

# PITFALLS OF OFF-THE-SHELF SOFTWARE

Why Choose Low-Code Workflow  
Platforms Over Point Solutions



## LEGACY SYSTEMS ARE HERE TO STAY

Off-the-shelf software solutions, or point solutions, are great for solving single process pain points within an organization, but, when the pain is systemic --- touching multiple departments, involving multiple workflows -- a point solution will likely leave you short changed.

There are three truths to weigh when considering a point solution:

### **1. YOU'D NEVER BUY 60% OF A HOUSE OR CAR, SO WHY BUY 60% OF A SOFTWARE SOLUTION?**

On average, point solutions are likely to solve only 60% of your pain --- meaning you'll end up bridging that remaining 40% with some sort of creative work-around that takes more time than it's worth. Multiply this reality by all the point solutions within your organization and it equals a spider's web of silos, workarounds, inefficiencies, and even more manual processes --- the very antithesis of automating processes. Even worse, off the shelf solutions often contain functionality that you don't need, confusing users and adding unwanted complexity.

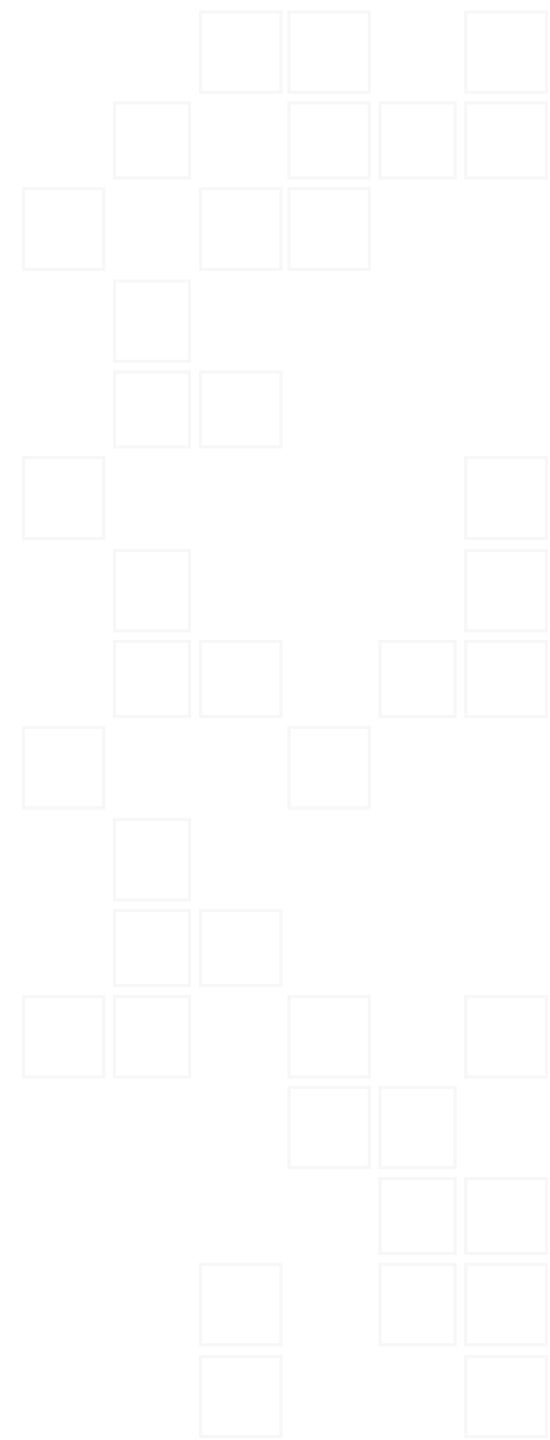
### **2. MANUAL PROCESSES RUN RAMPANT. A POINT SOLUTION CAN'T SOLVE ALL OF THEM**

Within your organization, there are likely tens, if not hundreds, of manual processes to automate. Will you buy an individual point solution for all of them?

Point solutions usually solve a single business use case, such as field services, quality control, HR, project management, and so on. Buying multiple software tools gets extremely costly and can take years to implement, and never mind changing them as your business needs shift and grow. Point solutions simply are not cost or time effective.

### **3. FORGET A SINGLE SYSTEM OF RECORD**

You want your point solution to share data with other systems of record. However, many 'off-the-shelf' point solutions lack integration capabilities. This means the manual processes you wanted to automate and sync to your other systems will have to remain manual. Further, the integration work needed to make a point solution 'talk' with your other systems of record typically involves countless IT hours.



## INSTEAD, CREATE YOUR OWN SOLUTIONS WITH LOW-CODE PLATFORMS LIKE TRACKVIA

A one-size-fits-all, point solution approach to business software has proven to be problematic for companies that have unique processes or evolving operations. In fact, TrackVia research found that 42% of employees say organizational tools don't meet their needs, and 52% of them want new applications that enable more productive work. When presented with software that does not meet their needs, or when forced to resort to manual tools such as spreadsheets, paper, and email, employees often turn to unsanctioned apps. This, of course, introduces a slew of problems.

Companies need solutions that actually fit their business, not the other way around. That's why more and more companies are turning to low-code platforms like TrackVia. Low-code platforms help you fully support your process automation and digitization efforts by allowing you to easily build custom applications according to your unique needs.

The beauty of low-code platforms is that they don't require users to know how to code in order to create applications. Low-code platforms provide drag-and-drop, visual tools and features that you can use to easily configure and make iterative changes to applications without the need for advanced coding knowledge.

In other words, business users and process experts take the lead on creating and managing applications that automate their processes --- without the need for programming or traditional IT training.

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## THE BENEFITS OF LOW CODE PLATFORMS

Selecting a low-code platform like TrackVia over a point solution brings many business benefits, such as:

- 100% fit and the flexibility to change and customize applications as the business evolves
- Quick time-to-value with fast implementations
- Automated processes across multiple use cases and departments
- Seamless flow of data between systems
- Little to no need for IT, yet IT approved for security and compliance

### CASE STUDY: RUSSELL PACIFIC CONSTRUCTION SERVICES

Russell Pacific Construction Services (RPCS), a partner of Array Technologies (ATI Solar Energy), provides complete turnkey project design and mechanical installation services for solar tracking. Before TrackVia, RPCS used many manual processes that relied on paper forms, rekeying data into spreadsheets, emails, a whiteboard and color markers, as well as manually created reports.

RPCS identified that their manual processes were impacting the success of their overall business. They sought to automate these processes and investigated several off-the-shelf solutions, yet there was no one solution that could do all the things they wanted in a simple, streamlined process. RPCS then decided to look at custom development and low-code platforms. After considering several options, RPCS selected TrackVia.

With TrackVia, RPCS developed a working application in about 8 weeks from the kick-off to the first pilot project. RPCS reports that their custom application has been a huge success by all qualitative measures and has achieved their project objectives.

*[Read this RPCS presentation on how they selected TrackVia and solved their unique needs](#)*

## TRACKVIA: TRANSFORM YOUR BUSINESS YOUR WAY

TrackVia, the leading low-code workflow platform, provides a way to create enterprise-class web and mobile apps customized to your business and IT requirements in a fraction of the time of traditional point solutions. With TrackVia, you can digitize your operations to eliminate manual processes, integrate with multiple systems, automate critical workflows, and analyze data for informed decisions. Additionally, TrackVia applications are already IT approved — eliminating any objections from IT. The best part? You can build and deploy your custom apps in weeks.

### LEARN MORE ABOUT HOW TRACKVIA CAN AUTOMATE YOUR PROCESSES

How can TrackVia help you create custom apps to digitize and automate your process within weeks?

[Contact us to learn more.](#)



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).