

Customer at a Glance: Alabama Power

“Appian gives us speed because we’re able to take an idea and go to actual execution and deployment much faster than we can with a lot of the other technologies we have now.”

Jamie Sandford, Business Process Transformation Manager

Customer objectives.

Alabama Power wanted to streamline a process of applying for loans or setting up alternative financing options, which would allow them to become a one-stop shop for home equipment needs.

The solution.

Alabama Power created the Smart Neighbor Financing Application on the Appian Low-Code Automation Platform. The application hosts and streamlines the entire financing process. It allows the dealer that is selling in the field to offer the customer several financing options and process requests in real time from their mobile device.

Key benefits.

- The entire process is now flexible, paperless, and can be completed within a single, easy-to-use interface.
- The application is accessible via any smart device.
- Accelerated processes combined with an enhanced user experience means more customers and stronger dealer relationships for Alabama Power.

Approvals in 10 minutes or less.

Financial servicing process reduced from three weeks to 33 hours.

The number of jobs being financed jumped up 1,200%.



Alabama Power

Headquarters:
Birmingham, AL

Industry:
Energy/Utilities

Products and services:
Residential electricity, energy consulting services, HVAC systems, and lab services

Website:
alabamapower.com

Number of employees:
2,000

Number of users:
761

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