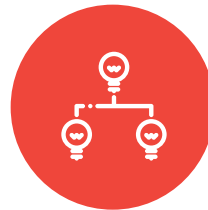




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Easier done than said



Five Qualities that define Low-Code Development Platforms



Based on our exclusive interview with Forrester's Clay Richardson, we look at 5 things that make Low-code Development platforms stand out from BPM Suites – particularly for building customer-friendly apps and processes.

If your customers don't like the way you do something, you need to change it, fast. And if they don't like that, you need to change it again.

In the [age of the customer](#), lean startup concepts such as test-and-learn are helping organizations to keep updating their websites, apps and business processes in light of what their customers need.

But designing new processes, developing them into apps, getting feedback, and iterating new versions requires speed and agility. And most traditional business process management suites (BPM Suites) just don't enable enough of either.

Five Qualities that define Low-Code Development Platforms

We recently sat down with Forrester Principal Analyst, Clay Richardson, to discuss the new breed of Low-code Development Platforms: software development tools that bring developers and process professionals closer to an agile, test and learn culture.

We found five key characteristics that make low-code an ideal choice for organizations that want to move fast to meet changing customer needs.

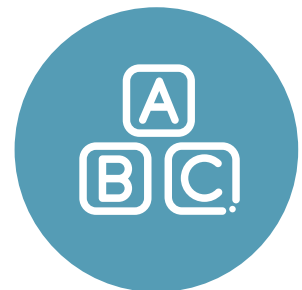
Visual, drag and drop configuration

One of the defining features of a low-code platform is the ability to create and configure apps in a drag and drop environment, rather than by coding. Developers are more productive, because they can quickly configure applications from pre-built widgets and templates. They can respond to feedback more quickly, and therefore accelerate the test and learn cycle.



A “fast ramp” to productivity

Unlike traditional BPM Suites that require vast amounts of training, you can get started with low-code after just a few days of training. This means you can spend less time training staff, and more time iterating on apps and processes that will better engage customers.



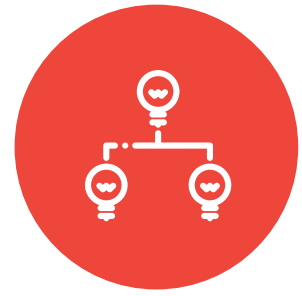
Low barriers to entry

Low-code reduces cost and risk. A Cloud based platform as a service model removes technical barriers, enables rapid deployment and a flexible software-as-a-service payment model.



More accessible to more employees

By enabling code-free development, training is simplified and minimised which means you can have more people building apps, faster, than you can with more IT-centric methods for app development. Although highly trained developers can produce results faster, for many organizations the real advantage of a low-code approach is in enabling less highly trained developers to produce excellent and consistent results without having to invest so much in training.



Scalable from short term pilot to Enterprise app

Though low-code platforms are often used to develop a proof-of-concept or temporary solution, in many cases these “throwaway” apps turn out to be good enough to use as a full solution, and end up being deployed and continuously improved over the long term. This is a defining feature of any low-code solution: agile enough to create a quick, short-term, low-cost proof-of-concept, but robust and scalable enough to become a long-term solution whenever needed.



Who is it for?

Low-code platforms are about getting more people making more apps, faster than ever before. But it isn't just for organizations looking for more agile or more lightweight BPM.

Though Low-code is traditionally seen as a way of getting more “civilian coders” working on process applications (and it most certainly can be used for this purpose), more and more IT departments are adopting a “bi-modal” app-dev approach; where Low-code platforms offer the speed, agility and low set-up costs needed to address customer-centric projects which are by their nature more dynamic and uncertain.

If your dev team is looking to accelerate the test and learn cycle, a Low-code Development Platform can help you iterate more quickly on what Forrester calls “systems of engagement” - the apps and digital services that your customers interact with. And by optimizing your systems of engagement, you can both improve operational efficiency and deliver outstanding customer experiences in a fast moving, digitally disrupted world.



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