EY optimizes Clients' Processes and Operations in the Financial Industry with Appian Technology.

Challenges.

As a consultancy specialising in offering clients best-in-class technological practices tailored to their needs, EY must continually innovate in an increasingly complex and competitive financial market. This sector faces challenges in talent acquisition and retention, particularly among younger generations, and is subject to evolving regulations requiring constant adaptation. EY's clients demand continuous efficiency, cost reduction, and innovation to attract customers, who expect rapid implementation times, competitive pricing, and experienced teams.

Solution objectives.

EY sought a process management, automation, and agile development platform to quickly and competitively deploy client projects, meeting the following criteria:

- Balance between feature offerings and price

- Proven success stories

- Agility in process design and modeling with easy adoption for technical and business users

- Verified security

- Quick and effective support

- Flexibility to meet client needs and market changes

- Excellent user experience (UX)

- Out-of-the-box (OOTB) configuration features for adapting solutions to meet changes

Agile global implementation.

Specifically, EY implemented an auction platform on Appian for a Spanish financial entity that previously managed bids manually. The solution helped the organization with:

- Design, development, implementation, support, maintenance, evolution, and operation of a tailored digital solution for efficient real estate asset auction management, including validations and differentiated activities based on property value.

- End-to-end process automation and digitization.

- Using BPM and low-code to develop the solution used by process participants to manage bids.

Implementing an auction platform to manage real estate asset auction processes.

Client profile (Global EY Data):

395,000+
employees

$49.4 Billion
revenue

- Deployment of an eight-week development cycle to enable Purchase Order Processes (POC) and Sales Order Processes (POV) on the platform.

- Achieving a 30% to 50% increase in development speed compared to common programming languages (Java, C++, etc.).

- Bridging the solution to business or non-technical profiles, allowing them to make configurations and changes without programming or IT knowledge.

- Management of over 6,580 users accessing the platform (Investors, servicers, and platform administrators).

Results.

The platform, built on Appian by the EY technical team, is stable, simple, user-friendly, and flexible to meet the client's requirements and changing needs. It has resulted in:

- Final users having quick and secure access to bids.

- Increase in the number of investors.

- Enhanced simultaneous bid management with less effort.

- Ability to track the number of completed bids, final prices, and the difference between initial and final prices.

- Identification and analysis of bidding behavior to improve offers.

- For bids below €500K (POC), 1,280 processes were executed in 21 months, achieving a 10% average increase over the initial price, reaching €7 million with less human effort and greater agility.

- For bids above €500K (POV), 40 bidding processes were executed in five months, achieving a 30% average increase over the initial price, reaching €14 million with less human effort, greater agility, and secure access for various users and participants in the processes.

- For EY, it is easier to track completed bids for billing the client.

- The client receives monthly detailed data and information to analyze and understand the behavior of bids, servicers, investors, and users within the platform.

Future.

- EY plans to extend the reach of the Appian Platform to other clients and processes in the financial sector to help reduce technological complexity and promote operational efficiency.

- EY also aims to apply additional useful functions within the Appian suite, such as robotic process automation and Artificial intelligence.

EY offers state-of-the-art technological solutions and services: from transformation strategy and conceptualization to delivery, maintenance, and evolution, covering all client needs and requirements. Having a technological partner like Appian to deploy our expertise and deliver solutions to our end client is crucial for our success.

Bernardo Gonzalez Sandovale
Director Technology Consulting, EY

appian

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