



Role of Low-code/No-code Development in **Democratizing Automation**

INTRODUCTION

The ongoing COVID-19 pandemic has created a need to build digital transformation products in a short span of time to cater to the ever-growing “wish list” of business customers and end-users. This is where the concept of low-code and no-code platforms comes in. These tools allow “Citizen Developers” (people with less or no knowledge of programming) to create mobile or web applications without writing any custom code. A report published by Gartner predicts that by 2024, around 65% of new business applications will be created using tools such as low-code and no-code platforms. Based on another research done by Brandessence Market Research, the global low-code/no-code development platform market will reach 65 billion US Dollars by 2027 (indicating a CAGR of nearly 26%).

This paper looks at some of the low-code/no-code trends in democratizing AI and Automation to create business value and impact of such platforms on traditional development.

LOW-CODE & NO-CODE AUTOMATION

Low-code/No-code automation tools enable people with limited or no coding abilities to automate repeatable business processes. Business and technical users can automate various business processes using a drag and drop UI interface. With the emergence of next generation of RPA and AI tools, such solutions are emerging as leading enablers of digital transformation. According to a recent Forrester report, low-code automation market is forecasted to hit \$21.2 billion by 2022. Also, according to Gartner, more than 70% of big enterprises will use low-code development tools for IT application development by 2024. One of the multinational companies operating in energy and digital solutions space developed 60+ applications within 20 months using LCNC platform that sped up the development by 2x, helping the organization save 650 days of effort.





IMPACT ON RPA

According to a report compiled by Grand View Research, the global Robotic Process Automation market size is expected to reach USD 26 billion by 2027, expanding at nearly 40% CAGR. Implementation of RPA comes with its own set of challenges like bots can be very expensive to implement and maintain. Also, if the RPA implementation is not done enterprise-wide, the probability of delivering meaningful ROI becomes less likely.

The low-code & no-code solutions are emerging as potent solutions to simplify and democratize the RPA development process. Such platforms accelerate the RPA production cycle and allow business users to contribute, hence reducing the risk of low user adoption*1.

LOW-CODE/NO-CODE TRENDS IN 2021

Some of the contemporary trends on low code implementations are shown below.

- **Web-based customer portals:** Companies today struggle to provide consistent customer experience and value to the end-users because such customer portals are slow to launch, costly, and consume more resources. The use of low-code/no-code platforms alleviate such pain points by allowing such portals to be developed quickly using graphical drag and drop UI.
- **Core Business Software:** Core business applications built on cloud-based low code platforms are highly secure, scalable, and resilient.
- **Microservice:** Large enterprises use low-code/no-code platforms to accelerate the development of microservices.
- **IoT (Internet of Things):** Using low-code/no-code platforms, users can build complex IoT applications that convert large volumes of data into contextual visuals for end-users.
- **Approval Workflow:** Low-code/No-code platforms provide flexible collaboration tools and high-quality user experience to application developers to enable end-to-end automation of approval workflow.

HOW LOW-CODE/NO-CODE IS DEMOCRATIZING AUTOMATION

Today, most organizations are becoming “Software Development” enterprises with a democratized focus on automation. Automating any business process requires experience and vast technical knowledge. But LCNC (Low-code, No-code) platforms have made it easier for citizen developers to create an automation process without in-depth technical know-how. LCNC platforms provide simple, intuitive, and easy-to-use GUI that provides ready-made/pre-defined components enabling citizen developers to create an automation process in a few hours.

Some of the LCNC (Low-code, No-code) applications in the automation ecosystem include image and text analysis, which requires extracting relevant and valuable information from the content. Technologies like AI/ML and NLP can be utilized along with others to carry out image and text processing and interpret the data.

A few of the challenges enterprises generally face in implementing LCNC platforms are lack of trust in citizen developers, ability to drive efficiency and reuse automation solutions, etc. Looking at these challenges, some of the steps that enterprises should take to reap maximum benefits out of implementing LCNC platforms are:



LCNC platforms should support key capability areas like document intelligence, process orchestration, etc.



The right mix of pro-code, low code, and no code functionality to ensure success at every stage

ASSISTEDGE LOW-CODE/NO-CODE PLATFORM

AssistEdge low code orchestrator provides drag & drop, point & click ability to build feature-rich responsive web apps using LCAP. It also provides pre-built integration with attended and unattended automation, thus mitigating the need for application API. Web applications created using AssistEdge low code orchestrator can be accessed using all types of devices like desktops, laptops, tablets, and mobiles.

WAY FORWARD FOR LCNC PLATFORMS

LCNC (Low-code, No-code) platforms are acting as major catalysts for enterprises in expanding their digital capabilities in contemporary times. It remains to be seen how LCNC landscape adapts itself in the future to focus on the democratization of process automation, increase in investments, inclination in expanding product capabilities, etc. At the same time, it's important for enterprises to align LCNC platforms with their core branding strategy to fast-track success and create value for customers.

REFERENCES

*1 <https://www.intelligentautomation.network/transformation/articles/low-code-automation-and-the-democratization-of-innovation>

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