Low-code Workflow Automation Platforms Compendium 2022

January 2022: Complimentary Abstract / Table of Contents

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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

Manukrishnan S R, Senior Analyst

Anushka Kochar, Senior Information Specialist

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Background of the research

Low-code platforms solve 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.

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.

In this report, we deep dive into 15 low-code platforms and an overview of their capabilities:

- Overview of each platform and overall revenue range
- Adoption by buyer group, industry and geography
- Key use cases, case studies and proprietary solutions
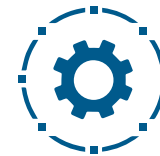
Scope of this report:

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

The report has 15 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.

Provider 1 | Low-code offerings profile (page 1 of 2)
Overview

Platform overview

XXX is a low-code automation platform for rapidly creating applications and workflows. With a single license, XXX provides composite application development, data management, business process automation (workflow, RPA, AI, API integration, decision rules, analytics, case management, etc.), multi-experience development (mobile, conversational, IoT, immersive, voice, NLP, etc.), omnichannel customer engagement (telephony, SMS/chat, chatbots, self-service portals, co-browsing, etc.), AI-assisted development etc.
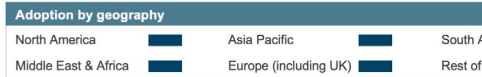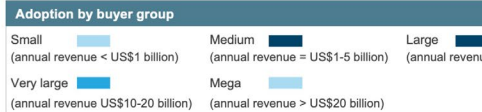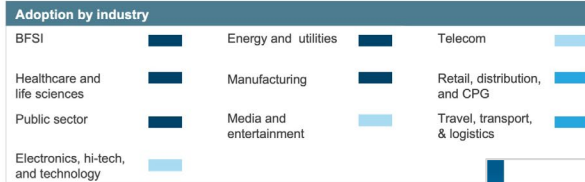
Platform revenue (2020)

<US$100 million	US$100-300 million	US$300-500 million	>US$500 million

Use case focus   Low ● Medium ● High

Service delivery/ management	Customer experience	AI powered solution development
Connected / smart applications	Supply chain transformation	Compliance and regulations
Field services management	Modern workplace enablement	Modernization and integration
Report generation and monitoring	Next-generation HR management	Digital product development

Low (<10%) Medium (10-20%) High (>20%)

Adoption by industry

BFSI	Energy and utilities	Telecom
Healthcare and life sciences	Manufacturing	Retail, distribution, and CPG
Public sector	Media and entertainment	Travel, transport, & logistics
Electronics, hi-tech, and technology		

Adoption by buyer group

Small (annual revenue < US$1 billion)	Medium (annual revenue = US$1-5 billion)	Large (annual revenu
Very large (annual revenue US$10-20 billion)	Mega (annual revenue > US$20 billion)	

Adoption by geography

North America	Asia Pacific	South A
Middle East & Africa	Europe (including UK)	Rest of

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Provider 1 | Low-code offerings profile (page 2 of 2)
Case studies and offerings

Case study 1   XXX needed to simplify their call center operations.

Business challenge
XXX inherited 750 different insurance companies along with their disparate systems, data, and processes. This became a problem for XXX's call center agents – each time a customer called in, the agent would have to navigate through legacy systems to get the right data to take the right action.

Solution
XXX leveraged Provider 1 to unify 22 different systems and provide a single unified platform for call center operations, thus impacting both internal (agents) and external stakeholders (customers).

Impact
Agents now have a 360-degree view of their customers and can quickly act on the customer needs. As a result, XXX has seen 9X acceleration in the customer service response times.

Case study 2   XXX streamlined its clinical development operations.

Business challenge
Complex IT systems deployed over decades, worked in isolation and supported just a small part of a process. XXX wanted to bring its people, processes, data, and systems together to enable smoother clinical operations, and provide a better experience for their employees and partners through technology.

Solution
The Provider 1 solution helped in automating recurring decisions based on rules with support for mobile device approval when required. As a result, tasks could be completed with greater efficiency.

Impact
The time to gather data and report compilation was reduced from 3 three hours to just minutes, resulting in increased productivity with positive feedback from users.

Proprietary digital solutions (representative list)

Name of the tool/solution	Details of the tool/solution
COVID-19 Workforce Safety	Prebuilt Our-of-the-Box (OOTB) solution for mobile health screening, vaccine tracking, and contact tracing, used to bring back employees, retail staff, and students to onsite locations in a safe and compliant manner
Insurance Connected Claims	Prebuilt OOTB solution for processing insurance claims and delivering an enhanced customer experience
Financial Services Connected Onboarding	Prebuilt OOTB solution for onboarding institutional banking clients and accelerating time to revenue
Intelligent Contact Center	Prebuilt OOTB solution for omnichannel customer engagement and servicing
Governance Acquisition Management	Prebuilt OOTB solution for reducing procurement action lead time and optimizing the acquisition process.

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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	Q1 2022

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 Platforms Compendium 2022	**January 2022**

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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