



A-Score Certification Program

Customer success is at the heart of what we do, which is why we partner exclusively with best-in-class service providers. Appian recognizes that each customer project has unique requirements and deserves exceptional service from highly experienced practitioners. Because we are committed to ensuring success throughout the project lifecycle and delivering superior business value, Appian designed the A-Score Certification Program to help customers validate that the right implementation resources are in place for every project.

The A-Score Certification Program allows our customers to evaluate a practitioner's technical proficiency proficiency in **building business solutions in Appian**.

Appian certifies individuals globally with A-Score Levels based on **two core components**:

- **Highest Current Appian Credential**

The individual's expertise demonstrated through exams and personal interviews

- **Customer Success on Appian Projects**

The individual's track record of success with Appian customers

CUSTOMER BENEFITS



Leverage this unlimited, free service for Appian customers worldwide



Accelerate positive outcomes with credentialed practitioners who have expertise on Appian's latest features



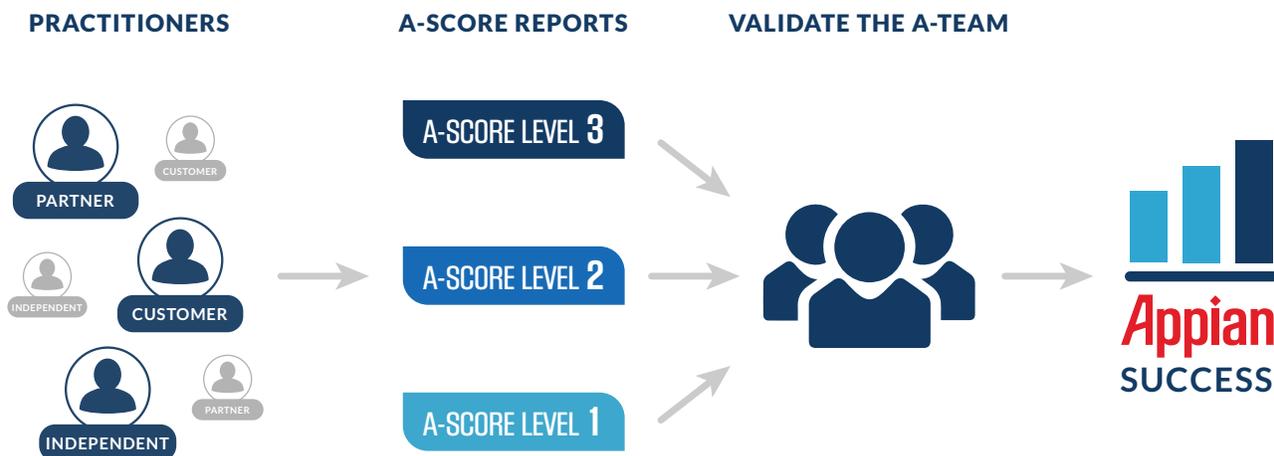
Gain access to a community of customers and share feedback and testimonials



Validate resource assignments



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The simplified **A-Score Levels** indicate a practitioner’s Appian knowledge, current credential and relevant customer project experience.

To Achieve A-Score Certification

Appian	REQUIREMENT		
	CREDENTIAL MINIMUM	RELEVANT EXPERIENCE	CUSTOMER SUCCESS
Level 3 (Highest)	Level 3 Credential (includes architect interview)	12 Months of Relevant Experience	Verified Customer Endorsement
Level 2	Level 2 Credential	None Required	Verified Customer Endorsement
Level 1	Level 1 Credential	None Required	None Required

Relevant experience includes accumulated time spent in a hands-on role on Appian customer implementations that are released into production by a practitioner’s organization. It must include at least one go-live on the Appian platform in the current or prior calendar year.

Verified customer endorsement requires an Appian customer to complete an online project evaluation and explicitly endorse an individual practitioner. Endorsements must be from the current or prior calendar year.

Note: We’ve introduced the customer success component in March 2020. Through December 31, 2020, a practitioner can continue to qualify for certification without a verified customer endorsement. [See details here.](#)



REQUEST A REPORT

Visit the Appian Community site and fill out the [Request Form](#). Request reports for as many practitioners as you need, and you’ll receive an email with your report within two (2) business days. If you have questions, please contact your Account Executive.

Appian

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world’s largest financial institutions use Appian solutions to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com