

Customer Snapshot: University of South Australia

“There is genuine enthusiasm [at] the university for using Appian to streamline business processes, and a number of senior executives are knocking our door down to get up the priority chain to be using Appian within their business area.”

Paul Sherlock, Chief Information Officer

Customer objectives.

The University of South Australia has more than 33,000 students and 7,000 faculty staff and is dedicated to transforming the teaching and learning experience. They want to simplify administrative processes, like timesheet submissions. In short, they want their staff and academics to spend their time guiding students to graduation—not navigating arcane administrative systems. This aligns with the university’s goal to move all administrative systems online, eliminating all paper forms and manual processes.

The solution.

Appian integrates with UniSA’s online recruitment system and automates all onboarding processes. All documentation and review/approval processes happen online and the candidate can accept their contract of employment on their mobile device. The unique Appian architecture makes every application work identically on desktop, web, and mobile devices, and its interface flexibility allows for completely tailored branding both internally and externally.

Key benefits.

- Staff receive automated alerts to remind them to complete tasks on time, and managers receive immediate prompts for review and approval.
- All documentation and review/approval processes now happen online.

HR onboarding time was slashed from three weeks to one day.

Timesheet processes became 20x faster.

The university experienced zero performance issues.



University of
South Australia

Headquarters:
Adelaide, Australia

Industry:
Education

Products and services:
Undergraduate, graduate, and
doctoral degree programs

Website:
unisa.edu.au

Appian solutions:
Appian Low-Code
Automation Platform

Number of employees:
7,000

Number of users:
8,000

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