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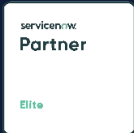
LOW-CODE APPS

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Partner

Elite

Build your future, faster

A practical guide to speedier automation, essential apps, and more efficient ways to get work done

When you build great apps the world works

Give anyone the means to build impactful apps

There is a significant gap between the need for enterprise-grade apps to be developed and the availability of traditional developers. To support the organization in its pursuit of innovation, and to address future uncertainties, pro-development teams must be freed and other employees empowered to build apps rapidly—without compromising enterprise governance standards.

How to use this guide and free teams to focus on high–impact demands

To help you consider your own situation, opportunities, and next steps, we've looked at the top two imperatives creating more efficient and productive ways to get work done in enterprise companies. But those key imperatives don't exist in isolation. Each is propelled by a combination of three essential objectives: Unlocking instant value by building apps faster using low code; creating low-code apps with enterprise-wide security, compliance, and governance; and driving agility and efficiency by simplifying and accelerating automation. It's only when you bring these factors together that you can understand the total benefits that your actions can bring. Read on and learn how, plus see real-world examples the world over.

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The two imperatives creating more efficient ways to get work done:

- **Accelerate innovation with low-code app development.** With more people building with less complexity, App Engine lets you create low-code apps fast, and safely scale cross-enterprise experiences users love.

- **Automate and connect anything to ServiceNow.** Automation Engine empowers ServiceNow platform owners to make work flow seamlessly by quickly connecting to any system and automating routine, UI-centric work, all in a single platform.

The three strategic needs influencing those imperatives:

1. **Create low-code apps that CONNECT teams with enterprise-wide security, compliance, and governance.** App development should be seen as a team sport, with stakeholders that are all uniquely connected to ensure every app meets the needs of the business, with the right service, security, and compliance levels.

2. **Put your PEOPLE FIRST by simplifying and accelerating automation.** Bring some simplicity and adaptability to chaotic process automation environments so you can focus on driving innovation and efficiencies.

3. **Drive INNOVATION and unlock instant value by building apps faster.** Build apps using low code in one-third the time and automate processes without limits, resulting in superior enterprise-grade experiences.

Now, let's see how they energize each other.

Build apps that users love, fast

Challenge: Mounting app backlogs, poor user experiences, and unmanaged app sprawl.

With digital transformation efforts in full swing, today's market demands a more productive way to build software, as there aren't enough software developers to build the enterprises of the future. With more people building with less complexity, App Engine lets you create low-code apps fast, and safely scale cross-enterprise experiences that users love.

Do any of these problems sound familiar?

- **App development teams in IT or in lines of business can't build apps fast enough** for mission critical workflows, due to the lack of skilled software developers or the high cost of hiring them.

- **Slow user adoption of apps** due to siloed and/or inconsistent experiences.

- **IT operations struggle to manage, scale, and govern new workflow apps** for safe delivery across the entire organization.

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Challenge, meet solution

How do you build apps with speed and agility, deliver experiences people will love, and scale app delivery across the entire enterprise?

Answering the people need:

- **Build apps with out-of-the-box components that deliver great experiences.** Customers and employees are attracted to companies that offer the most streamlined and user-friendly experiences. The ability to build custom workflows that work for people is essential for organizations in a digital-first world.

Answering the innovation need:

- **Employ low-code tools and templates on a single, prebuilt platform.** With more people building workflows faster, organizations can rapidly digitalize for differentiation.

- **Adopt a single platform design with enterprise standards and governance baked in for scale.** A well-governed, single platform design removes the guesswork from safely scaling low-code development.

Let your people focus on the work they love

Challenge: Integrating and automating systems and processes across the enterprise while removing manual, repetitive work for employees.

In an increasingly digitized world, organizations need to take advantage of automation and integration to streamline workflows, accelerate time-to-value, and eliminate manual, repetitive actions. Automation Engine empowers ServiceNow platform owners to make work flow seamlessly by quickly and easily connecting to any system and automating routine, UI-centric work, all in a single platform.

Do any of these problems sound familiar?

- **Misaligned teams and processes** due to siloed data and systems.

- **Frustrated innovators** who identify automation and integration opportunities, but experience long, expensive delays for new projects.

- **Low employee productivity and satisfaction** due to manual, routine work using legacy systems.

- **Fragmented technology that doesn't work well with others** due to tactical, one-off technology decisions.

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Challenge, meet solution

How do you remedy disconnected critical systems, remove expensive, repetitive human work, gain independence from specialized Centers of Excellence, and connect inefficient islands of automation?

Answering the connection need:

- **Improve service operations by creating cross-enterprise connections and automating processes.** Connect your front, middle, and back-office teams and systems together using ServiceNow® Agent Workspace. This helps shift your agents' productivity to higher value work and provides end-to-end visibility into customer data and case status in multiple systems—accelerating issue resolution and increasing customer satisfaction.

Answering the people need:

- **Ignite IT service productivity by automating request resolution.** Connect ServiceNow® Virtual Agent conversations and ServiceNow® Service Catalog requests to key systems and automatically execute actions to complete the request or deflect the incident. This shifts IT's focus and productivity to higher value work while improving the efficiency of core IT service processes.

- **Provide unified employee service experiences with connected systems.** For any business workflow, connect and automate unified employee service experiences end-to-end, across departmental, and back-end systems of record. This provides a simple, consumer-like experience for any service request regardless of the underlying system complexity.

Answering the innovation need:

- **Optimize cross-enterprise processes with automation and low code.** Transform the vast landscape of legacy business processes across the enterprise into modern digital workflows, while unifying islands of automation and eliminating any automation backlog that's restraining innovation and agility.

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When work flows smoothly, the world works.

The world works with ServiceNow.
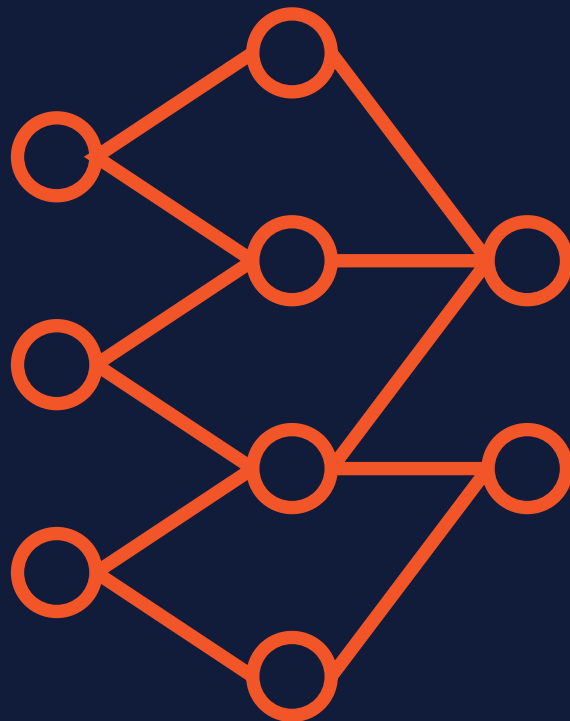
Example of how to build a strong CONNECTED foundation

App development should be seen as a team sport, with stakeholders that are all uniquely connected to ensure every app meets the needs of the business, with the right service, security, and compliance levels. It starts with centralized governance polices that can be applied across the entire enterprise, powered by a robust low-code and automation platform.

This gives business units the autonomy and agility they want, while providing scalable solutions that also safeguard enterprise quality, standards, and compliance.

Technology that supports interconnectivity across distinct groups of employees while offering a security-first approach can help mitigate the risks and maintain security governance from the outset.

Low-code apps connected to enterprise-wide security, compliance, and governance will ensure:

- Better compliance

- Greater enterprise governance

- Better security

- Greater efficiency through standardization

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International Exchange Data Services reduces risk and costs with low–code apps

> ❝ Prior to ServiceNow, ICE Data Services managed orders using five systems. With ServiceNow, we've been able to retire those five systems, which reduces our cost of ownership and eliminates support headaches. We've now got a robust, enterprise-grade solution, which lowers risk for IT and for the business. And we did all of this with a single development resource.
>
> —**James McGrogan,** Director of ServiceNow app development at ICE

Customer spotlight

20+ Custom apps built with App Engine

50% Reduction in development effort

5 Legacy systems replaced with a single application

Starting with a single ServiceNow developer, International Exchange (ICE) began to build custom business apps on ServiceNow App Engine. Initial results turned into growing momentum with the ServiceNow app development team gaining a reputation for successfully taking on increasingly complex business process automation initiatives. Many of these custom apps support mission-critical ICE business processes.

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Example of how to put PEOPLE FIRST

Legacy business processes don't need to be siloed. And they don't need to be replaced to optimize workflows either. Instead, you can modernize legacy processes at any scale, and accelerate citizen automation for any skillset with complete, connected, low-code automation capabilities—all in a single platform.

Now's your chance to unify the "islands of automation" and to eliminate automation backlogs, driving efficiency and agility through hyperautomation.

Bring simplicity to chaotic process environments and enable more focus on driving efficiencies.

Simplifying and accelerating automation will help:

- Deliver faster time to value

- Increase efficiency

- Lower TCO

- Increase productivity

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Baloise digitizes its claims processes

> " The portal has been a tremendous success for our customer. We've used a great combination of ServiceNow technology and Arctiv AG's expertise to quickly produce a high-quality, user-friendly solution, which was very important for our customer's reputation as a world-class business."
>
> —**Patrick Czerwinski,** Project Leader, The Baloise Group

The Baloise Group replaced a manual, inefficient, and labor-intensive B2B claims process for a global pharma company. By combining ServiceNow technology with the skills of a ServiceNow Premier Partner to design and build an online portal, all workflows are now simplified and digitized.

Customer spotlight

Baloise Group

1 **Platform to house every claim**

3 **Months to design, engineer, and deploy**

Claims processed in hours, rather than days

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Example of how to drive INNOVATION

Scaling to any level of demand requires more builders and faster delivery models. By building apps using low code, you enable LOB citizen developers, low-code developers, and professional IT developers to work individually and collaboratively in teams.

Using templates and pre-built capabilities in an integrated and efficient environment, low code enables more people to build apps, delivering them in one-third the time. You can also automate processes without limits—resulting in superior, enterprise-grade experiences.

Less code means more builders. Simpler technology means faster delivery. It's that straightforward.

Building apps with low code unlocks value by:

- Reducing app backlogs
- Increasing productivity
- Aligning the business better
- Improving end-user satisfaction

Suncor unleashes the power of its people with ServiceNow

> ❝ We were able to build a basic app in just a few days using App Engine, which we then extended iteratively over the following weeks. Now, the app handles everything from employee wellness checklists to ensuring that rooms have been cleaned."
>
> —**Steve Gilliss,** Manager of Solution Delivery and Process and Information, Suncor

Suncor has built a dedicated ServiceNow development team that leverages leading-edge agile processes (and ServiceNow® Agile Development) to extend ServiceNow capabilities—including building new ServiceNow App Engine apps.
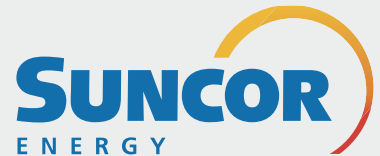
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ServiceNow products make the world work.

Empower anyone to build low–code apps quickly

App Engine

Build low-code apps quickly, with more creators and less complexity. Safely scale cross-enterprise experiences that users love.

All on one platform

- **Empower more creators** to bring their workflow apps to production quickly for mission-critical tasks. Design with best practice guidance and templates—all within a holistic low-code dev experience.

- **Accelerate process automation** and show value quickly with native integration and low code. Scale your workflows from simple to complex, with consistency across the enterprise.

- **Collaborate without friction** to enable builders of all skills to code and harmoniously in a shared environment. Free business creators to build apps while maintaining app quality and platform stability.

- **Captivate users** by delighting them in the moments that matter with a modern unified experience that's easy to understand. Build mobile-first experiences using our intuitive, low-code designer.

- **Seamlessly embed AI** and analytics in every app to amplify your work. Predict issues, make smarter business decisions, and help people get work done easier and faster.

Get more info here.
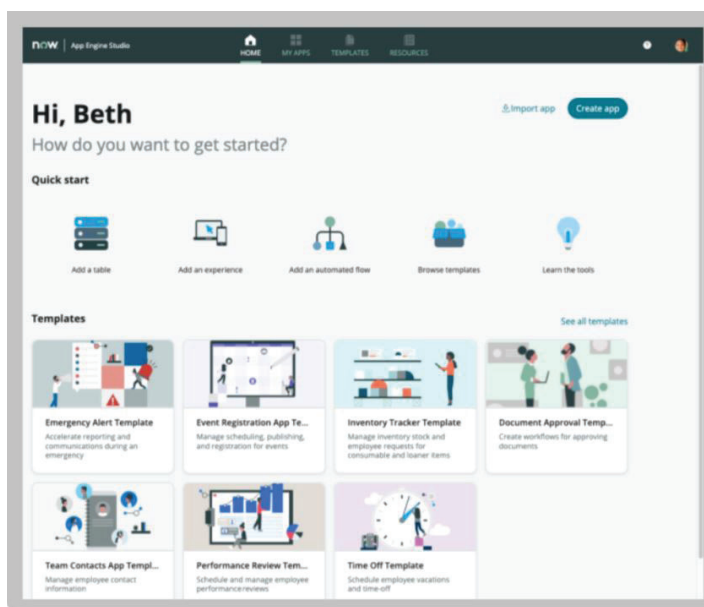
Integrate and communicate across any systems and data

Automation Engine

Connect any system to ServiceNow with Automation Engine. Accelerate time-to-value with turnkey solutions and eliminate manual, repetitive actions so people can focus on the work they love. Unify your approach to hyperautomation with all capabilities in a single platform.

- **Ignite IT service productivity** by automating request resolution and deflecting incidents.

- **Optimize cross-enterprise processes** with automation and low code.

- **Provide unified employee service experiences** with connected systems.

- **Improve customer operations** by connecting front to back office and automating processes.

Get more info here.
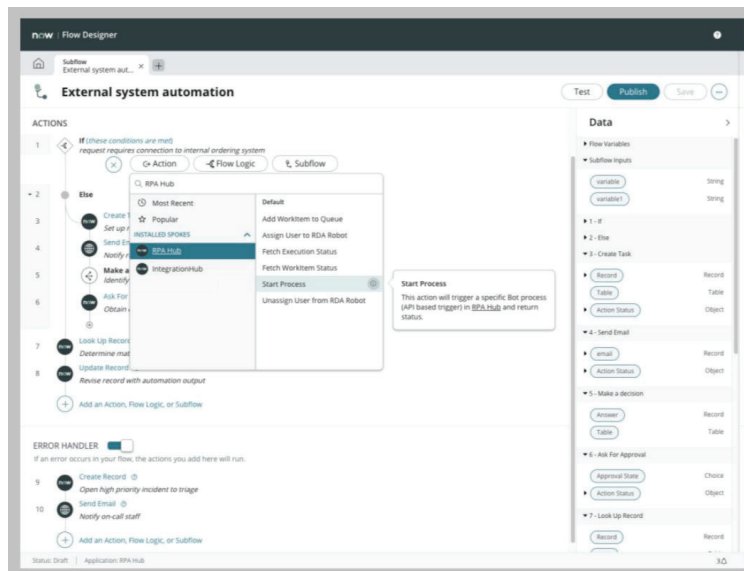
Streamline IT service operations

IT Service Management

Deliver resilient IT services on a single cloud platform, boost IT productivity with faster platform-native AI solutions, and serve employees anywhere with always-on IT services.

- **Deliver ITSM on a single platform** by using built-in practices to rapidly consolidate disparate tools to a single system of action in the cloud. Harness your shared data and analytics with the most trusted IT service workflows.

- **Improve IT productivity and boost agent efficiency** with AI-assisted recommendations and automatically assign incidents to the correct resolution team.

- **Shape service experiences for employees anywhere**, with always-on IT services.

- **Automate support for common requests** with virtual agents that understand simple, human language.

- **Achieve new insights and proactively deliver high-quality service at scale.** Gain full visibility into any process, service, or value stream with built-in dashboards and real-time analytics that provide actionable information.

- **Enable employees to find fast self-help** and collaborate across IT, HR, facilities, finance, legal, and other departments—all from a modern mobile app powered by the Now Platform®.

Get more info here.
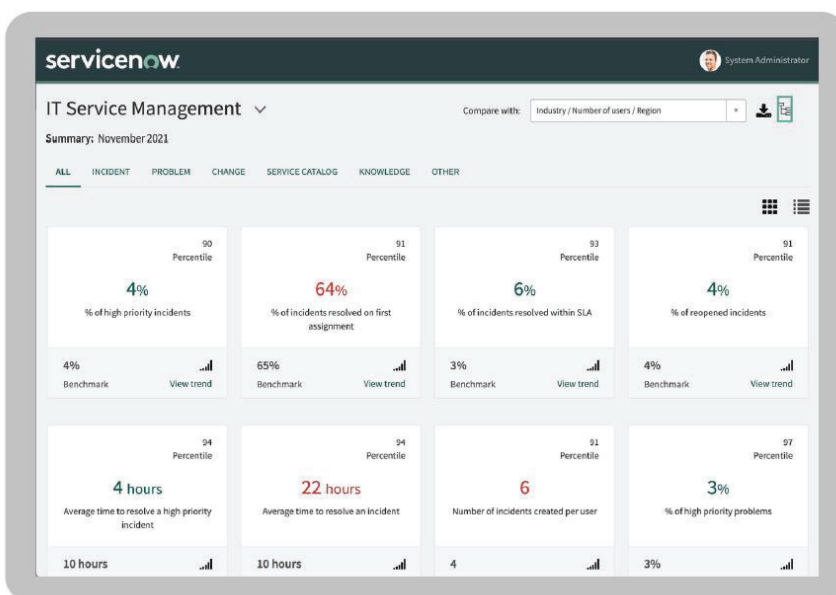
Make customer service flow

Customer Service Management

Improve service operations and engage customers with digital workflows. Solve customer problems by bringing front, middle, and back offices together.

Proactively address issues and automate common requests.

- **Connect teams to boost efficiency** by automating processes from the front office to the back. Intelligently route tasks to the best employee and group similar cases to streamline resolution.

- **Proactively address customer issues** by monitoring services to identify problems and notify impacted customers. Fix issues faster by analyzing workflow trends to increase automation and efficiency.

- **Expand self-service** by automating common customer requests, providing answers with an AI-powered chatbot, and empowering agents with an intelligent workspace.

Get more info here.
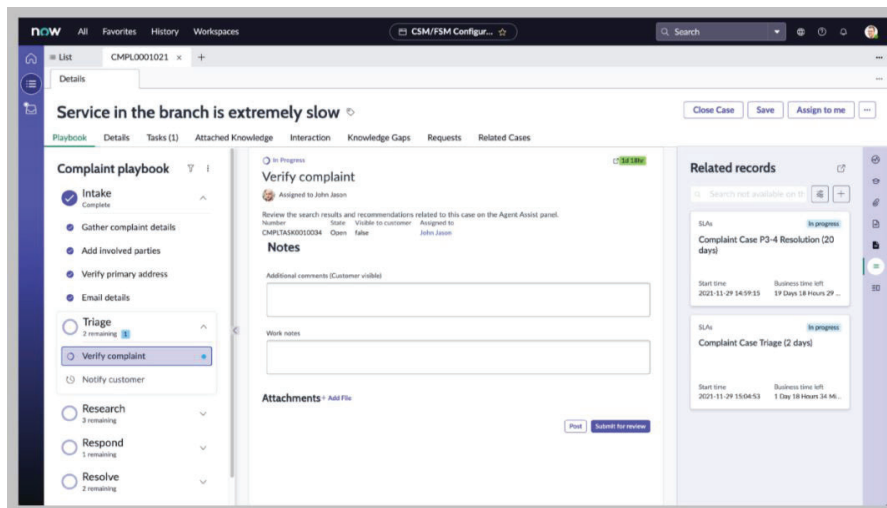
Boost productivity and engagement

HR Service Delivery

Create connected and engaging experiences for your hybrid workforce, while improving productivity.

- **Provide your hybrid workforce access** to HR, IT, and Workplace services from home, at work, or on the road.

- **Craft a complete workflow** that spans the enterprise, and personalize these workflows with no-code tools to fit the unique needs of departments, teams, and even individuals.

- **Meet employees where they are** with mobile, chat, and virtual agent self-service experiences.

- **Optimize service delivery** by improving operational efficiency and delivery of services with clear insights surrounding employee requests.

Get more info here.
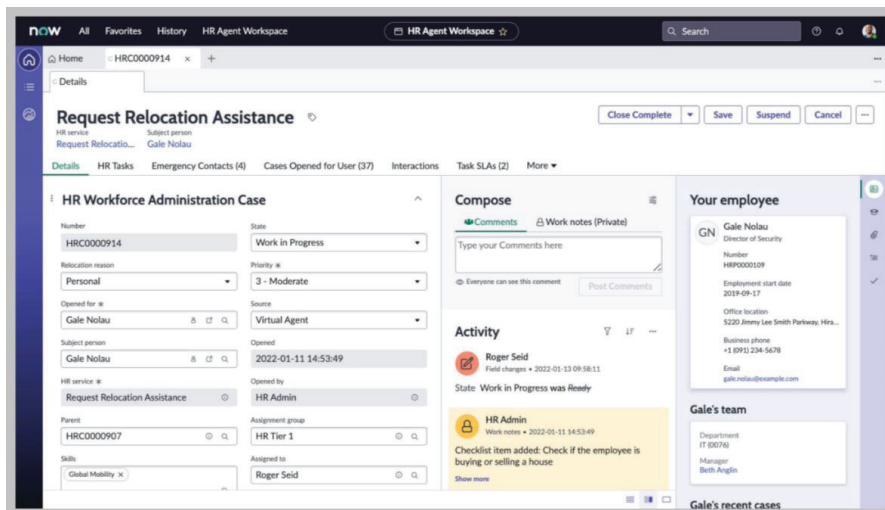
Deliver modern workplace services

Workplace Service Delivery

Create the ultimate workplace service experience with a multi-channel, mobile-enabled solution that automates requests, reservations, and repairs so you can focus on what's important—keeping the workplace safe and running smoothly.

- **Provide a safe workplace** for each phase of your reopening by delivering the right digital experience, engaging with employees, and automating the steps for returning.

- **Design and manage evolving spaces** with smart tools to configure floor space based on usability and optimized real estate spend.

- **Give your workforce access to services anytime, anywhere** with the simplicity of interactive maps and automated tools for visitor management, requests, and reservations.

- **Provide employees the help they need,** when they need it by efficiently managing route workplace requests to the right team member, department, or vendor.

- **Get a real-time view of workplace services,** requests, assets, and cases to uncover valuable insights, trends, and opportunities so you can make better decisions.
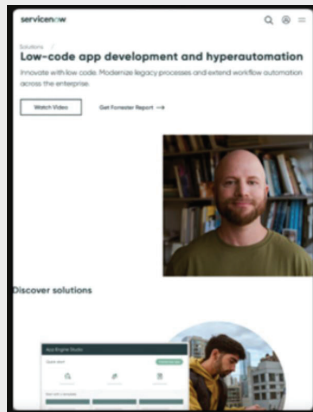
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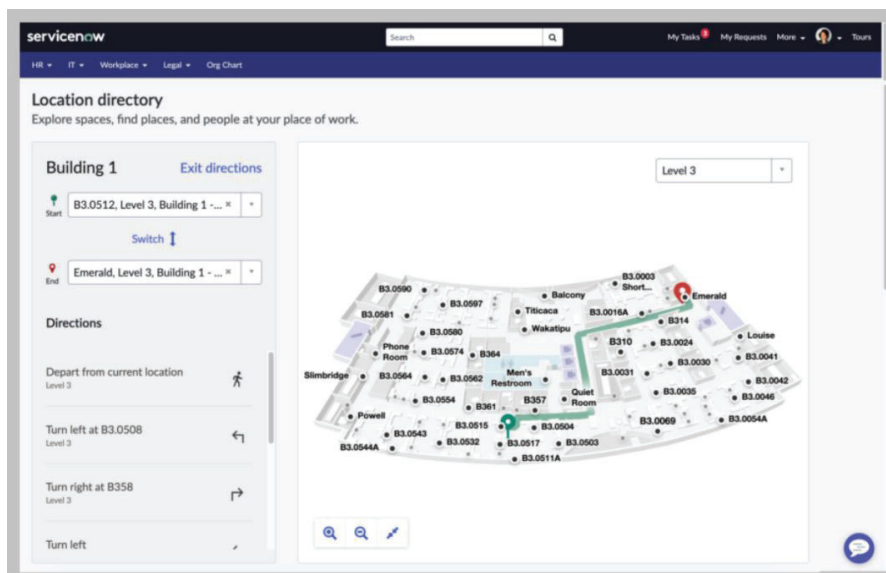
Ready for a deeper exploration of ServiceNow IT service operations solutions?

Build and Automate with ServiceNow

Explore how you can transform legacy processes into modern digital workflows by adopting the hyperautomation model.
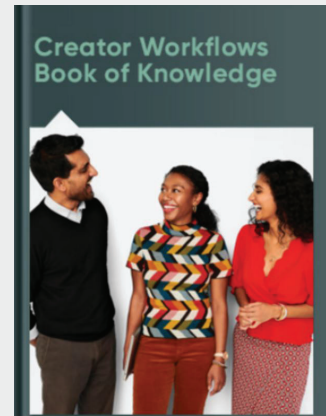
See How

2021 Creator Workflows Book of Knowledge

This ebook features stories told at Knowledge 2021 from organization like Aaron's, St. Jude Children's Hospital, and Medtronic—and how they handle complex challenges with the help of workflows.
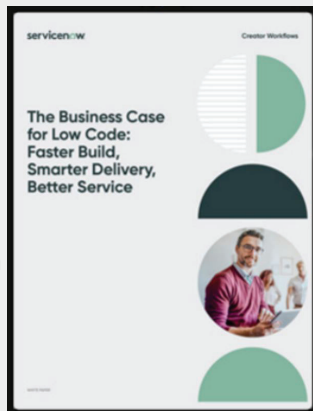
Get the Ebook

The business case for low code: Faster build, smarter delivery, better service

A new generation of low code development solutions is fast emerging and yielding significant bottom-line results. Learn how everyday employees are serving as citizen developers—creating apps on demand, at scale, and in step with IT.
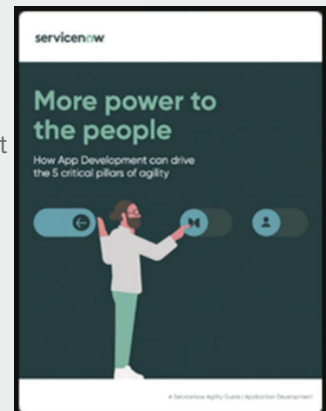
Get the Paper

More power to the people

We all want our companies to be more agile, and low-code app development can play a crucial role in making your organization faster and more adaptable. Explore IDC's five pillars of agility and see how building apps fast with App Engine can give your enterprise the highest rating.

Go Now

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Ready to find flow?

Windward helps companies create an IT operations strategy that connects your vision to a roadmap for success. If you'd like to learn more and discuss a strategic IT Ops plan for your organization, feel free to email us at info@windward.com or go to www.windward.com.