Low-code Workflow Automation – the Next Normal for Application Development

December 2021: Complimentary Abstract / Table of Contents

EGR-2021-32-CA-4808

Our research offerings

This report is included in the following research program(s):
Application Services

- Application Services
- Banking & Financial Services BPS
- Banking & Financial Services ITS
- Catalyst™
- Clinical Development Technology
- Cloud & Infrastructure
- Contingent Workforce Management
- Conversational AI
- Cost Excellence
- Customer Experience Management Services
- Cybersecurity
- Data & Analytics
- Digital Adoption Platforms (DAP)
- Digital Services
- Digital Workplace
- Engineering Services
- Enterprise Platform Services
- Finance & Accounting

- Financial Services Technology (FinTech)
- Global Business Services
- Healthcare BPS
- Healthcare ITS
- Human Resources
- Insurance BPS
- Insurance ITS
- Insurance Technology (InsurTech)
- Insurance Third-Party Administration (TPA) Services
- Intelligent Document Processing (IDP)
- Interactive Experience (IX) Services
- IT Services Executive Insights™
- Life Sciences BPS
- Life Sciences ITS
- Locations Insider™
- Marketing Services
- Market Vista™
- Mortgage Operations

- Multi-country Payroll
- Network Services & 5G
- Outsourcing Excellence
- Pricing-as-a-Service
- Process Mining
- Procurement
- Recruitment Process Outsourcing
- Retirements Technologies
- Rewards & Recognition
- Service Optimization Technologies
- Supply Chain Management (SCM) Services
- Talent Excellence GBS
- Talent Excellence ITS
- Technology Skills & Talent
- Trust and Safety
- Work at Home Agent (WAHA) Customer Experience Management (CXM)

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at **info@everestgrp.com**

Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

For more information on this and other research published by Everest Group, please contact us:

Alisha Mittal, Practice Director

Ankit Gupta, Practice Director

Rahul Samaddar, Senior Analyst

Contents

Background and context

Low-code solves the great divide between the unrelenting business needs and the restricted bandwidth with IT to deliver. However, like any technology, enterprises need to use it wisely to derive value from it. The journey has just started for enterprises in low-code adoption and successful enterprise-grade adoption depends on selecting the right platform for the right use-case, keeping in mind the cost and benefits of adoption. COVID-19 pandemic, and subsequent emergence of remote working models, paved the way for low-code adoption in the last year and the market will continue to grow at a staggering rate of 24-26% in the medium term.

In this report, we deep dive into 15 low-code platforms where we focus on the enterprise journey of low-code adoption

- Identifying the need of low-code adoption along with the various evaluation parameters that should be taken into consideration while selecting a platform
- Charting an implementation journey that includes stakeholder identification, pricing, understanding skills requirements, and maintenance and support of applications
- Identifying the use cases that are experiencing maximum adoption through low-code technologies and the role of low-code in realizing these transformations

As enterprises charter their journey toward becoming a digital entity, they will have to rethink, rearchitect, and fortify a change management strategy to accomplish the transformational goals.

Scope of this report:

Geography
Global

Industry
All industries
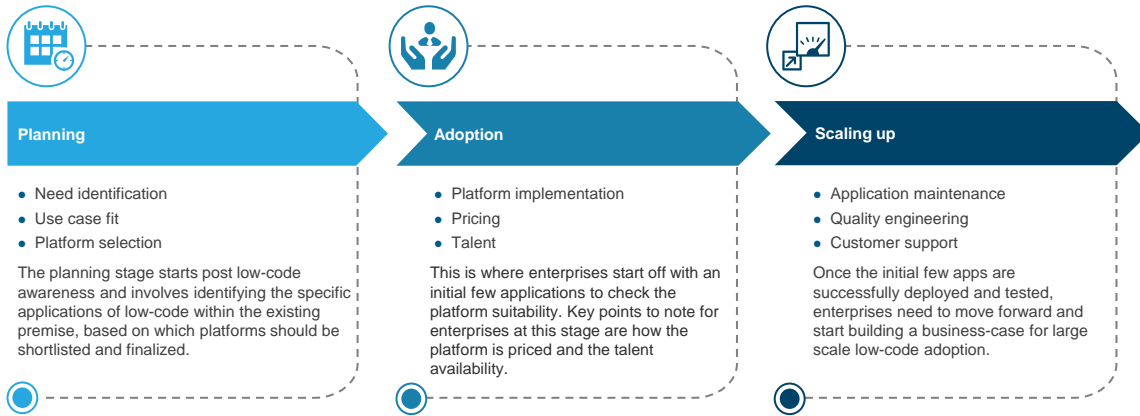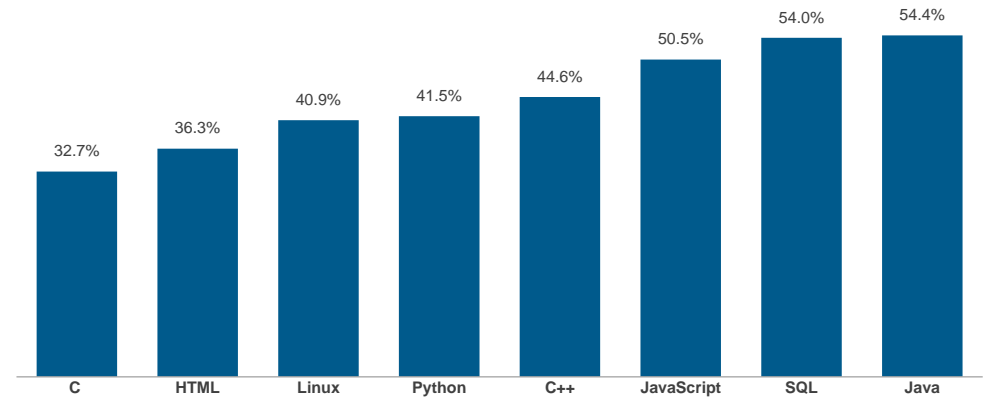
Services
IT services

Use cases
Publicly referenceable information (~100 distinct use cases) has been used for the entire analysis in this report

This study offers distinct chapters providing a deep dive into enterprise adoption of low-code; below are four snippets to illustrate the depth of the report
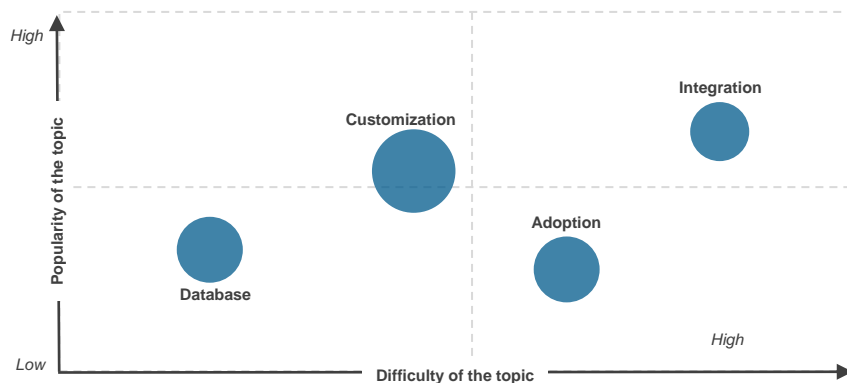
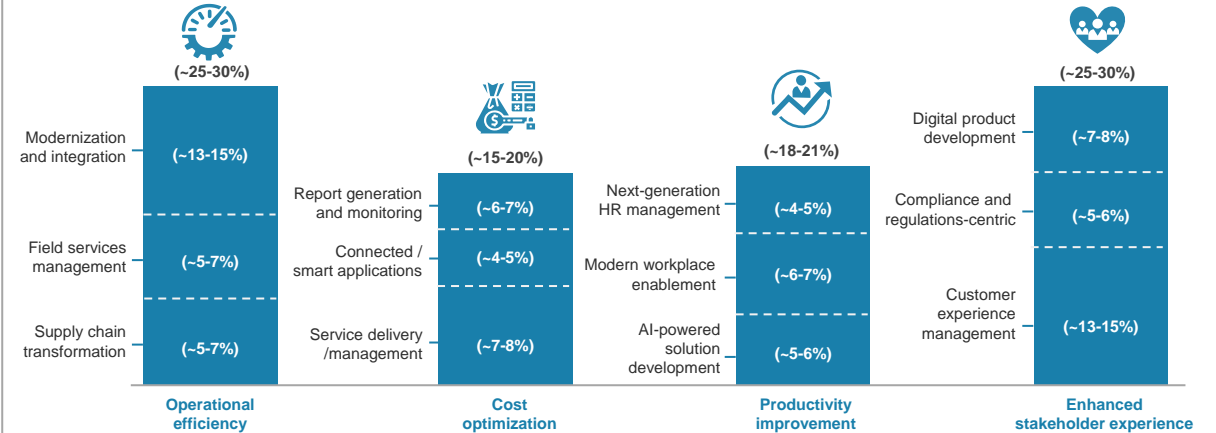## Key stages of enterprise low-code adoption journey

Planning
- Need identification
- Use case fit
- Platform selection

The planning stage starts post low-code awareness and involves identifying the specific applications of low-code within the existing premise, based on which platforms should be shortlisted and finalized.

Adoption
- Platform implementation
- Pricing
- Talent

This is where enterprises start off with an initial few applications to check the platform suitability. Key points to note for enterprises at this stage are how the platform is priced and the talent availability.

Scaling up
- Application maintenance
- Quality engineering
- Customer support

Once the initial few apps are successfully deployed and tested, enterprises need to move forward and start building a business-case for large scale low-code adoption.

Key traditional technical skills in demand for low-code development

Skill	Percentage
C	32.7%
HTML	36.3%
Linux	40.9%
Python	41.5%
C++	44.6%
JavaScript	50.5%
SQL	54.0%
Java	54.4%

Typical enterprise challenges post low-code adoption

Popularity of the topic (High / Low) vs Difficulty of the topic (Low / High)

- Integration
- Customization
- Adoption
- Database

Categorization of low-code use cases and associated business objectives

Operational efficiency (~25-30%)
- Modernization and integration (~13-15%)
- Field services management (~5-7%)
- Supply chain transformation (~5-7%)

Cost optimization (~15-20%)
- Report generation and monitoring (~6-7%)
- Connected / smart applications (~4-5%)
- Service delivery /management (~7-8%)

Productivity improvement (~18-21%)
- Next-generation HR management (~4-5%)
- Modern workplace enablement (~6-7%)
- AI-powered solution development (~5-6%)

Enhanced stakeholder experience (~25-30%)
- Digital product development (~7-8%)
- Compliance and regulations-centric (~5-6%)
- Customer experience management (~13-15%)

Everest Group®

Research calendar
Application services

Flagship reports	Release date
Next-generation Application Management Services PEAK Matrix® Assessment 2020	November 2020
Next-generation Application Management Service Provider Compendium	December 2020
Cloud-native Application Services – the Cloud-native Juggernaut is Rolling; Be Mindful of Pitfalls	January 2021
Application Transformation Services PEAK Matrix® Assessment 2021	June 2021
Application Transformation Service Provider Compendium 2021	July 2021
Application Services – Transform Application Management to Drive Digital Success	September 2021
Enterprise Quality Assurance (QA) Services PEAK Matrix® Assessment 2022	October 2021
Enterprise Quality Assurance (QA) Services Provider Compendium 2022	November 2021

Thematic reports	Release date
Rapid Application Development Platform Trailblazers: Top 14 Start-ups in Low-code Platforms – Taking the Code Out of Coding	May 2020
Strength in Adversity: Enterprise Service Resilience During the COVID-19 Crisis	June 2020
Winning the War for Talent: An Enterprise Guide to Building a Sustainable Workforce Strategy	July 2020
Cloud-based Application Modernization	July 2020
Upcoming Contract Renewals – Application Services 2021	March 2021
Making Distributed Agile Work – An Enterprise Adoption Guide	April 2021
Low-code Workflow Automation – the Next Normal for Application Development	**December 2021**

Note: For a list of all of our published Application services reports, please refer to our website page.

Everest Group®

Everest Group®

With you on the journey

Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global companies, service providers, and investors. Clients use our services to guide their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at **www.everestgrp.com**.

Stay connected

Website
everestgrp.com

Social Media
@EverestGroup
@Everest Group
@Everest Group
@Everest Group

Blog
everestgrp.com/blog

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-647-557-3475