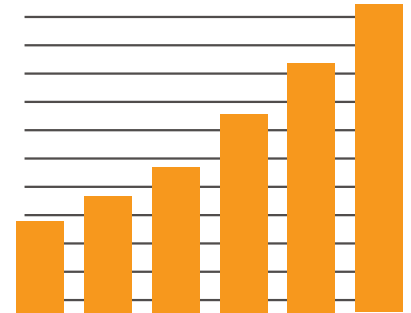


# Automate Workflows Despite IT Resource Constraints



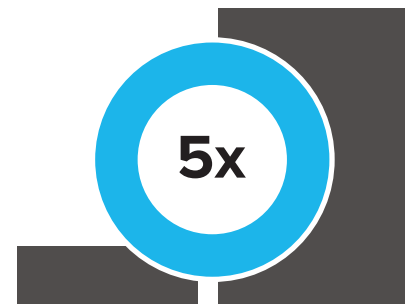
More than 3 out of 4 employees need quick delivery by IT to meet business



The IT backlog has increased 29% in the past 18 months alone



88% of large companies are facing a shortage of critical IT talent



Demand for mobile apps is 5x greater than IT can supply

# Software Development Struggles to Keep Pace with the Speed of Business

The pace of contemporary business is increasingly demanding, and it's a pace that traditional software development can't match. Applications simply can't be developed quickly enough, updated often enough, or maintained well enough to deliver organizations with the effective and scalable tools they need. Something has to give—they're either developed too slowly or they're developed so quickly that they're inadequate, incomplete, laden with bugs, and prone to security vulnerabilities.

Business simply continues to outpace traditional software—leaving companies ill-equipped to innovate and ultimately compete in their respective industries. TrackVia aims to help businesses navigate this rapidly changing software landscape. This is the first in a series of small reports by TrackVia on the current state of internal business application development.



## THE CURRENT STATE OF SOFTWARE DEVELOPMENT

Many businesses rely on a staggering number of critical applications in order to support their operations and drive success. Recent research from The Ponemon Institute with application security vendor Prevoty found that over half (57 percent) of enterprises have between 1,000 and 5,000 business applications. Additionally, [CEB research](#) found that more than three quarters of business professionals agreed that quick delivery by IT is a critical part of meeting business goals.



But there's a problem: quick delivery is increasingly undermined, not only by a growing demand for the development of new or improved business solutions, but also by the need for maintenance of a multitude of legacy applications. Additional research by Prevoty found that half of IT professionals say they can only update an application once in a one to six month period. This is causing a growing IT backlog, amounting to an increase of 29 percent in the past 18 months alone<sup>1</sup>. Furthermore, [according to Gartner](#) by the end of 2017, market demand for mobile app development services will grow at least five times faster than internal IT organizations' capacity to deliver them.



increase in IT backlog in the last 18 months

**5X**

demand for mobile apps will grow 5x faster than IT can deliver them by 2017

- The IT backlog has increased 29% in the last 18 months<sup>2</sup>
- By 2017, the demand for mobile apps will grow 5 times faster than IT can deliver them<sup>3</sup>

The problem is only heightened by a shortage of development talent that's plaguing business of all sizes. A recent [InformationWeek](#) survey indicated that 73 percent of respondents at companies with fewer than 1,000 employees, and 88 percent of respondents at larger companies, feel challenged by shortage in critical development talent. It's a shortage that only further impedes an organization's ability to respond to the demands already weighing down on IT departments.

Additional research by Prevoty found that 74 percent of IT pros think that the deployment schedule of their software is so demanding that it keeps them from focusing on important concerns like security. This demonstrates that software is either being developed too slowly to keep up with the demands of businesses, or it is being developed quickly but poorly—often lacking in security as a result. Neither of these two scenarios set companies up to win in today's complex and competitive business era.

<sup>1</sup> <https://soundcloud.com/microfocus/top-5-tips-for-beating-the-it-backlog>

<sup>2</sup> <https://soundcloud.com/microfocus/top-5-tips-for-beating-the-it-backlog>

<sup>3</sup> <http://www.gartner.com/newsroom/id/3076817>



## SOLUTIONS THAT LEAD TO PROBLEMS

The rise of cloud and SaaS technologies may solve some of those issues, but even these solutions fail to adapt readily to the individual needs of businesses. Often, they can't be modified quickly enough to adjust to constantly changing operational needs. Gartner [predicts](#) that by 2020, 75 percent of application purchases supporting digital business will belong to the “build, not buy” category. This means that companies will steer away from out-of-the-box solutions that aren't individualized to their needs, but are instead a combination of different application components, professional services, and other solutions.

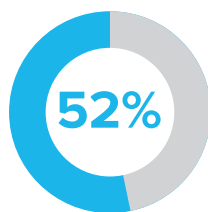
The lack of adequate software support is driving professionals to use their own applications to streamline their work, which opens the door for security vulnerabilities, as organizations and IT teams have less control and visibility into the applications that employees are using.

### According to TrackVia's research:

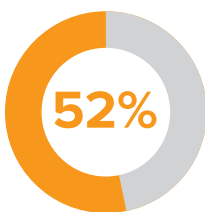
- 52% of employees admit that they use outside apps to support their work
- 52% of employees want an easier way to work and think a BYOA or BYOD policy would make it easier to do their job

### Reasons employees use their own apps and tools for work:

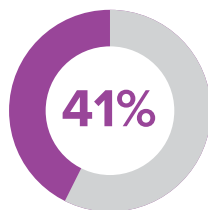
- 41%: the tools their company provides don't meet their needs
- 33%: their company's tools are outdated
- 67% of IT managers know that their employees are using outside apps and tools to do their work



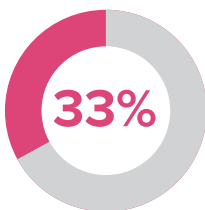
admit that they use outside apps



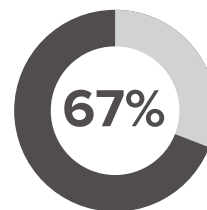
want an easier way to work



say company's tools don't meet needs



say company's tools are outdated



IT managers know outside tools are used



## OVERCOME THE PROBLEM WITH LOW-CODE PLATFORMS

When it comes to overcoming the challenges posed by the current realities and addressing the unique needs of today's businesses, simplifying and speeding up solution development and deployment is a top priority.

In order to accelerate, their ability to support their process automation efforts with technology, many companies are turning to what's called 'low-code platforms' that allow them to easily build custom applications according to their unique needs.

A leading analyst firm, Forrester, defines this new wave of low-code solutions as, "Platforms that enable rapid delivery of business applications with a minimum of hand-coding and minimal upfront investment in setup, training, and deployment."<sup>4</sup> Low-code solutions provide companies with an easy and fast way to meet employees' demand for improved business applications while using less IT resources than ever before. The two main core capabilities found in most low-code platforms are easy customization and integrated mobility.

## BENEFITS OF BUILDING CUSTOM LOW-CODE APPLICATIONS

### Speed

As discussed throughout this paper, keeping pace with the increasingly rapid speed of business is top of mind at organizations across every industry. Low-code platforms help enable employees to be more productive, operations to be streamlined, and clients to be better served. Additionally, low-code applications are easily and rapidly adjusted, which ensures that operational technology can always keep pace with evolving markets, client needs, regulations, and the like. Ultimately, the use of low-code technology allows companies to remain agile and to accelerate their speed to enterprise improvements and performance.

### Visibility & Control

When companies have to wait to get access to technology, work often is performed using manual tools, like email, spreadsheets and paper. These tools simply do not provide any means for management, or even the people performing the actual tasks, to understand where work stands at any given point in time. As discussed, low-code platforms allow for the rapid automation of previously manual work and provide real-time reporting. This means management now has complete visibility and control over their operations while employee work is better coordinated and streamlined. Lastly, this type of insight enables data-driven decision-making to occur at every level of the enterprise and allows companies to shift their problem-solving mindset from reactive to proactive.

**Security**

IT wants to enable its organization for success, but they are limited in their resources to do so. In their absence, manual tools and outside applications have flourished, leaving large security and data management concerns looming. Yet, with the help of low-code platforms, IT can now retain governance over the custom-built applications deployed across the business while also providing departments with access to tools they need to support their work. Utilizing low-code platforms to build custom apps, employees are able to better perform their jobs without the risk of unintentionally introducing potential security vulnerabilities.

**Efficiency**

Automating operations with low-code platforms means that the manual, inefficient tools once used to complete work can be left behind. Replacing outdated tools with low-code, customized applications enables employees to accomplish their work more productively. It also allows previously disjointed or uncoordinated processes to be streamlined—allowing work to seamlessly flow from one step to the next—across various teams and departments. This eliminates delays or inefficiencies that may have previously existed and enhances overall company efficiency.



TrackVia™, the leading low-code workflow platform for operations, helps companies build applications that improve on-time performance and reduce costs. TrackVia offers operations leaders the fastest and easiest way to build powerful applications that are business led and IT-approved. Companies like Honeywell, Stearns Lending, and Brinks rely on TrackVia to digitize their operations. Learn more at: [www.trackvia.com](http://www.trackvia.com).

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