic advisors helps students navigate all the problems they encounter on the way to graduation. They've deployed AI to produce intelligent insight into the needs of each unique student case. The more data sources they tap into, and the fresher the data they use, the wiser AI's advice becomes.

An AI agent queries USF's data fabric to answer questions about student cases and generate meeting agendas, action plans, and follow-up emails. Appian AI saves advisors 15 minutes for each 30-minute meeting, so they get half their time back to connect with students. USF deployed Appian in under two months to 180 advisors serving up to 50,000 students a year.



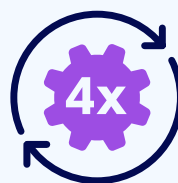
### 4. Keep AI safe with guardrails

There's a lot of hype around AI agents, but many of them are going to be underpowered and unreliable. Buyers should choose carefully.

Appian's AI agents take action with processes, which is to say their actions are powerful, coordinated, pre-approved, and auditable. Appian's agents are also well-informed due to the wide reach of our data fabric (see above).

Appian ensures enterprise security with zero-trust architecture, role-based access, encryption, and data loss prevention. Additionally, we offer compliance certifications such as FedRAMP, HIPAA, and SOC II, and honor your security controls on AI data usage.

Deploying an AI agent shouldn't involve risk. Appian's powerful agents work within guardrails to deliver safe and effective results.



**audit processing  
speed at a leading  
US mortgage lender**

A top US mortgage company uses Appian AI to quadruple their throughput of audit documents. Before Appian, the company had a 45-day audit backlog. They were manually pulling data from documents with 100+ fields and managing the whole process in a spreadsheet. Manual data manipulation is fraught with risk. With Appian AI, work that once took a whole business day can be done in an hour while protecting the security of the audit information.



## 5. Track performance with analytics

To know if AI is making an impact, you need to measure it. In a process, everything is tracked: every action, every delay, every decision, and every outcome. There's no better way to assess the value of your AI deployment, and no easier environment in which to tweak it to perfection.

Did your AI save time? Did it create errors? Did it make the customer happy? Did it reduce costs? Appian process orchestration tracks it all, and our process mining tool gives you real-time insights into everything. We even provide AI-generated recommendations for improvement. Whether this is your first AI deployment or your thousandth, it helps to be fully informed about the true impact AI is making.



### AI accuracy at a global pharmaceutical company

A Fortune 500 pharmaceutical company needed to process complex product safety certificates to verify that crop shipments were safe. The documents were difficult to interpret and time-consuming to handle manually, making it hard to ensure regulatory compliance.

By leveraging Appian AI, the company automated the extraction of key information, analyzed results, and routed exceptions for expert review. This AI-driven solution processes certificates with 99% accuracy, improving efficiency and ensuring compliance at scale.



## 6. Make AI scalable

When you use AI in high-volume processes, you need it to be scalable and available. You may need high availability and failover. You may need APIs to connect across the enterprise, or global cloud hosting. You may need autoscaling for usage spikes.

Appian has the leading process platform, complete with all of the above and much more. With Appian, you don't reinvent the wheel with every AI application. You start with the most complicated functionality pre-built.



### Processing millions of pages at a leading insurance underwriter

A leading life insurance company's underwriting team processes over two million pages of medical history documents annually, with each document ranging from 20 to over 400 pages. Previously, manual processing took over an hour per document, leading to inefficiencies, errors, and high costs.

Using Appian's AI Agents, the insurer built an automated solution that splits large documents, extracts key underwriting data, and consolidates the results into a structured format. This transformation has dramatically reduced processing time, improved accuracy, and enabled the team to handle increasing volumes with ease.

For 25 years, Appian has led the market in process orchestration. No platform is better equipped to deploy AI agents in enterprise workflows.