

Ensuring Customer Success with the A-Score 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 Partner practitioners. Because we are committed to ensuring success throughout the project lifecycle and delivering superior business value, Appian designed the A-Score Program to help customers validate that the right implementation resources are in place for every project.

The A-Score Program allows our customers to evaluate an individual's proficiency in building business solutions in Appian.

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

- **Highest Current Appian Credential**

The individual's expertise demonstrated through exams and personal interviews

- **Relevant Experience on Appian Projects**

The individual's recent field experience 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

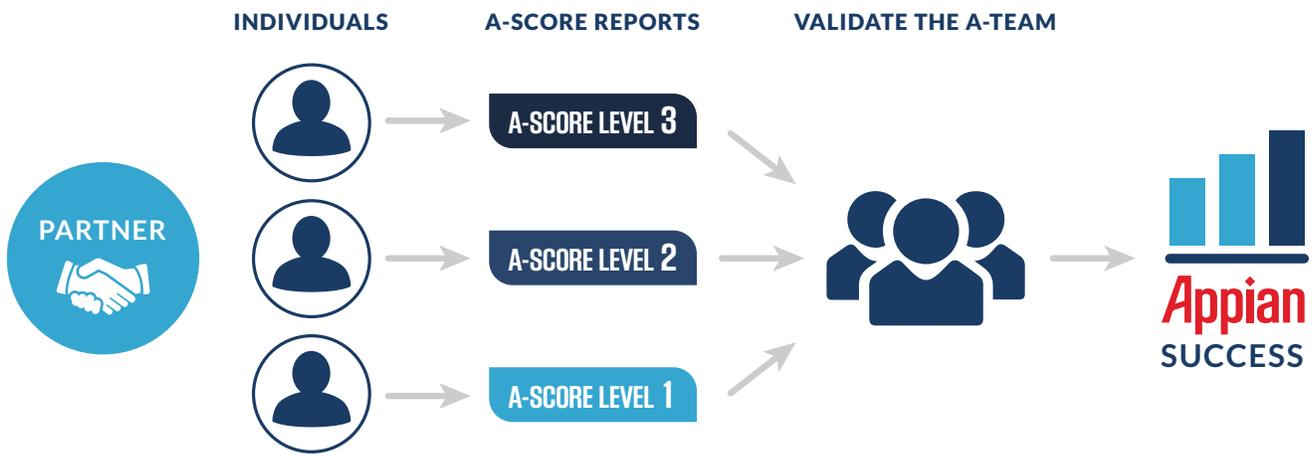


Gain access to a community of customers and share feedback and testimonials



Validate partner resource assignments





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

To Achieve A-Score Certification

Appian	REQUIREMENTS	
	CREDENTIAL MINIMUM	EXPERIENCE MINIMUM
Level 3 (Highest)	Level 3 Credential (includes architect interview)	24 months relevant experience
Level 2	Level 2 Credential	12 months relevant experience
Level 1	Level 1 Credential	None

Relevant experience:

1. Includes Appian customer implementations that are released into production for a customer by a practitioner’s organization.
2. Is calculated based on accumulated time spent in a hands-on role on an implementation project.
3. Must include at least one (1) validated project go-live on the Appian platform within the past year.



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 provides a software development platform that combines intelligent automation and enterprise low-code development to rapidly deliver powerful business applications. Many of the world’s largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk and compliance.

For more information, visit www.appian.com