

Crown Commercial Service – G-Cloud 13 – Price List

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appian

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Appian Cloud – G-Cloud 13 Price List

Appian is the unified platform for change. We accelerate customers' businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprise-grade and trusted by industry leaders.

Appian Pricing (all lots – cloud hosting, cloud software, and cloud support)

Appian Cloud service is a hosted, cloud-based Software as a Service (SaaS) which inherently includes all components of the three lots available on the United Kingdom's (UK's) Crown Commercial Service Digital Marketplace under the proposed G-Cloud 13 framework agreement and call-off contract: Lot 1 – Cloud Hosting; Lot 2 – Cloud Software; and Lot 3 – Cloud Support.

Additionally, Appian offers a self-managed option for organisations that want to run Appian Software on their own cloud (or on-premise environments). This would be applicable to Lot 2 - Cloud Software and Lot 3 – Cloud Support.

To simplify understanding Appian has summarised all our commercial inputs into this all-inclusive "Price List." document. This document is attached to each Appian service lot application but is identical across all three lots.

LOT 1 – CLOUD HOSTING COSTS

Appian Cloud is purchased on a subscription basis and includes hosting of the Appian Low Code software platform and customer-specific process-automation applications as part of the software costs. Please see the "Lot 2 – Cloud Software Costs" section below for pricing details. Also, for a description of what is included with Appian Cloud hosting, please see our "Service Definition Document." Please note that additional Appian Cloud Hosting infrastructure can only be purchased if you already have bought Appian Software subscriptions.

LOT 2 – CLOUD SOFTWARE COSTS

Appian Cloud is sold as one complete, fully integrated Platform as a Service solution. Each licensed user is granted full and complete access to all integrated components of the Appian Low-Code Automation Platform™ software which underpins the Appian low-code cloud offering.

Appian Software (as distinct from Appian Cloud Software) is a software license only. This enables customer to purchase our platform software and deploy this on your own cloud infrastructure (or even into an on-premise datacentre).

Appian Software License and Pricing Strategy

Appian's licensing strategy is designed to offer clients a simple, easy-to-use, powerful licensing vehicle for the Appian platform. We offer licensing models that allow clients to scale usage and costs as they derive value from specific applications and the platform. In line with the licensing model, our pricing structure is also designed to facilitate starting with a specific application and growing the user base as functionality is deployed across the organisation.

License and Pricing Model

The core Appian platform is offered as a unitary license. We do not separately price individual components. The rationale for this approach is rooted in how the product is architected. Unlike the competition, Appian is a unified platform, a single product, fully integrated, natively built as an enterprise low-code development platform (to solve the most complex customer Case and Process Management requirements) in which all elements are in the one product, out of the box.

The license grants the individual access to all features and components of the Appian platform including:

- Dynamic Complex Case Management
- Process Modelling
- Orchestration Engine
- Task and Status Management engine
- Rules Engine
- Records and Reports
- User Interface and Forms Management
- Content/Document Management
- Business Activity Monitoring (BAM) Reports and Dashboards
- Security and Identity Management
- Integration Management
- Collaboration Platform
- Automatic Creation of Native Mobile/Tablet Version of Your Application ("App")
- Quick Apps (Applications)
- Comprehensive KPI and SLA automated reporting and dashboard

A key differentiator of our licensing model is that we do not limit the number of transactions, processes, or rules that can be executed on the license. Unlike other products, we do not meter traffic. The license allows the user to run on an unlimited number of CPUs (central processing units), regardless of whether they are used in development, staging, testing, or production—though there may be additional hardware costs if the customer requires more memory or storage.

Subscription License

All licenses are subscription based. We do not offer perpetual licenses. The subscription license provides that the customer pays a monthly fee to access the software. The monthly fee includes “Standard” maintenance and support, Appian Cloud instances, and operational support for the Appian platform (including quarterly upgrades). This means the client does not have to pay extra for new releases, versions, fixes, or patches. The subscription term must be at least 12 months and can be no more than 60 months.

License Types

Appian offers four user license types:

1. **A Platform User II License** authorizes the licensed individual to use the software for any purpose on any number of applications. Platform Users deployed in the Appian Cloud includes Appian Portals for an unlimited # of unauthenticated users, 20k pages of native Appian intelligent document processing per month, 25 bots, and rights to process mine up to 3 processes. Minimum purchase is 100 Application or Platform users.
2. **An Application-Specific II (Frequent) User License** authorises the licensed individual to use the software on one application as defined in the license grant. The Application User License will have three elements defined in the license grant:
 - a. The definition of the application articulated in sufficient detail to identify processes or functions covered by the grant;
 - b. The number of users licensed to use the software for the specified purpose; and
 - c. The organisation, department, or division being licensed.

Application Users deployed in the Appian Cloud includes Appian Portals for an unlimited of unauthenticated users, 20k pages of native Appian intelligent document processing per month, 5 bots, and rights to process mine up to one process. Minimum purchase is 100 Application or Platform specific users.

3. **An Application-Specific Infrequent User License.** An Infrequent User License authorises the licensed individual to use the software on one application in the license grant up to three times per month, with any access extending from one day to another counting as access for each day. Each use granted authorises the licensed individual access to the application for a session up to one full calendar day and for multiple log-ons within the same calendar day. Infrequent Users can be purchased in conjunction with a customer’s new application or as additional users to a customer’s existing single application connected to previously licensed Application-Specific Users or Enterprise-Specific Users. The application must have the required population of Application-Specific Users and/or Enterprise Users provisioned. The standard minimum purchase of Infrequent Users is 100 users.

4. **An Input-Only External User License** authorises the licensed external person to submit forms or requests to a single Appian application. The user must be outside of the organisation of the application. The user may not engage in approval processes, complete tasks, or use the Appian Software for any purpose other than form submission. Input-Only External Users can be purchased in conjunction with a customer's new application or as additional users to a customer's existing single application connected to previously licensed Application-Specific Users or Enterprise-Specific Users. The application must have the required population of Application-Specific Users and/or Enterprise Users provisioned. The standard minimum purchase of Input-Only External Users is 500 users.

Appian Solutions

Appian Solutions provide our customers with access to pre-built solutions to accelerate further time to value. All solutions are built on the underlying Appian platform, so can be easily adapted or extended.

1. Appian Workforce Safety Solution
2. Appian CampusPass Solution
3. Appian Requirements Management Solution
4. Appian Award Management Solution
5. Appian Source Selection Solution
6. Appian Clause Automation Solution
7. Appian for Financial Services Connected Servicing
8. Appian for Financial Services Connected OnBoarding

With user-based pricing, the unit cost per user declines as additional user licenses are purchased.

Appian alternative License models

In addition, Appian also offers an **Appian Unlimited II License** option. This provides the option for customers to purchase a development license without any restrictions on user volumes or range of applications. Appian Unlimited authorizes a customer the ability to create as many applications as they want within a specified development period and team size. Applications built during the development period can be deployed without user limitations. The development period is available in monthly or annual increments. The price for Appian Unlimited is dependent upon the effort needed to build the application. Effort is measured by the number of application builders and the number of months it takes for them to deploy.

Post-development, the customer pays an annual fee to use and maintain the applications they built during the development period. This annual fee is equivalent to the price they paid to build the applications.

APPIAN SOFTWARE LICENSE PRICING	
Descripti on	Unit Fee
Appian Application-Specific Frequent User II License (<i>see Note 1 below</i>)	Starting at £59 down to £23.60 (based on volume discount bands) per user, per month
Appian Application-Specific Infrequent User License (<i>see Note 1 below</i>)	Starting at £7 down to £3 (based on volume discount bands) per user, per month
Appian Input-Only External User License	Starting at £1.54 down to £0.18 (based on volume discount bands) per user, per month
Appian Platform User II License (<i>see Note 1 below</i>)	Starting at £153 down to £38 (based on volume discount bands) per user, per month
One-off Setup Fee (Appian Cloud environment)	£3,850 (one-off cost per application/environment)

NOTES:

- 1) The above user pricing is the same for both Appian Cloud and Appian Self-Managed customers (using their own infrastructure).
- 2) The minimum purchase is for 100 Standard or Application-Specific licenses.
- 3) Annual standard maintenance is included in the above monthly fee for the Appian Cloud hosted offering.
- 4) The first Appian Cloud license a new customer purchases comes with three cloud instances included in the license price. The initial configuration for a new Appian Cloud customer is: Appian will provide one (1) production instance of the cloud offering, with a maximum resource allocation of 30 gigabytes (GB) of memory; 4 virtual cores; 200 GB of storage, (size xLarge above) or equivalent, and two (2) non-production instances of the cloud offering each with a maximum resource allocation of 15 GB of memory, 2 virtual cores, 75 GB of storage, (Size Large above) or equivalent. Customers can choose the location of their instances from the ones listed here: <http://status.appiancloud.com/>.
- 5) Quarterly Appian platform upgrades (new software releases) are included, without disruption to the applications already built on the Appian platform (due to Appian's low-code capabilities).
- 6) Appian Cloud vs On-premise Note: A base amount of Appian RPA, Appian Portals for Unauthenticated Users, and Appian Process Mining usage is included for customers who deploy on Appian Cloud (for Application User II, Platform User II, Appian Unlimited II). On-Premises and self-managed customers who want to deploy the unified suite must buy legacy 'Appian Unlimited I' or equivalent legacy SKUs, sign a Cloud agreement, and separately purchase Appian RPA, Appian Process Mining, and Appian Portals.
- 7) The customer may contract for an initial one- or two-year term, with the option to renew its subscription for up to two additional, successive, one-year increments as required in the G-Cloud 12 call-off contract.
- 8) The pricing detailed above is Appian's user-based pricing. However, should there be a requirement for an Appian Unlimited subscription, Appian will be happy to discuss the customer's requirements in finer detail once volume and duration of developer resources are determined/known.

LOT 3 – SUPPORT COSTS

Appian Cloud/Self-managed includes Standard software support and maintenance (described in our “Service Definition Document”) as part of the subscription service, as well as assistance to customers initially transitioning to a cloud-based environment. Please see the preceding “Lot 2 – Cloud Software Costs” section for Appian Cloud pricing.

Standard Support is included with the purchase of an Appian software subscription. Standard Support on Appian Cloud includes technical support during local business hours and a 99.8% SLA.

Should 24x7x365 support be required, we optionally offer **Advanced Support** and maintenance at additional cost. Either Appian point of contact included at the end of this price list will be pleased to provide information on this option upon request. Advanced Support offers resources for customers that are running mission critical applications on Appian. Advanced Support for Appian Cloud provides High Availability configuration for a single production instance, 24x7x365 support for critical issues, expedited overall response time with SLAs, and additional Appian Cloud capabilities. Advanced Support customers have a 99.95% SLA with Appian Cloud. Advanced support is charged at 18% of the customers subscription charge.

Our enhanced **Enterprise Support** option provides all the benefits of Advanced Support plus additional services such as an assigned Lead Support Engineer, enhanced infrastructure for customers with large-scale Appian Cloud deployments, globally distributed teams, and advanced security compliance and audit requirements. It provides 24x5 support for all case priorities from any of our global support locations (USA, Europe and Australia). Enterprise Support customers have a 99.99% SLA with Appian Cloud. Enterprise support is charged at 25% of the customers subscription charge.

A detailed description of Appian Support can be found in the Appian Service Definition document.

Appian Robotic Process Automation (RPA)

As described in our “Service Definition Document,” Appian offers an integrated Robotic Process Automation (RPA) capability. This enables highly repetitive manual tasks to be automated and improves service delivery and efficiency. Depending on the Appian license selected a specified number of Bots are included in the fee. If additional Bots are required these can be added for an additional fee.

Appian Portals

As described in our “Service Definition Document,” Appian offers an integrated Appian Portals capability. This enables public facing sites and anonymised usage leveraging Appian Platform. Appian Portals unlimited Anonymous users included with Appian Cloud licenses. If customers require external Portals users to be authenticated there are two external user types available from Portals a) Institutional Portals Account users (B2B) b) Individual Portals Account Users

(B2C). These authenticated external users are available for an additional fee in combinations with Appian Platform licenses.

Appian Process Mining

As described in our “Service Definition Document,” Appian offers an Appian Process Mining capability. Appian Process Mining is the easiest way to identify and address bottlenecks in your workflows. Appian empowers you to extract and transform data from enterprise systems, visualize how processes are working, and then act to continuously optimize and increase efficiency. Appian Process Mining is included within our Appian Cloud licenses options (between one and three end to end processes being included in the core Platform fee, depending on license model) with additional processes being available for additional charges.

Standard process mining solutions rely on data scientists to transform your data to make it usable, with data preparation accounting for 70% of the total effort. This leaves little time for analysis and optimization. Our data preparation solution, Appian Mining Prep, flips this equation. Our no-code solution simplifies the preparation and transformation of your data. With pre-built process packages, Appian removes the single largest friction point, helping you spend more time on optimizing and improving processes. Appian uniquely provides a unified, low-code platform enabling you to easily go from insight to action. Discover bottlenecks in processes, design optimized workflows, then automate them from a single platform. Optimize your workflows to deliver better customer experiences and a more efficient enterprise.

Appian Process Mining Kick-Start.

Ready to get started? So are we. Appian Process Mining Kick-Start is a services led implementation program designed to rapidly uncover inefficiencies and optimize your processes for better business outcomes. Process mining experts from Appian will help identify good use cases, prepare and transform data, and train key stakeholders for future success.

APPIAN PROCESS MINING PACKAGES	PRICE
Process Mining Kick-Start - Small	£22,000
Process Mining Kick-Start - Medium	£37,000
Process Mining Kick-Start - Large	£55,000
Process Mining Assessment	£37,000

Terms

- Size is dependant on number of systems, processes and attributes required to successfully mine the solution.
- Kick-Starter requires software purchase.
- For an Assessment engagement there will be no access to the Process Mining software during or after the engagement.

- At the end of an Assessment engagement a report with recommendations will be provided. You will have the opportunity to purchase a license at this point.
- Engagements typically last 12 weeks.

For more information on Appian Process Mining <https://appian.com/process-mining/what-is-process-mining.html>

Appian Customer Success Services (Consulting and Implementation)

Appian's daily rates for all relevant Customer Success Services roles are detailed in the "Skills Framework for the Information Age" (SFIA) section that follows.

The Appian Customer Success organisation will work closely with each G-Cloud 13 customer to introduce the Appian platform into the organisation's business environment and, as needed, help the organisation transition to a cloud-based operating environment.

A description of our consulting and implementation services offerings, approach, and capabilities is included in our "Service Definition Document."

Appian's recommendations for Customer Success support are designed to assist in launching a customer's SaaS initiative, as well as to train and mentor staff to become application owners and implementers. Appian and our customers have had tremendous success using this application-development transition model, which combines core product training with mentorship and a phased transition of ownership. During the ownership transition period, Appian typically moves from a technical lead role to an upon-request/as-needed supporting posture.

Customer Success Packaged Services

APPIAN GUARANTEE

Appian Customer Success offers a fixed price for a focused eight-week delivery of a new customer's first Appian application. The fee is £150,000 and is reflective of Appian's commitment to our customers to realize incredible productivity and impact with our software. The Appian Guarantee consists of:

- A focused eight-week delivery period for your first application.
- Project implementation and deployment best practice.
- Full use of Appian standard features.
- Clearly documented guidelines, to ensure successful delivery following an Agile delivery methodology.

More information is available here <https://www.appian.com/company/appian-guarantee/>.

APPIAN ACCELERATE

With Appian Accelerate we provide you with a tailored service that helps to Assure the quality of your applications and helps your organisation in the adoption of Low Code. By helping you reimagine what's possible, plan your solutions, oversee complex deployments, improve end-

user adoption, manage change and more, we ensure you maximise the potential that Appian can bring to your organisation with experts who know Appian like no one else.

Included in your Appian Accelerate team is a Success Manager who understands your unique implementation and is dedicated to your success and a team of experts covering every aspect of Appian.

1. **Success Plan:** A collaborative plan to evaluate and establish the key components of a customer's Appian practice with a path towards continuous improvement
2. **Success Checkpoints:** Proactive, recurring sessions to assess the progress of a customer's success plan, enable the customer team, track adoption and minimise risks with platform health analysis.
3. **Ask and Expert:** Direct access to knowledgeable Appian experts with extensive implementation experience across a range of verticals.
4. **Architecture:** Optimize Appian architecture to better align with your business strategy and vision.
5. **Education:** Learn how to take advantage of the newest Appian features and emerging technologies such as AI and Machine Learning.
6. **Developer Upskill:** Accelerate your team's capabilities through solution design guidance, targeted application reviews, and on-demand troubleshooting.
7. **Technical Practices:** Scale your program confidently by right-sizing governance based on your project, company, and industry needs.
8. **Health Monitoring:** Ensure applications are running smoothly with Appian Health Check and performance tuning.

Appian Accelerate has two tiers: These services are available with two levels of service: one (1) concurrent request and three (3) concurrent requests. The fees per month are defined in the table below.

APPIAN ACCELERATE PACKAGES	MONTHLY PRICE
Standard	£13,500
Plus	£20,700

- Services are provided remotely from Appian offices.
- Includes regular onsite meetings with your Appian Success Manager.
- A minimum term of 6 months is required and will renew automatically.

For more information on Appian Accelerate Services <https://www.appian.com/customer-success/services/expert-guidance>.

Standard Rate Card

	Strategy and Architecture	Business Change	Solution Development and Implementation	Service Management	Procurement and Management Support	Client Interface
1 – FOLLOW	£1,616/day	£1,616/day	£1,616/day	£1,616/day	£1,616/day	£1,616/day
2 – ASSIST	£1,616/day	£1,616/day	£1,616/day	£1,616/day	£1,616/day	£1,616/day
3 – APPLY	£1,744/day	£1,744/day	£1,744/day	£1,744/day	£1,744/day	£1,744/day
4 – ENABLE	£1,896/day	£1,744/day	£1,744/day	£1,744/day	£1,744/day	£1,744/day
5 – ENSURE/ADVISE	£2,160/day	£2,160/day	£2,160/day	£2,160/day	£2,160/day	£2,160/day
6 – INITIATE/INFLUENCE	£2,160/day	£2,160/day	£2,160/day	£2,160/day	£2,160/day	£2,160/day
7 – SET STRATEGY/INSPIRE	£2,160/day	£1,896/day	£2,160/day	£2,160/day	£2,160/day	£2,160/day

Standards for Consultancy Day Rate Card

- Consultant's Working Day: Eight (8) hours, exclusive of travel and lunch
- Working Week: Monday through Friday, excluding national holidays
- Office Hours: 09:00 to 17:00, Monday to Friday
- Travel, Mileage, and Subsistence: Included in the day rates within M25; payable at the department's standard travel-and-subsistence (T&S) rates outside M25
- Professional Indemnity Insurance: Included in the above day rates

APPIAN POINTS OF CONTACT

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