

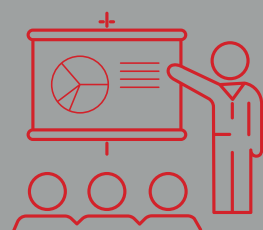
LOW-CODE TRENDS INTELLIGENT REPORT FOR THE PUBLIC SECTOR

Sponsored by




CONTENTS

LOW-CODE TRENDS INTELLIGENT REPORT FOR THE PUBLIC SECTOR



OVERVIEW

1

BUSINESS CHALLENGE

The public sector has been at the forefront of the wave of change that has swept across industries over the last two years.

With responsibility for keeping citizens informed, engaged and safe, as well as providing support to struggling businesses, government bodies in the Middle East have had to navigate a complex environment.

We have seen an increase in the use of digital tools to help disseminate information to the public, including new apps created to enable safe movement and to aid vaccination programmes.

Technology is central to many wider business strategies for public sector organisations in a new and constantly changing world.

Knowing where to channel investment during the search for solutions which will enable this transformation to take place as smoothly and efficiently as possible can be challenging.

2

LOW-CODE DEEP DIVE

3

LOOKING AHEAD

4

CONCLUSION

“ Technology is central to many wider business strategies for public sector organisations in a new and constantly changing world.

To get a better understanding of trends in the market and to gain insight into the priorities of the public sector, we surveyed 56 industry professionals to find out what their key challenges are right now, how they've used low code in the past, whether this has changed and how it will look in the future.

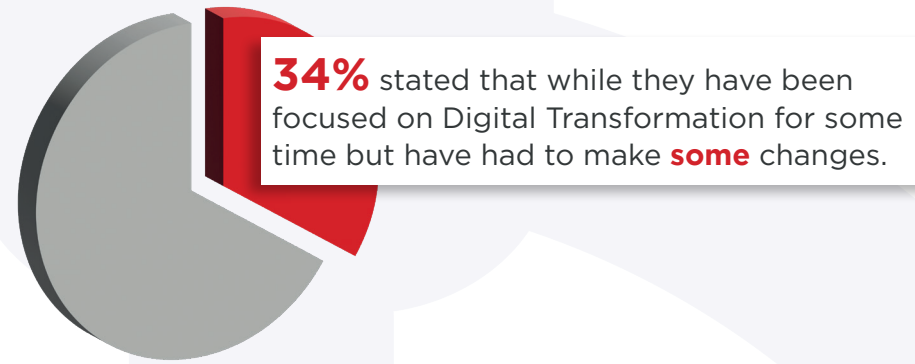
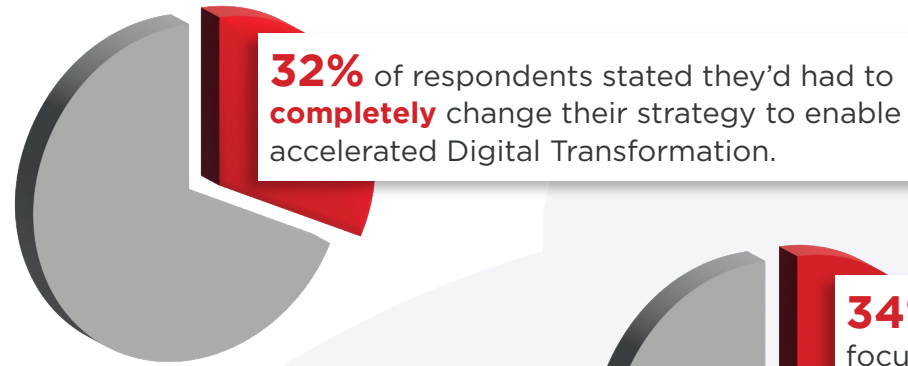
A total of **56** C-level executives took part in the survey, including representatives from the below sample companies:

- Emirates Group
- Dubai Electricity and Water Authority – DEWA
- Department of Culture and Tourism – Abu Dhabi
- Expo 2020 Dubai
- Saudi Electricity Company
- Dubai Petroleum
- ADNOC Group
- TRANSCO
- Qatar Steel Company
- NEOM – KSA
- Touch Lebanon



SUMMARY OF FINDINGS

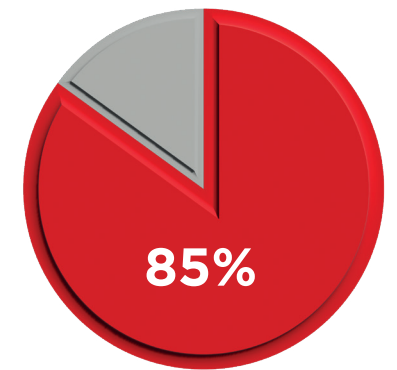
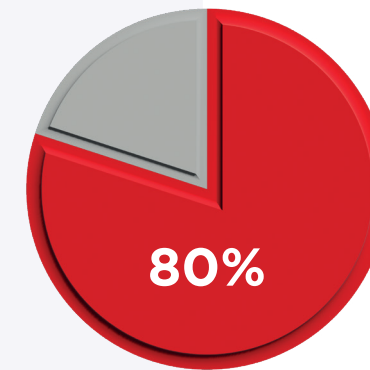
This past year has seen a tremendous acceleration of Digital Transformation strategies.



A total of **68%** of respondents stated they had seen either a **slight** (29%) or **very** (39%) increased demand for low-code tools.



More than **80%** of participants agreed that low-code tools would **enable** their business to achieve its overall **Digital Transformation** goals, with **85%** stating they planned to use low-code tools within the next two years.



Methodology

All respondents were C-level executives from the public sector, working at organisations based in the Middle East region.

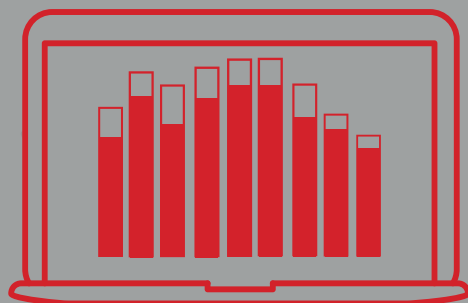
“ The top two challenges for businesses were highlighted as reduced budget and the need for automation tools.

Over the last few years, organisations have had to face big decisions. It was immediately clear that digitalisation was the path of least resistance and it is well reported how up to 10 years' worth of Digital Transformation happened almost overnight.

Today, organisations are embracing these digital processes and are readily utilising tools that streamline workflows, enabling efficiencies and scalability.

STATS

Tap/click for more information



The 56 C-level executives from across the Middle East region who took part in our survey were all asked about their Digital Transformation strategies, as well as the biggest challenges they are facing.

And a majority stated that they had had to make at least *some* changes to their Digital Transformation initiatives.



highlighted that they had been focused on Digital Transformation for some time but had needed to make some changes.



went further to say they'd had to completely change their strategy to enable accelerated Digital Transformation.



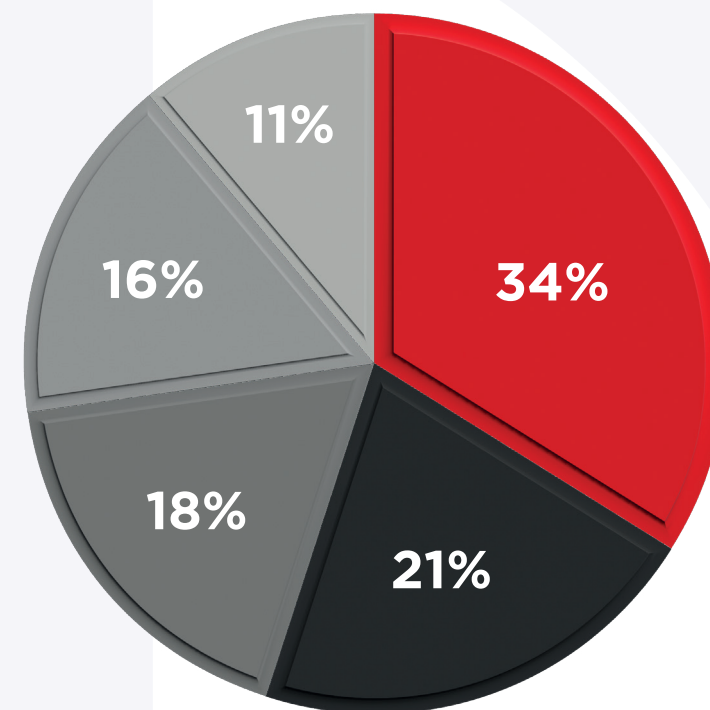
said they'd not had to change anything at all.

Participants were also asked to rank, in order, the biggest challenges for their business:

The options were:

- FEWER RESOURCES
- REDUCED BUDGET
- INCREASED, IMMEDIATE DEMAND FOR DIGITAL SERVICES
- AUTOMATION TOOLS
- SECURITY

A total of 34% of respondents ranked reduced budget as the **biggest** challenge, followed by automation tools (21%), security (18%), fewer resources (16%) and increased, immediate demand for digital services (11%).



The findings demonstrate the challenges that senior IT leaders in the public sector are experiencing as they adapt to the requirements of the modern world. 🕒

1.

How far did the events of the last two years impact your IT strategy?

32%

We had to completely change our strategy to enable accelerated Digital Transformation.

We had been focused on Digital Transformation for some time but have had to make some changes.

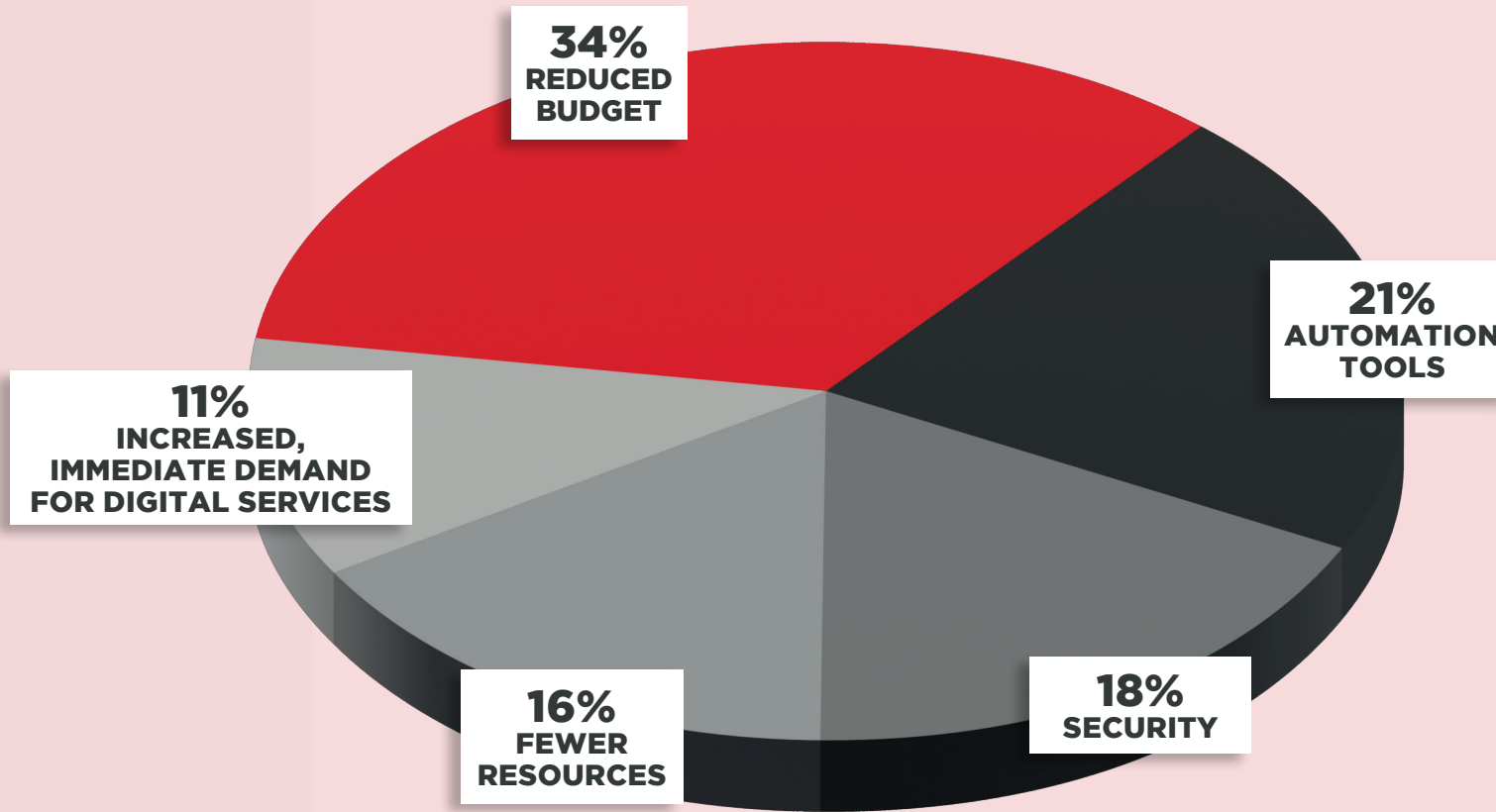
34%

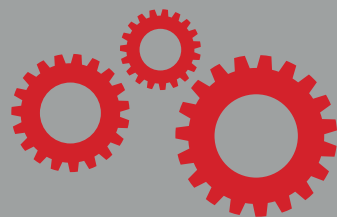
34%

We've not had to change anything at all.

2.

Please rank the following in order of the current biggest challenges for your business? (highest ranked)





CHAPTER 2
LOW-CODE DEEP DIVE

As Digital Transformation programmes ramp up across the region, organisations have been seeking technologies and tools that can help them achieve their goals.

Key to this is efficiency and simplicity – stretched IT teams need to move quickly to meet the increased demand for digital services from their end users and with resources impacted or spread thinner this can be challenging.

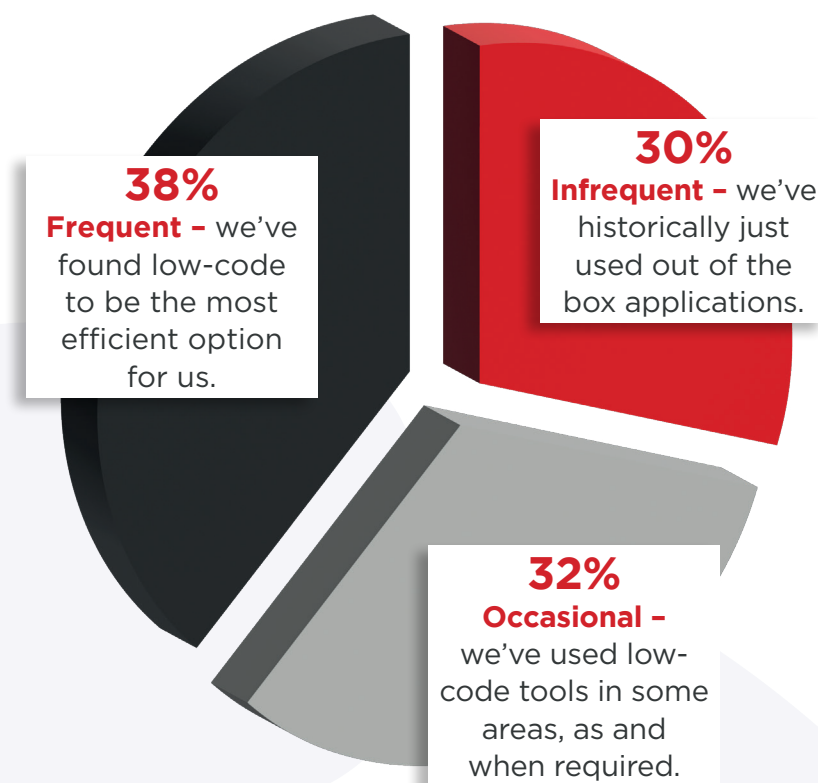
One such solution is low-code, which enables businesses to build apps more quickly by reducing the need to hand-code. The demand for such technology came about with the increase in mobile services and a change in end user expectations, powering innovation at a rapid pace.

We wanted to compare respondents' previous requirement for low-code tools and to their current and future requirement, given the challenges we've heard about.

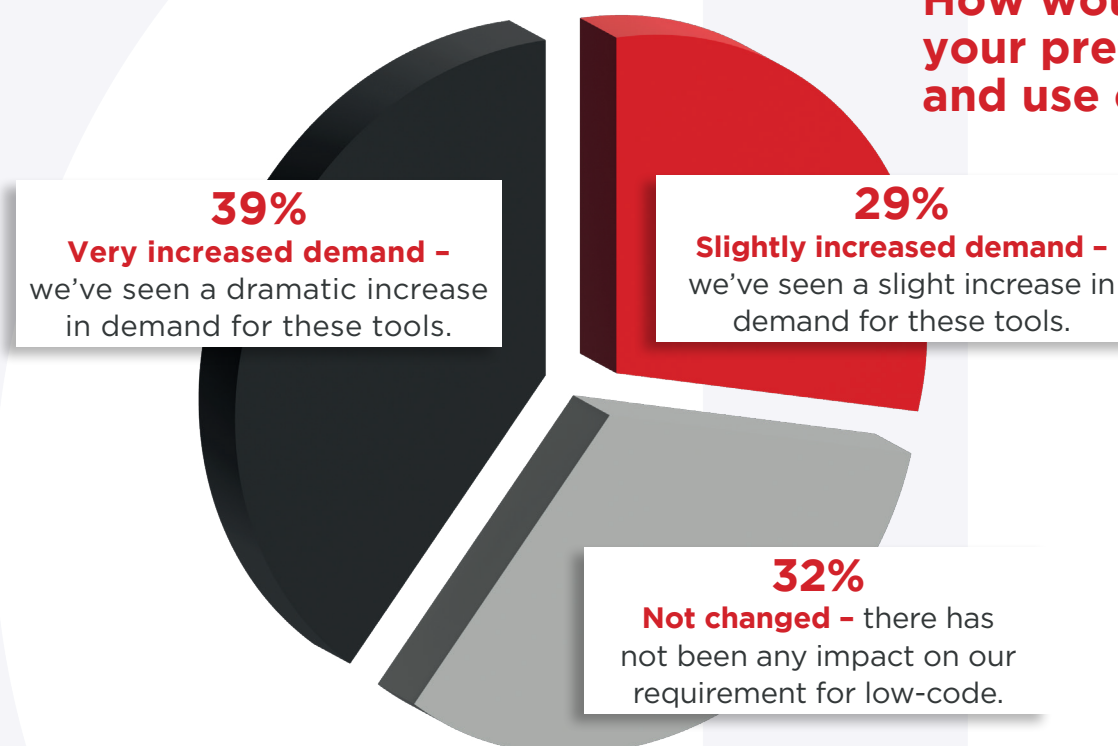
Respondents were asked to describe their previous requirement and use of low-code tools. The responses were mixed.

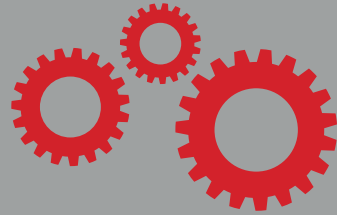
How would you describe your previous requirement and use of low-code tools?

We then asked participants to describe their **current** and **future** requirement for low-code tools, with a majority stating that they had seen at least a slight increase in demand.



How would you describe your previous requirement and use of low-code tools?





Automation and low-code requirements

We also wanted to find out which other automation capabilities were a priority for organisations.

Respondents were asked to rank the following in order of priority for their organisation:

- Robotic Process Automation (RPA)
- Business Process Management
- Artificial Intelligence
- Low-code tools and integration

Tap/click for results

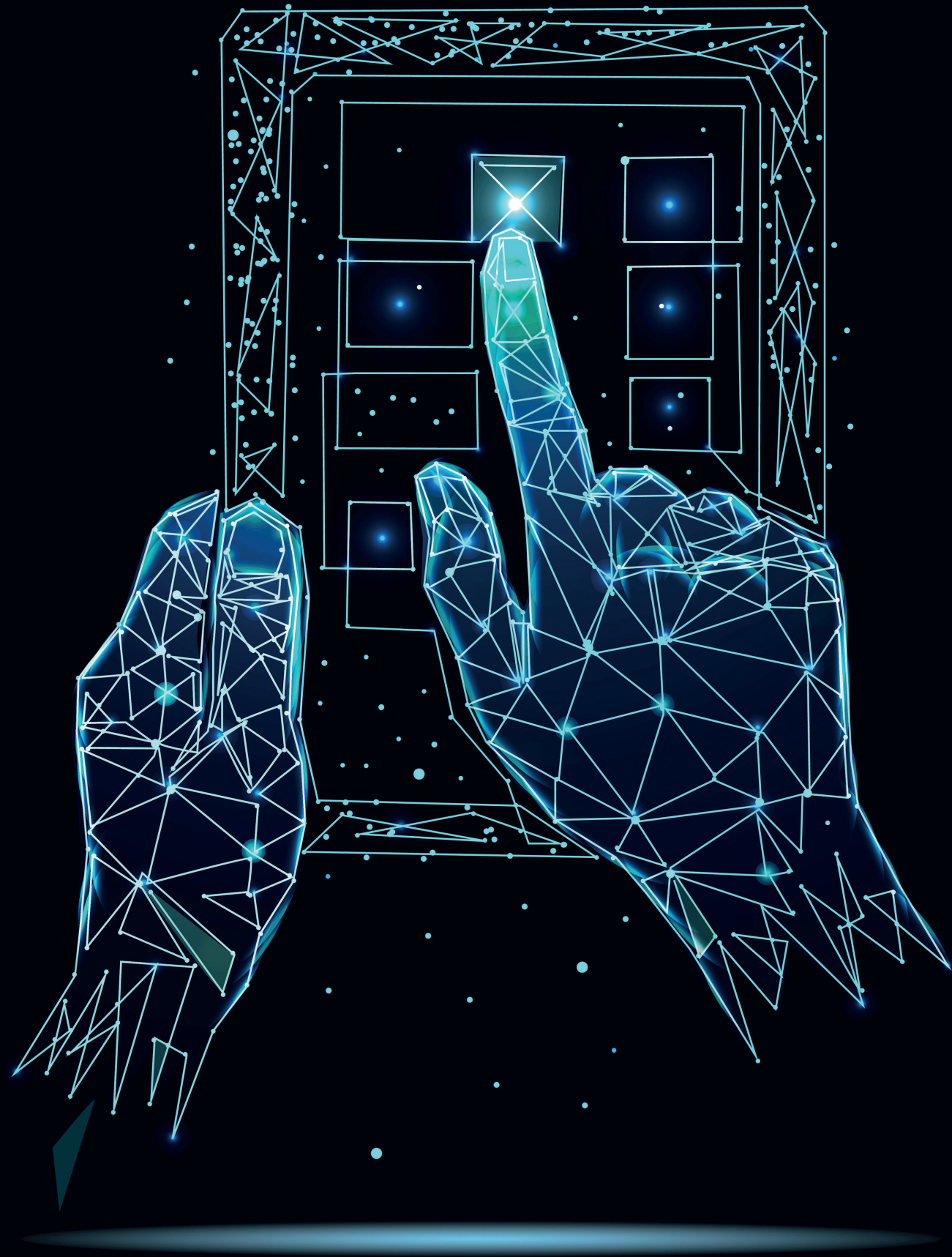
TOP PRIORITY

SECOND PRIORITY

WOULD YOU DEPLOY?

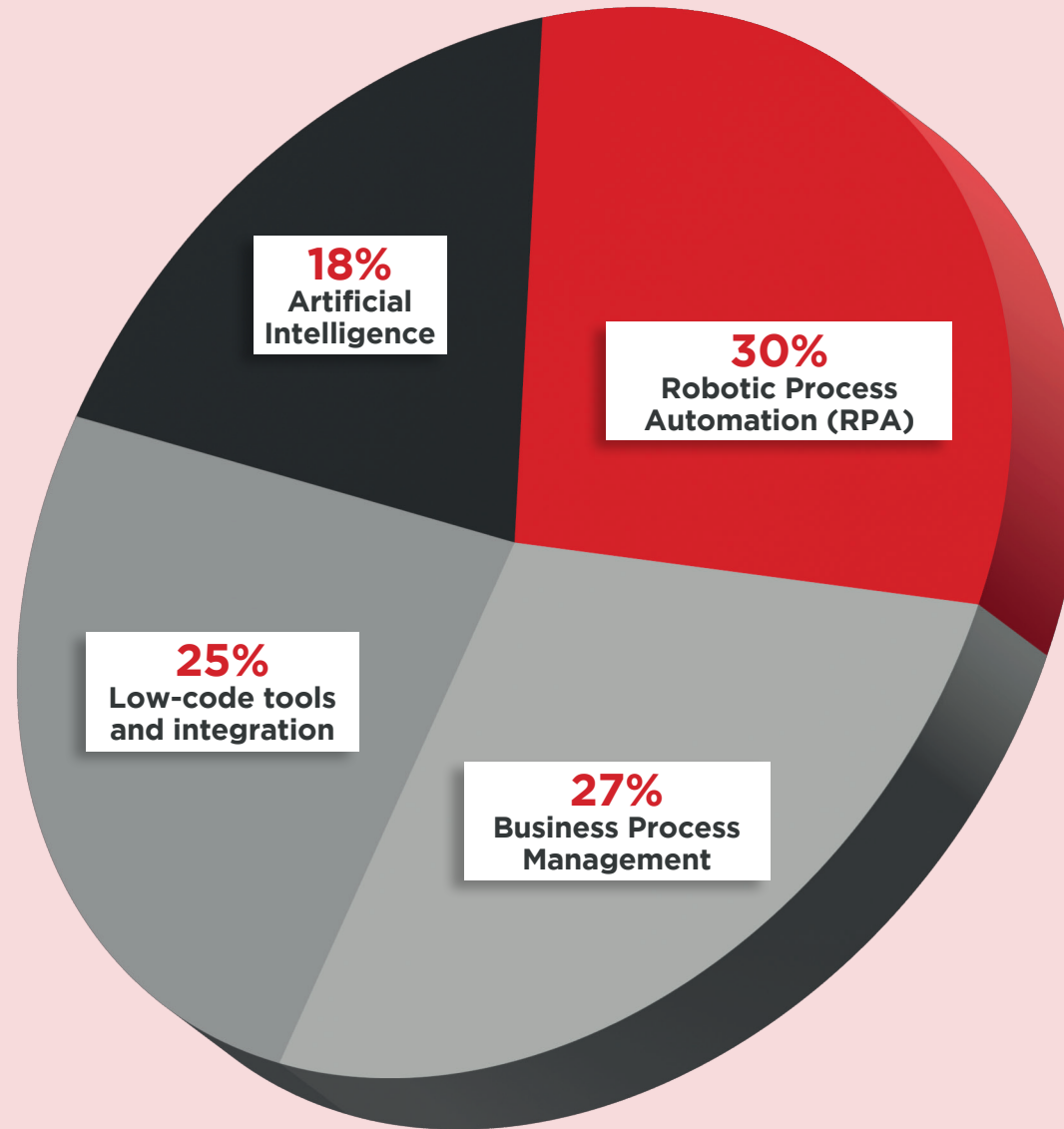
Respondents were also asked how likely they would be to deploy one or more of the following technologies over the next 12 months: Robotic Process Automation (RPA); Business Process Management; Artificial Intelligence; low-code tools and integration.

CHAPTER 2 LOW-CODE DEEP DIVE



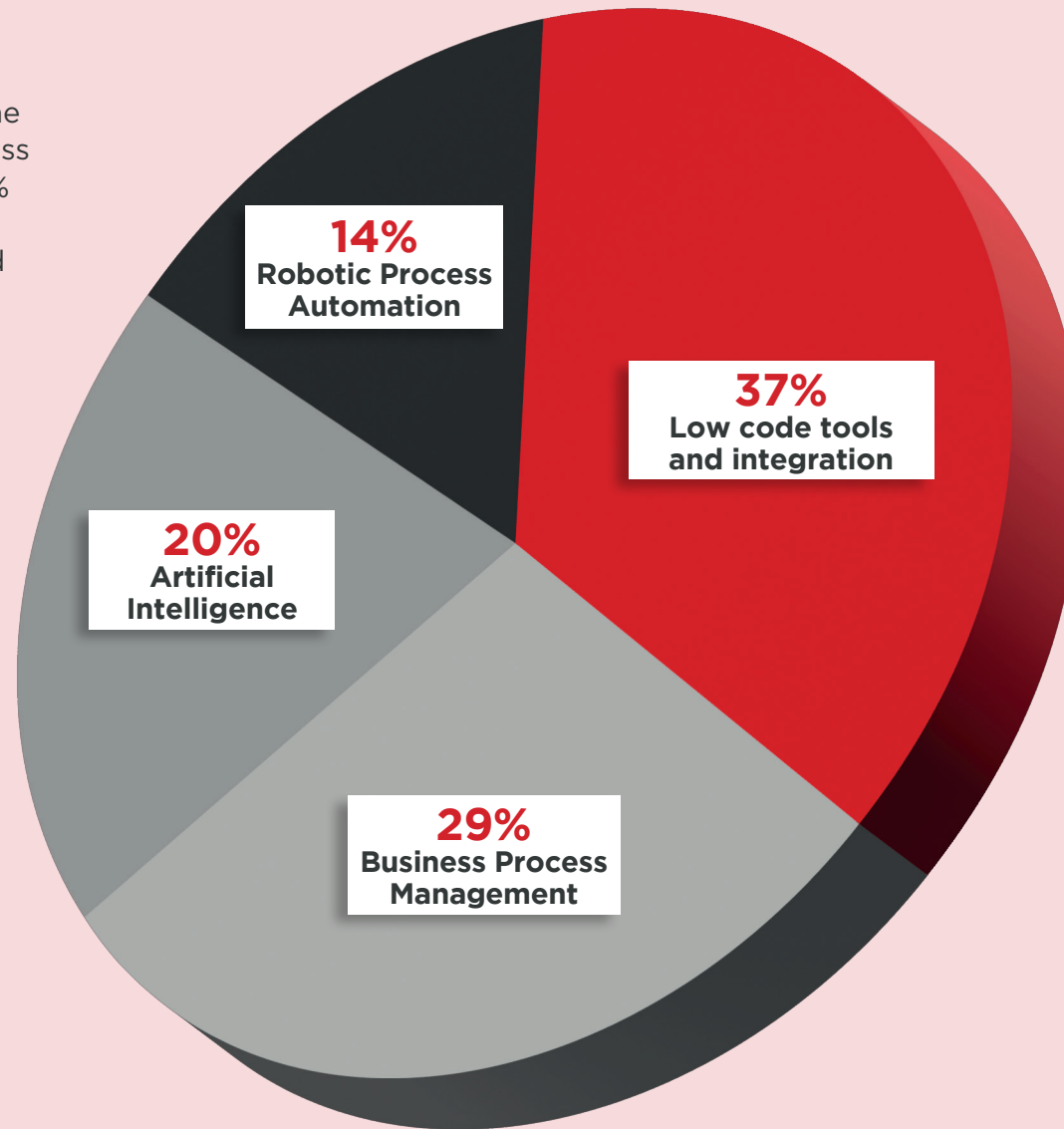
TOP PRIORITY

Ranked as a **top priority** by 30% of respondents was Robotic Process Automation (RPA), with Business Process Management considered the most important by 27% of participants, low-code tools and integration ranked the top priority by 25% of those who took part in the survey while Artificial Intelligence by 18%.



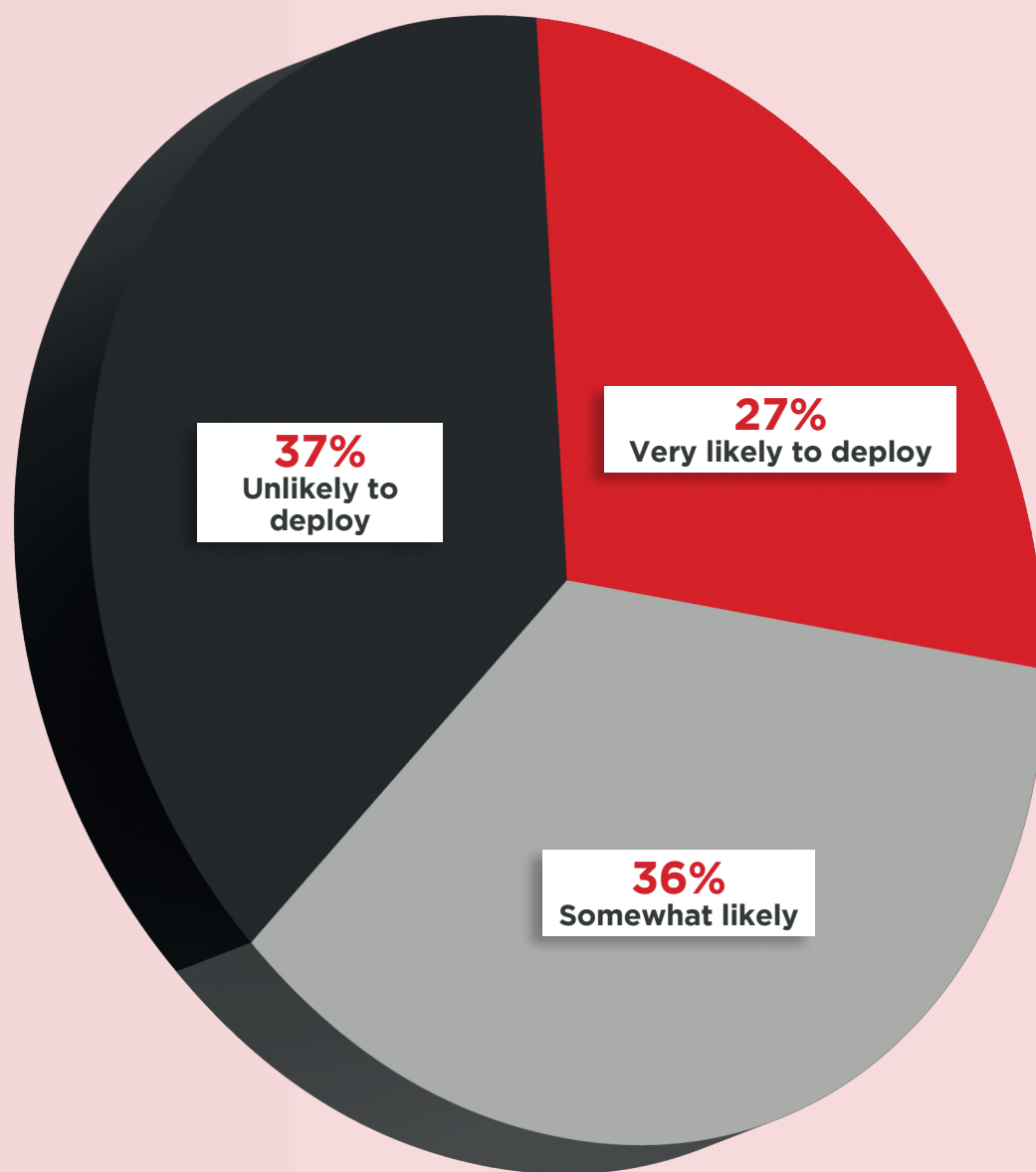
SECOND PRIORITY

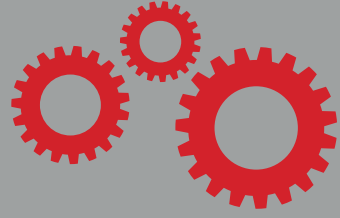
Low code tools and integration was ranked as the **second priority** by a total of (37%), while Business Process Management was ranked second by 29% of those who completed the survey. A further 20% ranked Artificial Intelligence as their second priority and the remaining 14% selected Robotic Process Automation.



WOULD YOU DEPLOY?

A total of 27% said they would be very likely to deploy one or more of the technologies, 36% said they would be somewhat likely and 37% said it would be unlikely.





Benefits of low-code

Low-code is used by organisations to automate processes while also adding business value by enabling stretched IT teams to keep up with the pace of rapidly evolving projects – ultimately enabling greater agility and better outcomes for end users.

Through a leading low-code solution, such as Appian's, organisations can build apps much faster, much more efficiently and with greater functionality than traditional development.

When incorporated into a platform which also has process mining capabilities – used to illuminate and optimise bottlenecks – as well as automation, organisations are equipped with the tools to enable them to scale and manage their workflows seamlessly.

To find out how important various elements of low-code tools were to organisations, we asked respondents to rank them, taking into account the main benefits of using low-code as opposed to traditional hand-coded computer programming.

The highest ranked benefits of low-code were agility and useability – both crucial factors for modern IT teams.

CHAPTER 2 LOW-CODE DEEP DIVE

TOP PRIORITY

23%
AGILITY

20%
SPEED

20%
SECURITY

16%
USABILITY

11%
PRODUCTIVITY

11%
COST-SAVINGS

SECOND PRIORITY

25%
USEABILITY

21%
AGILITY

20%
COST-SAVINGS

14%
PRODUCTIVITY

11%
SECURITY

There is no doubt that digitalisation is set to continue, with benefits including greater employee and customer engagement, improved productivity and enhanced revenue opportunities.

As a result, so too will the demand for automation and low-code tools grow.

STATS

Tap/click for more information



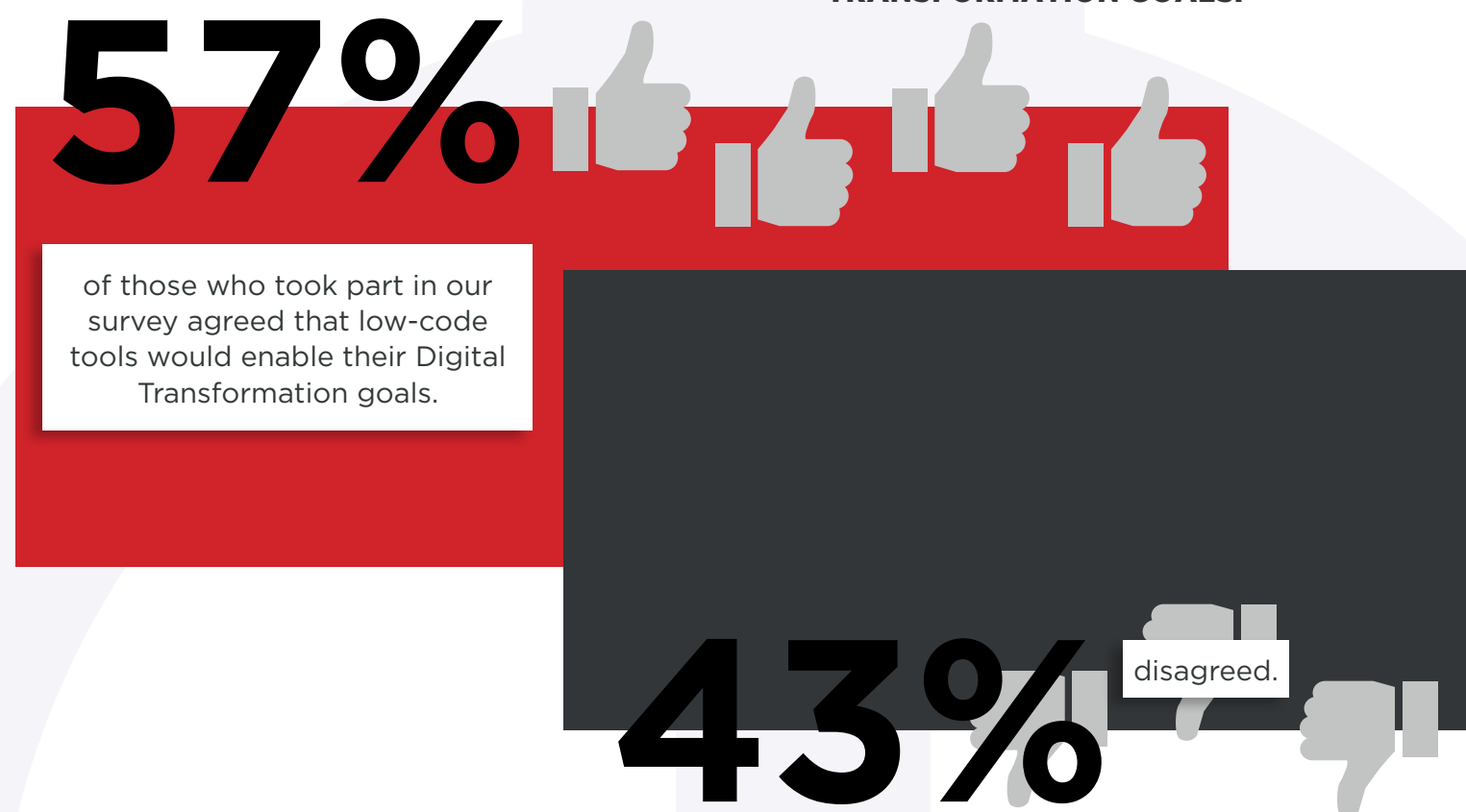
CHAPTER 3 LOOKING AHEAD

More than half of those who took part in our survey agreed that workflow automation would play a key role in their evolving IT strategies; 38% said it would be a priority and central to their strategy, while 30% said it would be an element of their strategy though not a priority. The remaining 32% said automation would not feature in their strategy.

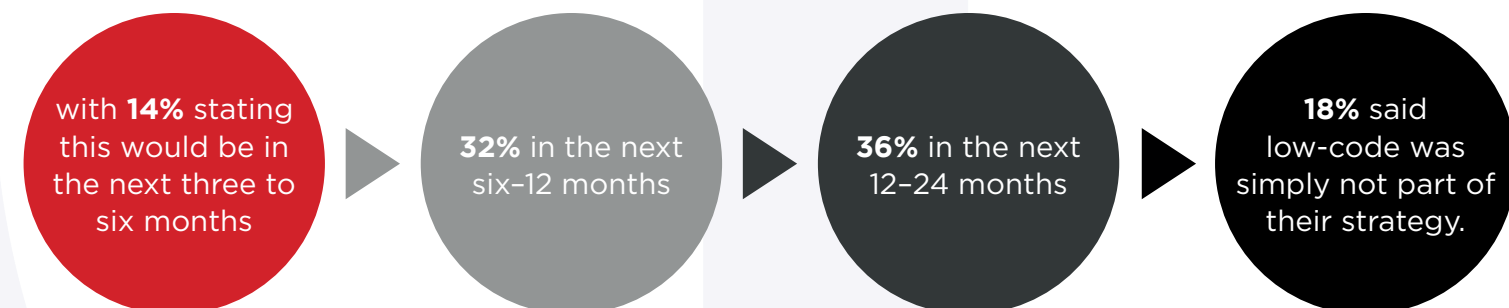
OVERALL BUSINESS PRIORITIES

A TOTAL OF 36% OF THOSE POLLED SAID LOW-CODE WOULD BE A HIGH PRIORITY WHILE 36% SAID IT WOULD BE A MEDIUM PRIORITY.

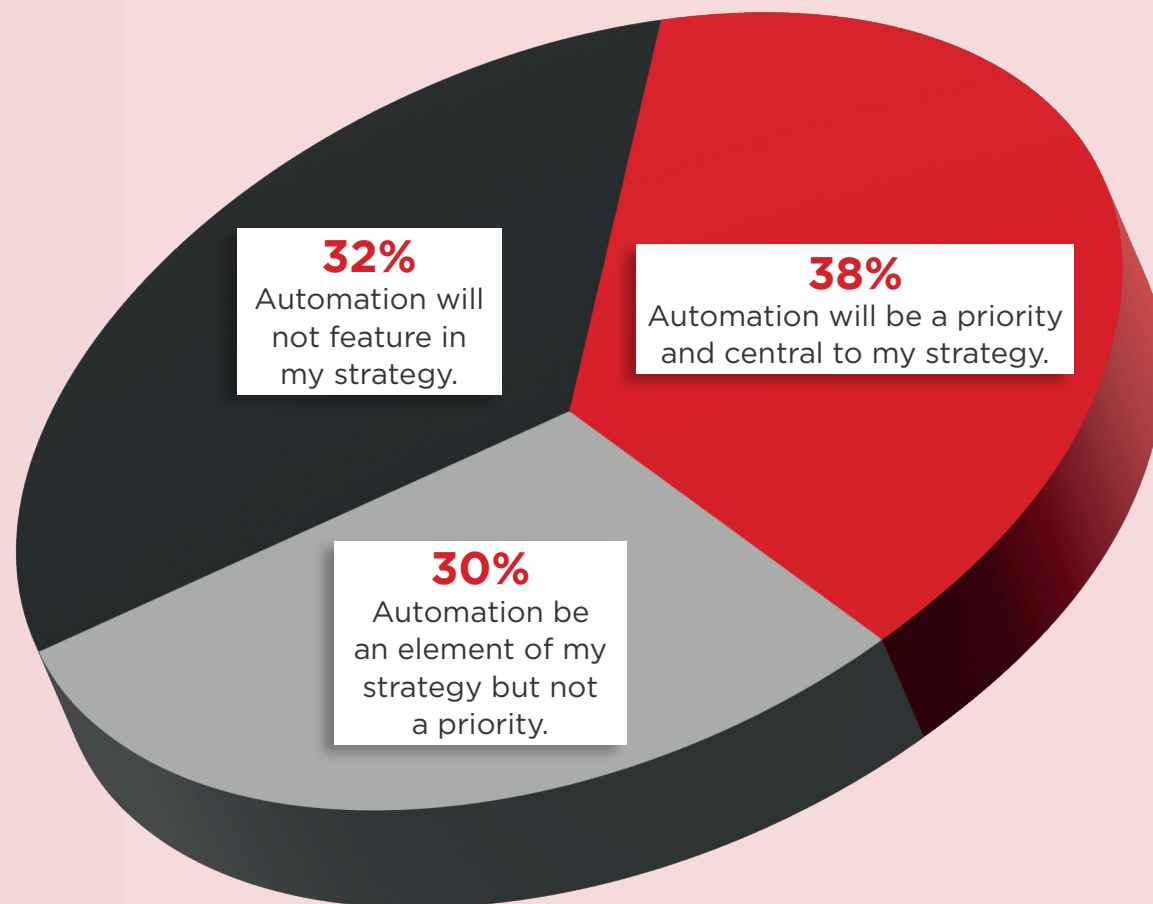
A MAJORITY OF RESPONDENTS CONCEDED THAT LOW-CODE TOOLS WOULD HAVE AN IMPORTANT ROLE TO PLAY IN ENABLING THEIR BUSINESS TO ACHIEVE ITS OVERALL DIGITAL TRANSFORMATION GOALS.



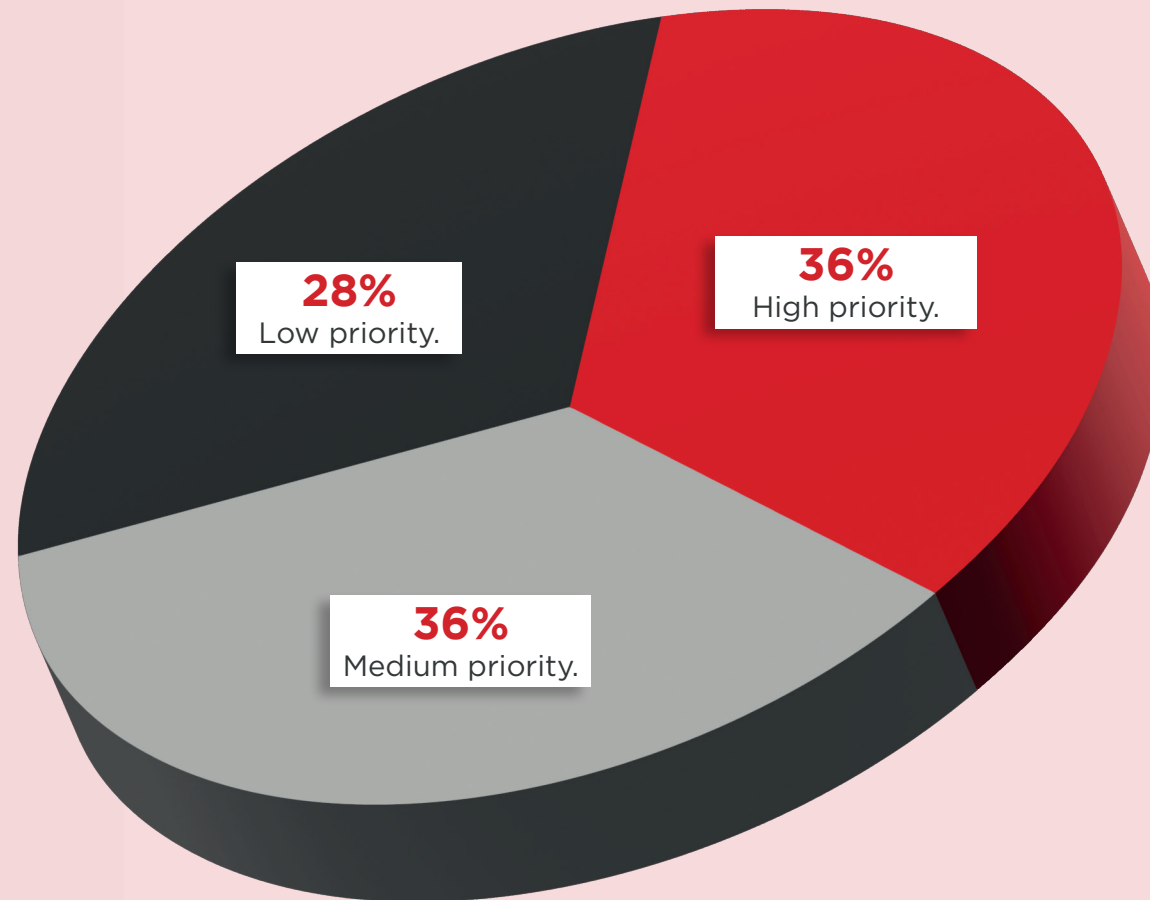
Respondents also had plans to roll out low-code tools in the near future . . .



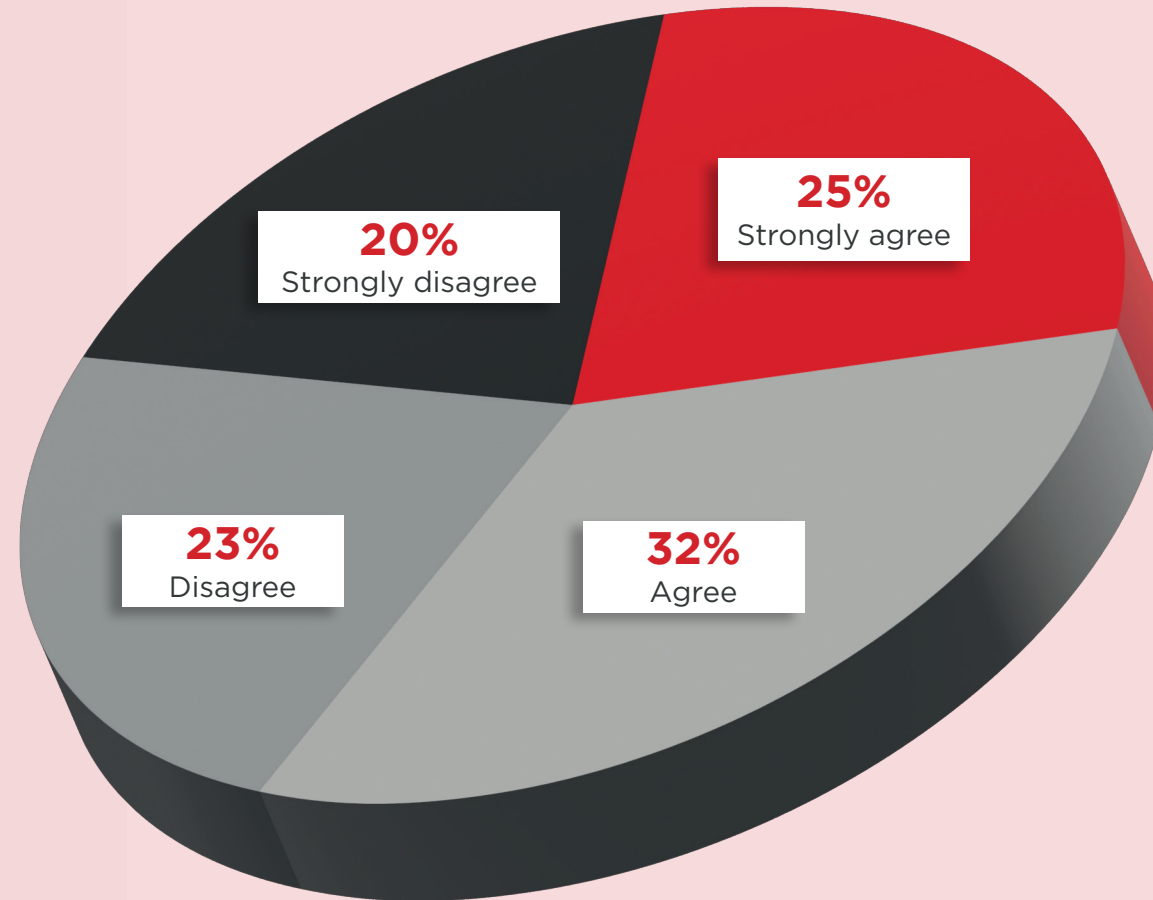
How far do you see workflow automation playing a key role in your evolving IT strategy?



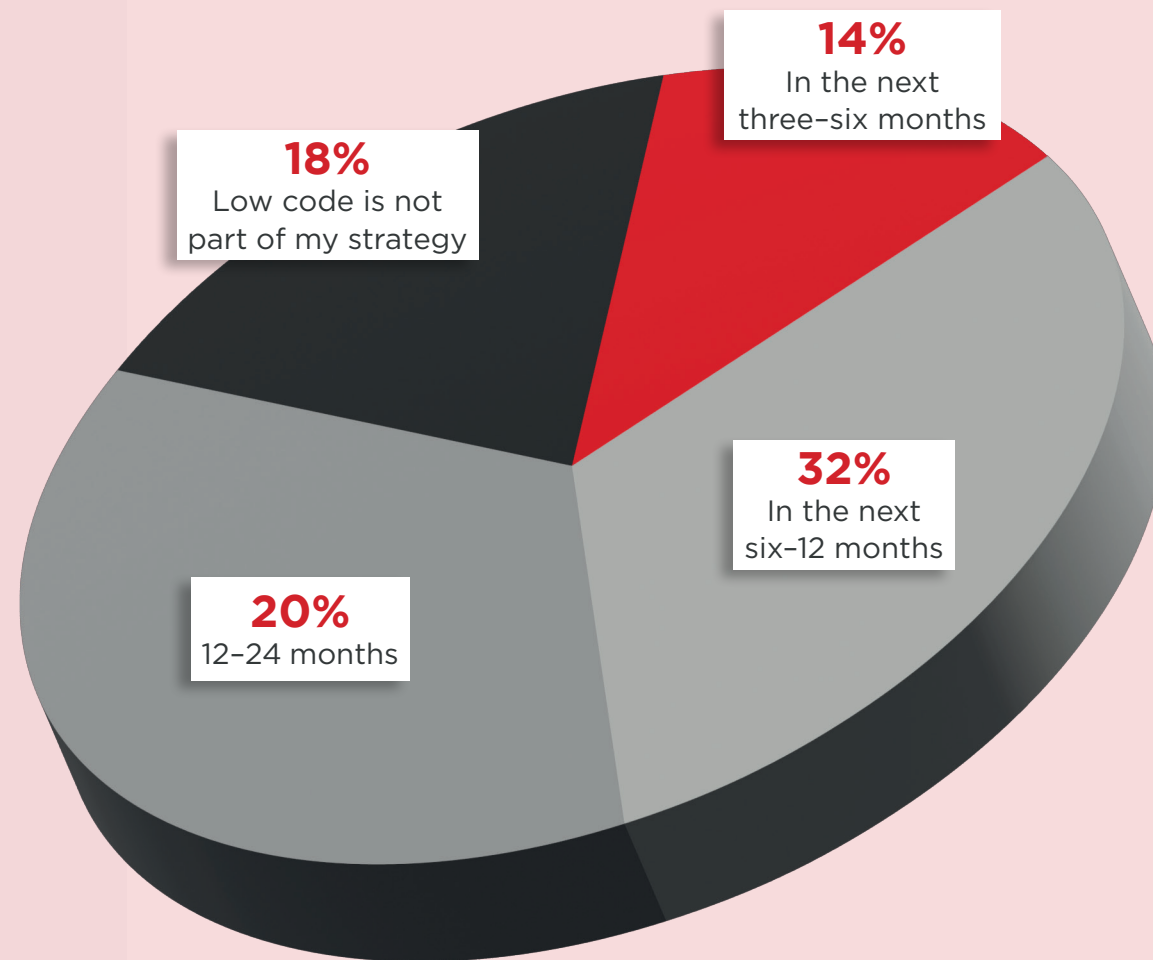
Where would you place low code in terms of overall business priorities?



How far do you agree that low code tools will enable your business to achieve its overall Digital Transformation goals?



When do you next plan to use low code tools, if at all?



The survey highlights the challenges facing public sector organisations as they continue to progress their Digital Transformation strategies.

CONCLUSION OVERVIEW OF FINDINGS

More than 60% of respondents indicated that they'd had to take at least *some* action to enable their Digital Transformation goals, with challenges including reduced budgets and a need for automation tools chief among their concerns.

Interestingly, a large percentage of respondents indicated their current and future demand for low-code tools had increased at least slightly, while Robotic Process Automation (RPA) and low-code tools and integration were considered the two most important capabilities for organisations.



Automation technologies - Robotic Process Automation (RPA); Business Process Management; Artificial Intelligence; low-code tools and integration - are in the pipeline of deployments for more than half of those who took part in the survey.



Respondents considered **agility** the main benefit of using low-code as opposed to traditional hand-coded computer programming but useability was the second highest-rated benefit.



Almost 70% of participants in the research agreed **workflow automation** would be at least an element of their evolving IT strategy.



More than half of respondents agreed that low-code tools would enable their business to achieve its overall **Digital Transformation** goals and more than 80% planned to deploy low-code tools within the next 24 months.



appian

cxo priorities

A
Lynchpin
Media
BRAND

DIGITAL TRANSFORMATION

Lynchpin
Media

Lynchpin Media is a global technology media, data and marketing services company. We help to increase awareness, develop and target key accounts and capture vital information on regional trends. Visit lynchpinmedia.com for more information.

Sponsored by
appian

Appian Middle East
Riyadh 11424 Saudi Arabia
The Kingdom of Saudi Arabia

Find out more: www.appian.com

cxo
priorities

CxO Priorities, a Lynchpin Media Brand
63/66 Hatton Garden
London, EC1N 8LE

Find out more: www.cxopriorities.com