





We are at a point where we must adapt to the core as rapidly as the changing customer needs. The need for rapid growth and accelerated clock speed for business has put digital transformation agendas in an overdrive. Add to it the shortage of digital talent and fluid ways of working post-pandemic, and the challenge could not get any more complicated. We are partnering with Appian to bring these low code-based digital fluidity offerings to our clients to help them simplify their business and become digital while offering new and superlative experiences and offerings to their consumers.

- Himanshu Arora, Global Sales Head, Low-Code Practice and Digital Transformation Advisor, Infosys

The demand for rapid software development has resulted in 42% of organizations currently using low-code tools and another 53% actively exploring how they can implement these solutions.

[Infosys and HFS Research Report](#)

Infosys and Appian together. Enabling future-ready enterprises.

Keeping ahead of the curve is critical for enterprises to stay relevant in today's world. With new challenges emerging constantly from all directions, being future-ready with the right technologies allows you to adapt faster. Businesses that recognize the need to reconfigure themselves and find opportunities amidst these challenges will come out on top.

Together, Infosys and Appian are prioritizing flexibility and agility, with tools that connect systems, people, processes, and data across silos. We build tools that meet the needs of our customers—for both legacy systems and new technologies.

Accelerating digital fluidity with low-code.

With low code's modular, model-driven, and abstraction-oriented development approach, Infosys accelerates digital fluidity by adapting Appian as a low-code platform to see through disruptions and build better and faster applications.

This low-code-driven strategy enables a Lego-like, plug-and-play architecture in which emerging technologies can collaborate as needed with platforms and products. Low-code-driven fluidity enables agility, speed, and scale by combining various capabilities, such as case management, automation, mining and modeling, data fabric for easy, secure data connections across all IT systems, UI, decision analytics, and NLP.

Low-code encompasses a variety of vectors, like abstraction, automation, and association, all of which help speed up and simplify application development. Besides the inherent agility and speed that low-code as a platform can provide, it also offers a broader range of business results in terms of experience, efficiency, and effectiveness.

Digital fluidity driven by Appian's low-code capabilities makes it easy, manageable, and possible to create new experiences by making each interaction effortless, simplifying processes to boost productivity, and bringing together people, platform, and data to successfully manage transformations. Read our joint Low-Code Guide to learn more about what low-code is, its benefits, and how Infosys and Appian use low-code to solve industries' challenges.

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What is low-code?

Low-code is unified and model-driven application and process automation which enables rapid delivery of business applications with a minimum of hand-coding and minimal upfront investment in setup, training, and deployment.

In retrospect, low-code emerged from the convergence of cloud, business process management, and mobile development technology. It caught on as a component based way to interface with underlying business logic and back-end data, which creates a shared view of your applications for IT and business. In short, low-code is a better, faster way to build hyper-responsive systems, compared to using off-the-shelf software or coding applications from scratch. Low-code is rapidly gaining traction, and total spending on the category is forecasted to hit \$26.9 billion in 2023, representing 19.6% growth from 2021.¹

Bottom line.

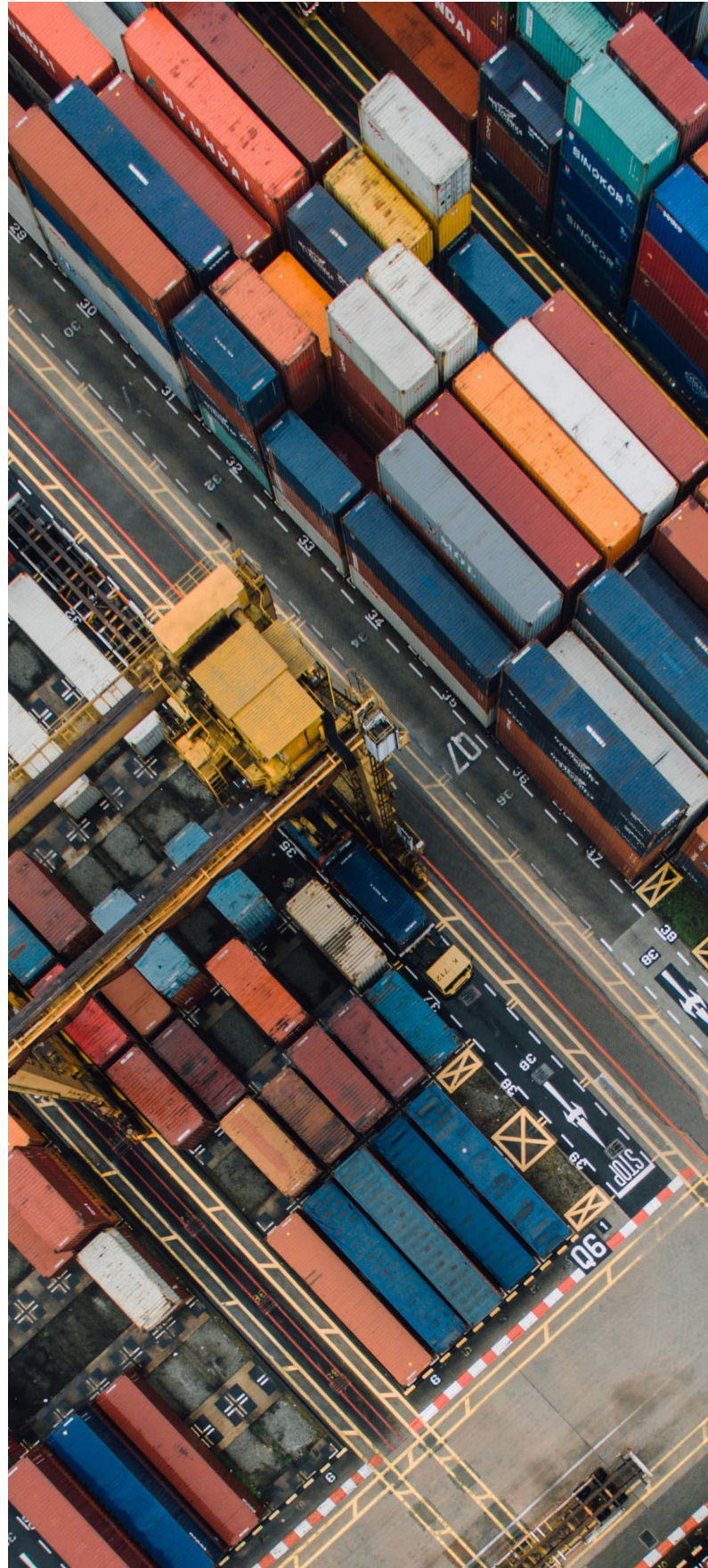
Low-code is moving organizations away from a slow and rigid digital business. With low-code, organizations are leveraging digital process automation and digital transformation in a way that is fast, flexible, and impactful to their business.

Challenges of traditional development.

If your IT organization is like most, you have a seemingly never-ending backlog of projects and initiatives. The business has needs, and your team is focused on mission-critical operations to keep the business running.

You can buy off-the-shelf solutions to meet business needs, but integrations may become an issue, or silos of data and process may start to build up. Before you know it, you may have a bigger problem than you had in the first place.

On the other hand, you can choose to build your own software, but this has equal challenges and will leave developers to manage an ever-growing queue of demands. Of course, you could try to add more developers, but the speed to market from traditional coding is notoriously slow.



1. "Gartner Forecasts Worldwide Low-Code Development Technologies Market to Grow 20% in 2023." Gartner, December 2022.

Enter low-code development.

Low-code addresses these challenges. With the right low-code platform, developers can create enterprise-grade apps, fast. While in its early stages, low-code development was focused on smaller, departmental apps with limited functionality. Today, low-code is about building, using, and changing enterprise-grade applications that can run on any platform and help the largest organizations run smoothly.

It's also worth noting that low-code accelerates IT delivery without sacrificing quality or accumulating the technical debt that maintaining legacy software does.

This is a serious issue considering a hefty 24% of IT budgets and time is spent dealing with technical debt.² Studies show that in some industries, such as banking, companies are spending as much as 75% of their IT budget just maintaining legacy systems.³

Beyond the challenge of fixing and maintaining vintage applications, many companies are also burdened with adapting legacy code and keeping up with end-user expectations. Low-code platforms represent the best solution because they are easy, fast, and enterprise grade.

Easy: Minimal coding and visual, drag-and-drop functionality.

- Minimal coding required.
- Minimal necessary upfront investment in setup, training, and deployment.
- Reduce Shadow IT by quickly creating business applications as needed.
- Strong, seamless complete user experiences across desktop, laptop, and mobile.
- Leverage a data fabric to seamlessly and securely integrate data from multiple systems in record time.
- Apps are simple and intuitive to use, providing a streamlined experience and working as expected on any device.

Fast: Hyper-responsive. Go from idea to app in a flash.

- Rapidly deliver applications in collaboration with business users to increase IT's strategic impact.
- Speed at the core allows you to launch apps in minutes, not months.
- Adapt quickly to evolving market conditions, customer expectations, new technologies, and more.
- Stay ahead of the evolving expectations of prospects, customers, employees, and constituents.
- When deployed in the cloud, low-code helps you shed the IT maintenance burden.
- Visual, drag-and-drop development tools make creating and changing enterprise apps easy and fast.

Enterprise grade: Powerful, secure, scalable functionality.

- Expand departmental apps to address enterprise-wide challenges, no matter how large.
- Roll out enterprise-grade apps across the organization, with no limits to number of users or geography.
- Leverage security certifications, like PCI, HIPAA, SOC 2 and 3, and many more.
- Evolve ideas and apps into sophisticated, powerful solutions tailored to customers, employees, and constituents.
- Transform your organization, achieve competitive advantage, and become a digital leader.
- Scale instantly for any project, program, or line of business, no matter how large.

2. "Low-Code Will Rule The World". Enterprise Times. December 4, 2019.

3. "2018 Digital Transformation Readiness Survey". Appian. January 2018.

Do I need low-code?

When it comes to quickly adapting to change and uncertainty, every organization is going to have a different solution. When they decide to create an application that allows them to adapt, the challenge will be finding software that also gives them the flexibility to do it in a customizable way that fits their specific requirements.

Yes, embracing digital transformation is important, however, the more you embrace it, the more complex your IT architecture can become. With expectations of immediacy from your business and customers alike, you need a reliable solution and partnership that ensures your organization comes out on top. These are just two indications you may be able to take advantage of low-code development.

More signs you could benefit from using a low-code platform:

- Keeping up with demands from the business is difficult.** Your IT organization is constantly slammed with demands from the larger organization. The IT backlog is large, and perpetually growing.
- Reliance on legacy apps.** Legacy applications drain efficiency and your IT resources. They keep talented IT resources in a continual state of updates and fixes. Which leads to...
- More time spent on maintenance than innovation.** With the need to keep legacy systems and applications operating properly, most IT teams spend nearly 80% of their time on maintenance, and only 20% on innovation. Too little time focused on innovative solutions leads to...
- Shadow IT.** Employees don't wait for IT. They're creating their own solutions – that are not a part of your architecture – in a world of Shadow IT that adds even more complexity to your business.
- Scarce development resources.** You urgently need top-notch software developers, but it's getting increasingly harder to find and retain them.
- Inability to keep pace.** You need to capitalize on new business opportunities, but you can't build apps fast enough to take advantage of them. The inability to keep pace could have significant impact on the future of your business.
- Evolving digital expectations.** The systems that you installed five, ten, or twenty years ago or more simply cannot keep up with the fast pace of digital expectations, making it harder to win new customers, and keep the ones that you already have.

Does any of this sound familiar? If so, a low-code platform could be right for your organization.



In the digital economy, the name of the game is speed. Short delivery times can force your developers to cut corners to meet your business priorities.

What if your business apps were easy-to-build and quick-to-deploy? Sounds simple enough, right? With low-code development, it is.

Speedy app construction helps developers meet cutthroat deadlines without sacrificing quality. The speed and scalability of low-code also allows you to build applications for complex processes to manage thousands of data points across an entire organization. This remarkable scalability has fueled the rapid rise of the low-code platform in the digital marketplace.

Low-code helps every developer.

The leading low-code platforms are designed to support any app throughout its life cycle, which also makes low-code extremely useful for the CIO looking to inject agile development processes into their IT organization.

Low-code allows you to harness the power of developers, enabling them to create more apps in less time. If you need a project management application for any department in your organizations, low-code platforms can be used to simply construct the application you need. Seamlessly integrate additional coding and iterate as needed. It's worth noting that low-code platforms don't require you to give up control. Instead, you can put your app administrators in the driver's seat and allow them to set permissions. That way, information is only shared with those who need it.

7 reasons to choose a low-code application platform and how you can profit from it.

1. Visual modeling

Application development expedited with visual representations of processes. These visual displays use business process modeling diagrams to ensure developers and stakeholders both understand the end result.

2. Drag-and-drop interfaces

Typing out long strands of code to produce an application is extremely time consuming. Low-code allows simple drag-and-drop so developers can create applications visually, resulting in faster time-to-launch.

3. Data fabric

Securely and seamlessly unify data from across multiple IT systems. This gives your team a comprehensive, end-to-end view of the organization's data.

4. Agile development

Accelerate time to value by rapidly creating and launching applications...then enhance and expand them over time. Low-code development means you can iterate apps and release them as soon as functionality is built. Since change is so fast with low-code development, agile transformation is made easier.

5. Instant mobility

Build once, deploy everywhere. With the explosion of mobile devices like cell phones and tablets, applications must have cross-platform functionality standard in their design. With true low-code development, it all happens behind the scenes automatically, with no extra effort, coding, or resources, offering a strong, complete experience across platforms and devices.

6. Declarative tools

With low-code software, declarative tools are implemented through things like visual models and business rules. Removing the need to write custom-coding for these mitigates the difficulty of future changes or additions, and speeds development times.

7. Security and scalability

Initially, low-code development was focused on smaller, departmental, and less critical capabilities, but today's low-code is enterprise-grade. The best platforms have all the necessary security certifications in place and proven experience with large-scale initiatives as well.

Fluidity-driven digital service management for leading insurers.

Accelerating digital fluidity with Appian aligned with the client's modernization vision and enabled a superior user experience that is simple, standardized, consistent, and holistic.

A leading US insurance company wanted to modernize their **digital services management (DSM) platform**. They were embarking on a significant planning initiative to ramp up business process re-engineering efforts as well as decommission several legacy platforms. The client wanted to establish a fluid automation competency center with a repeatable framework to execute multiple transformation projects across the enterprise (including those with high-volume processes migrating from decommissioned legacy systems).

Their challenges included multiple units with varying needs, various divisions with different degrees of maturity, individual metrics and motivations, diverse technology landscapes, and a range of business contexts.

Using the Appian Platform to build and automate their workflows, the Infosys team defined a vision for the evolution of the DSM platform. With common reusable assets and integration services with other platforms, we created a configurable, self-service module for onboarding case types onto the DSM platform.

The Appian-based low-code solution improved productivity, efficiency, cost, and resource redistribution by integrating disparate data sources via API. We streamlined workflows, eliminated silos, and ensured better workforce collaboration with Appian capabilities. Reimagined DSM case types have reduced time to market and accelerated overall build speed, allowing for more automated features.





Gartner noted:



At the core of the Appian Low-Code Platform... is its rich process-driven application development. Appian's ability to offer a complete stack of low-code automation tooling that can handle complex workflows, business rules, and case management along with RPA is a key differentiator. Added to that, it offers low-code tools to build multiexperience apps to enable customer and employee experiences...⁴

Forrester said:



Appian cracks the leaders category as a low-code vendor that thrives in complex process environments...⁵

4. Gartner Magic Quadrant for Enterprise Low-Code Application Platforms 2020.

5. Forrester Wave: Software for Digital Process Automation – Deep Deployments, Q2 2019.

Bottom line:

Digital fluidity driven by the Appian Platform lets you easily create new experiences by making each interaction effortless. Together, Infosys and Appian help customers simplify processes by combining people, systems, and data while also building applications that help you stay ahead of the digital curve. Our integrated strategy and service approach assures enhanced business performance, efficiency, and effectiveness in the face of constant change.



Innovation

Partnership dedicated in innovation and building joint solutions.



Solutions

Joint industry focused solutions to help customers expedite low-code transformation.



Center of Excellence

Dedicated Appian Center of Excellence driving best practice and solution.



Experience

Extensive experience in execution of large Appian programs.



Talent

Co-invested in creating a 1,500+ Appian talent pool.



Infosys Digital Process Automation (DPA), part of Infosys Cobalt, combines the power of business process management, robotic process automation (RPA), and artificial intelligence (AI) to transform the business value chain, thus empowering clients to make informed decisions. As a trusted technology and business consulting partner for enterprises across the world, Infosys has created several reliable tools, IPs, and accelerators built on the Appian Low-Code Platform. Combining these with Infosys' Digital Process Automation solutions enables greater process agility, flexibility, and reusability. For more information, visit www.infosys.com.



Appian is the unified platform for change. We accelerate customers' businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprise-grade, and trusted by industry leaders. For more information, visit www.appian.com.