KPMG

Low-code: The unifying fabric of the digital enterprise

Low-code platforms may be the missing link in today's digital first, digital now environment – and the key to accelerating enterprise modernization, agility, and efficiency

Even as digital technologies change our world at a breathtaking pace, some companies are finding their own digital strategy stuck in low gear. They struggle to bring their work to scale, integrate it into their legacy information systems, or orchestrate their activities in a coordinated way across the enterprise. Too often the end result, too is an unwieldy collection of siloed applications and disconnected digital experiments with only marginal business use and no measurable return on investment.

■ A better way forward

At KPMG, we see low-code as the future of application development and automation. Low-code platforms have the potential to increase the speed of creating sophisticated enterprise-class applications that incorporate complex business logic, automate workflow and case management activities, integrate with existing information systems, and enable a slick customer and employee experience.

Featuring drag-and-drop functionality and prebuilt functions and integrations, low-code puts more problem-solving capabilities into the hands of non-IT professionals while allowing developers with varied levels of experience to quickly create scalable business applications in response to changing business demands.

Moving forward, we anticipate low-code platforms being used to address a majority of enterprise needs:

— **Filling in gaps in existing ERP and software-as-a-service applications**

— **Accelerating customer-centricity and legacy modernization**

— **Empowering the workforce to build with confidence and infuse automation across the business**

■ Designed to align

With low-code, organizations build once and deploy everywhere so web and mobile users get the same experience regardless the device they are using. This multichannel consistency helps boost productivity, enhance collaboration, and deliver the ideal user experience that businesses and their employees and customers crave. With demonstrated agility and a diverse range of uses, low-code applications have the potential to function as the unifying fabric of a digital enterprise.

Preparing for growth

Since the outbreak of COVID-19, the number of executives naming low-code/no-code development platforms as their most important automation investment has nearly tripled.*

100% of enterprises who have implemented a low-code development platform have received ROI.**

Low-code means organizations no longer need to think in terms of having separate agendas for, Robotic Process Automation (RPA), machine learning, analytics, or cloud – agendas often focused as much, if not more, on IT magic than on business outcomes, and requiring additional coding after they are "completed" to deliver positive business results. Instead, they can pursue broad business transformation initiatives and ultimately deliver, for employees and customers alike, better experiences and better outcomes – all in less time.

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■ Low-code, high reward

While low-code applications can be used to solve discrete challenges or seize singular opportunities, their more dramatic value is in serving as the orchestration layer that binds an organization and its operations together in ways that simply have not been possible at scale in the past.

Organizations that embrace this shift to low-code will find their digital strategies reinvigorated and more unified, and their operating capabilities more agile. They will be able to respond more quickly to the ever-changing expectations of their customers, and deliver a more meaningful, engaging experience for their employees and customers. Low-code platforms are the technology that companies can buy once to build everywhere – and finally create the tightly connected digital enterprise they have long envisioned.

Leading organizations are already looking ahead to a connected future where low-code platforms – powered by the adoption and convergence of emerging technologies, will unify front-, middle- and back-office functions.

Front office
Low-code will enable harmonious multichannel user experiences across appli-cations, and faster time-to-market for new product and service offerings.

Middle office
Low-code will improve the integration and automation of processes that span the enterprise, add a unifying orchestration layer across the organization's many different applications, and bring a digital user experience to legacy systems.

Back office
Low-code will modernize legacy systems; automate mundane, disconnected, and manual tasks; and reduce the dependency on traditional, costly and lengthy custom-developed projects.

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