**Hardware Sizing Survey**

| **Customer:** | **Prepared By:** | **Date:** |
| --- | --- | --- |

***The questions below are intended to provide Appian Customer Success with details specific to your organization’s information technology environment and intended use of the Appian platform This information will be used to provide hardware recommendations for your organization’s Appian installation.***

***If the installation is intended as a pilot or phased deployment, please specify whether you are answering for the initial phase only or the entire scope of the deployment. Appian is designed to scale over time for increased usage, so you may choose to grow the infrastructure over time.***

**A. Usage**

1. **How many authenticated users will the system have?**

| ☐ | <50 |  |  |
| --- | --- | --- | --- |
| ☐ | 50-999 |  |  |
| ☐ | 1,000-9,999 |  |  |
| ☐ | 10,000-100,000 |  |  |
| ☐ | >100,000 | *Please estimate*: |  |

1. **How many authenticated users will be logged into the system during its peak usage?**

Peak usage is normally during core business hours. How many people will be expected to be logged into the system during the business day?

| ☐ | <25 |  |  |
| --- | --- | --- | --- |
| ☐ | 25-99 |  |  |
| ☐ | 100-249 |  |  |
| ☐ | 250-999 |  |  |
| ☐ | 1,000-10,000 |  |  |
| ☐ | >10,000 | *Please estimate*: |  |

What time(s) of day would peak usage be expected?

|  |
| --- |

**2a. Optional**

For a more accurate sizing estimate, you will be asked to identify how involved business process users will be. Business process users are the primary users of the system.

To specify the active user information for each module, write the total number of active users in the **Total** column. Then, if possible, break down the active users into three categories: light, standard, and heavy workload users.

| Light | Standard | Heavy |
| --- | --- | --- |
| Light workload users are occasional users who complete one transaction every four or more minutes. | Standard workload users work at the rate of one transaction every three minutes. This is the default; and if you fill in only the **Total** column, all users will be assumed to be standard users. | Heavy workload users are power users who complete one transaction every two minutes. Faster rates should also be included in this category. |

| Number of Business Process Users by Usage Category | | | |
| --- | --- | --- | --- |
| Light | Standard | Heavy | Total |
|  |  |  |  |

\*Be certain the number of light users + standard users + heavy users = total users.

1. **What types of Records do you intend to store in the system?**

Appian’s Customer Success defines record complexity to be in terms of number of data fields:

* A *small* record has fewer than 20 fields
* A *medium* record has between 20 and 50 fields, and
* A *large* record has more than 100 fields.

| Record Name | Complexity  (Small, Medium, or Large) | Number of Entities  (after 1 year) |
| --- | --- | --- |
| Customer | Large | 100 |
| Opportunity | Medium | 250 |
| Orders | Small | 1000 |
|  |  |  |
|  |  |  |

Please delete the examples above and fill in your own information.

1. **What type and how many business processes do you intend to run on the system?**

Appian’s Customer Success defines process size to be in terms of process steps with:

* A *small* process being less than 10 steps,
* A *medium* process being between 10 and 50 steps, and
* A *large* process being more than 50 steps.

| Process Name | Size  (Small, Medium, or Large) | Average Number of Processes Started per Day | Average Process Duration (in Days) |
| --- | --- | --- | --- |
| Customer Onboarding | Medium | 1 | 2 |
| Customer Management | Small | 1 | 1 |
| Order Processing | Large | 5 | 1 |
|  |  |  |  |
|  |  |  |  |

Please delete the examples above and fill in your own information.

1. **Generally, what size are documents that are used in your business process? This information will be used to help estimate required disk size.**

| ☐ | Light usage during process operation, with few attachments (50 GB to 100 GB per year) | | |
| --- | --- | --- | --- |
| ☐ | Medium usage, (100 GB to 500 GB per year) | | |
| ☐ | Heavy usage of document management outside of normal process flow (1 TB+) | | |
| ☐ | Other | *Please estimate*: |  |

**B. Portals Usage**

1. **How many unauthenticated external users will the system have?**

| ☐ | <50 |  |  |
| --- | --- | --- | --- |
| ☐ | 50-999 |  |  |
| ☐ | 1,000-9,999 |  |  |
| ☐ | 10,000-100,000 |  |  |
| ☐ | >100,000 | *Please estimate*: |  |

1. **How many unauthenticated external users will be logged into the system during its peak usage?**

Peak usage is normally during core business hours. How many people will be expected to be using the portal during the business day?

| ☐ | <25 |  |  |
| --- | --- | --- | --- |
| ☐ | 25-99 |  |  |
| ☐ | 100-249 |  |  |
| ☐ | 250-999 |  |  |
| ☐ | 1,000-10,000 |  |  |
| ☐ | >10,000 | *Please estimate*: |  |

1. **If you are expecting >500 concurrent unauthenticated external users, please check all that apply:**

| ☐ | Portal users will need to view data that resides in the main environment or in other systems |
| --- | --- |
| ☐ | Portal users will be able to interact with documents that reside in the main environment |
| ☐ | Portal users will kick off Appian processes |
| ☐ | Portal users will write data directly to the main environment’s database |
| ☐ | Portal users will be able to self-register for Appian accounts |
| ☐ | Not expecting >500 concurrent unauthenticated external users |

1. **How frequently are documents being uploaded from unauthenticated external users in a day?**

| ☐ | <10,000 |  |  |
| --- | --- | --- | --- |
| ☐ | 10,000-100,000 |  |  |
| ☐ | >100,000 | *Please estimate*: |  |

**C. Service-Level Expectations**

1. **Do you require a high level of redundancy and failover?**

Appian offers the capability of providing various levels of redundancy and failover capabilities, depending on uptime requirements. However, redundancy and failover capabilities require additional hardware.

Do you require redundancy and failover capabilities to minimize unplanned downtime? Please check the appropriate box:

| ☐ | Yes |
| --- | --- |
| ☐ | No |

1. **Does your business process require an environment compliant with any of the following standards? Please check all that apply.**

| ☐ | PCI |
| --- | --- |
| ☐ | HIPAA |