Delegierte Low-Code Entwicklung: Strategien für maßgeschneiderte Governance und nachhaltigen Erfolg

Tim Simon
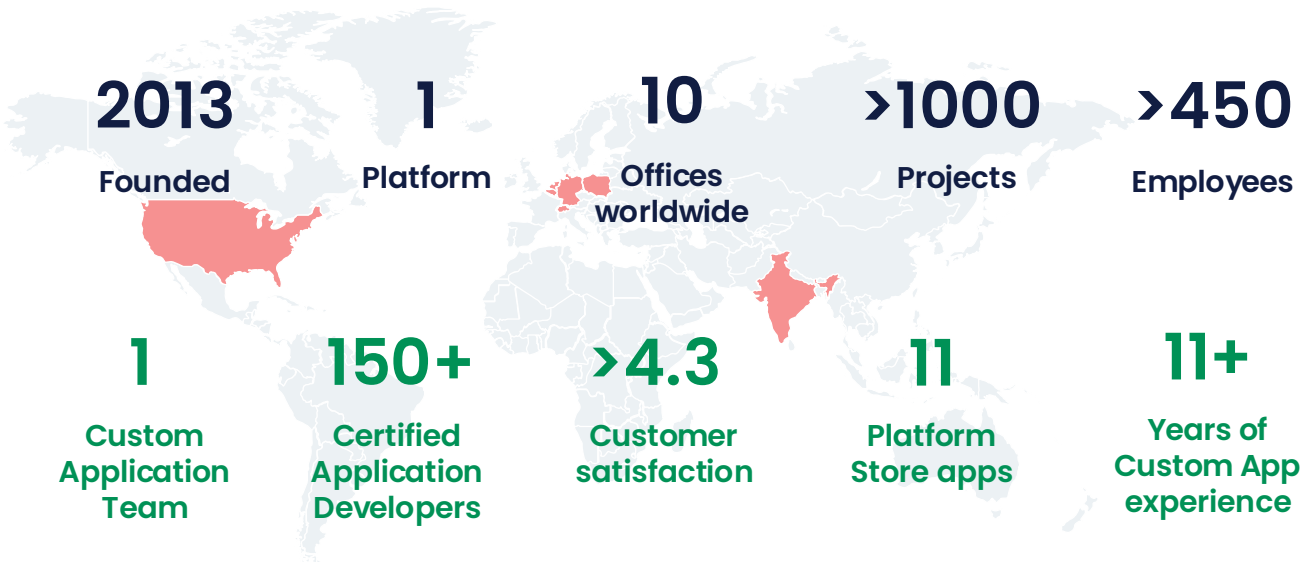Capability Lead Platform Application Development

Who we are

A global IT consultancy that makes work flow and has 11+ years of experience in Application Development

Our goal is **to boost workforce productivity and happiness** by implementing solutions that provide great experiences and ensure **work flows intelligently** across and between organizations. Furthermore, we future-proof our solutions by enabling our customers to continually **measure and improve performance**.

Besides offering **world-class Low-Code Platform Implementation** and Managed Services, we provide thought leadership to strategically guide our customers to take full advantage of all platform capabilities. Our **award-winning Application Development Services** ensure we can transform any business need into a powerful digital business application.

2013
Founded

1
Platform

10
Offices worldwide

>1000
Projects

>450
Employees

1
Custom Application Team

150+
Certified Application Developers

>4.3
Customer satisfaction

11
Platform Store apps

11+
Years of Custom App experience

We make work flow

We make work ... FLOW!

We **empower people** to **continually improve** their impact on the organization, by providing **insights to make the right decisions** and providing **digital tools** to **effortlessly do their work** and **collaborate with colleagues,** maximally leveraging **Data,** **Artificial Intelligence (AI)** and **Automation.**

Delegated low-code development

Business app demand is creating challenges for IT (and the requestors)

IT has become the bottleneck, and digital transformation is behind schedule.

Daunting backlog

IT backlog is too big and growing fast. 38% of IT pros reported having 25 or more apps planned for the year.

Slow app delivery

Due to the backlog and back-and-forth on requirements, a simple change could take months. 37% of IT professionals say it takes 3-4 months to develop an app.

App delivered doesn't meet expectations

Among the top 3 challenges that complicate or delay app delivery: Fuzzy or changing requirements.

Workforce productivity lags

Employees are stuck with old, manual ways of work; don't have basic training to create their own workflows.

The tools now exist for business users to develop solutions on their own

What is Delegated Development?

The concept of tapping into your business owners to build their own apps on an easy-to-use no-code/ low code platform.

Who is a Delegated Developer?

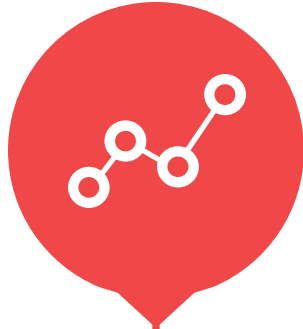A user with little to no coding experience who builds applications using IT-approved technology and processes.

How does "Delegated Development" help you?

01
Speed of Delivery

Deliver at business speed by scaling your developer base with businesses people

02
Inherent Process Alignment

Have applications build by the process experts

03
Expedite Digital Transformation

Complete the last mile of Digital Transformation
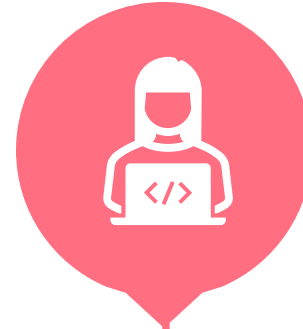
04
Free up Skilled Programmers

Solve the shortage of skilled devs by letting them focus on the complex work

05
Foster Innovation

Ignite the spark of innovation by providing the tools to everyone

Who is a Delegated Developer? Typical persona's

Who could be *your* delegated developer?

Who am I?	What are my responsibilities?	Why me?	What can I build?
Process Owner	I'm responsible for **a Business Process or Value Chain**. It is my responsibility that this process runs as smooth as possible and that the people working on this process are facilitated in **doing their job as efficiently** as possible	**I know the process in and out**. I can point out exactly where the **bottlenecks** are in the process, and which **manual activities** take a lot of time. I know of each step in the process why we have it and **why** it is important	I can build an application that **manages task**s which makes up the entire process. (e.g. Case or Request). By **visualizing the steps** in the process and preconfiguring templates the **manual effort and hand-overs are reduced**. This saves time, effort an minimizes risk of human errors
Business Analyst	I'm responsible for managing, manipulating and sharing **business data**. I gather data from multiple sources, work it **in Excel, MS Access** to give meaningful insights about what we are doing as a business and help measure **KPI's** and summarize them in **reports**	I have deep **knowledge of our data**, what it means and to whom it is relevant. I frequently **suggest improvements** to our processes and decisions. I'm loaded with work because my organisation wants to be more "**Data Driven**", but most of my activities are repetitive creation of reports and data exports.	Given a platform that is rich in process data I can create applications that **handle data** and **provide meaningful insights real-time**. I can automate the **tracking of KPIs**, and build **flows** that pro-actively warn stakeholders if action is required. I can automate and streamline **the requests for data exports and reports.**
Scientist / Engineer (non-IT)	I can have **background in Engineering or Science,** and in my day-to-day **job I'm used to solving complex problems**. For my specific expertise I have the right specialist tools, (e.g 3D drawing software) but for the simpler **tasks and processes** I'm bound to outlook and Excel.	I'm used to be able to optimize stuff and to think how to deal with problems the best way possible. **I work with advanced technology all the time**, so for me to apprehend a **low-code platform** is like a **walk in the park**. I'm also a costly employee, so allowing to organize my my work more effectively has a great return on investment.	I can build simple apps that **simplify a process** or that **automate manual repetitive tasks**. I can build flows that automatically **complete requests**, send out (bulk) **emails**, and keep stakeholders automatically informed. I can build apps that organize and visualize the structure of my team, product or project to more **efficiently deliver value.**

How many people in your organisation build excels with complex formulas and macros?

Delegated Development Program

Enroll

Delegated Developer Personas

Process Owner

Business Analyst

Scientist / Engineer (non-IT)

Enable

Enablement

Champion Enablement

Inspiration

Support

Design Support

Build Support

Learning

Online learning

Sandbox

Classroom Training

Training on the job

Equip

Guided Intake Process

A repeatable business process	Data and Flow Driven	Simple Business Rules	Good Candidate

Delegated developer Toolbox No-Code / Low Code

App Engine Studio	Flow & Process Designer	Reporting & Analytics	UI Builder

Building Blocks

Always up-to-date master data	Re-usable UX Components	Building Block Factory	Integration Blocks

Center Of Excellence

Light Weight ARB	Automated APM Governance	Training & Enablement	Functional Design Support

DevOps flows

Change & Release Automation	Automated Test Framework	App support (case)	Automated Health Scan

Engage

Measure for Success

Release your first app within 4 weeks and celebrate with your team!

Continuously Improve

- Better productivity with apps specific to business processes.
- By improving and automating process reducing costs
- Work better together and focus on more value added work.

Taking Delegated Developers to the next level

Introducing Now Assist* for Creator Workflows
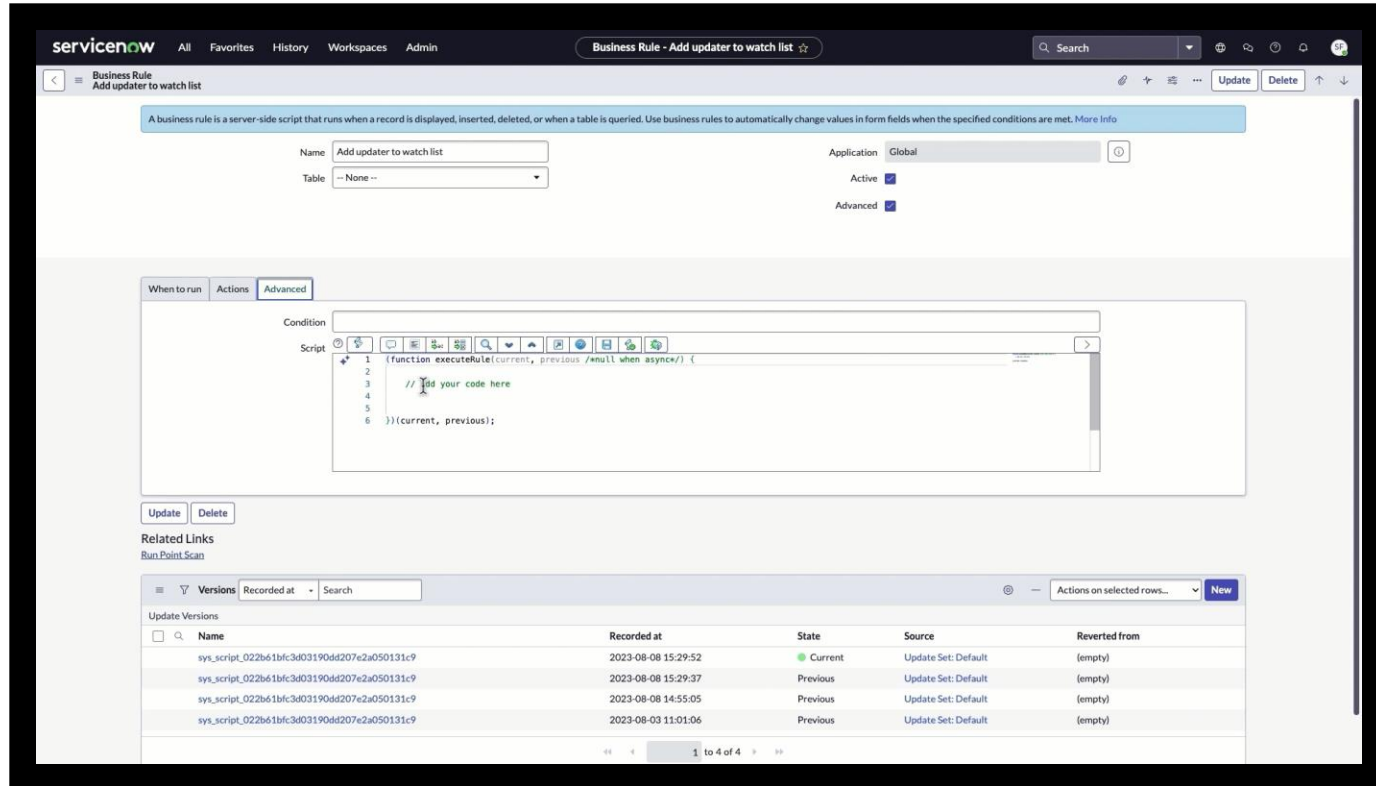
✦ Generative AI

Complete platform tasks faster with generative AI experiences

1 *Enable delegated developers with **no coding experience or knowledge** to adopt coding in their process and **increase developer productivity** with text-to-code*

2 ***Improve business agility** by automating the creation of workflows with text-to-flow*

3 ***Streamline business collaboration and execution** with auto-creation of Visio-like process diagrams via text-to-process*

* Optional and licensed separately

The importance of governance

Why is governance so important?

Avoiding Shadow IT
Governance helps prevent the proliferation of unauthorized or unmonitored apps, reducing the risk of shadow IT and ensuring centralized control over IT assets.

Compliance and Security
Governance ensures that apps adhere to regulatory standards and maintain data security, reducing risks of non-compliance and breaches.
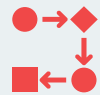
Consistency and Standardization
Governance maintains uniformity in app development processes, ensuring consistency across applications and reducing potential errors or inefficiencies.

Governance is key for success

There are 5 main areas where proper governance is of critical importance
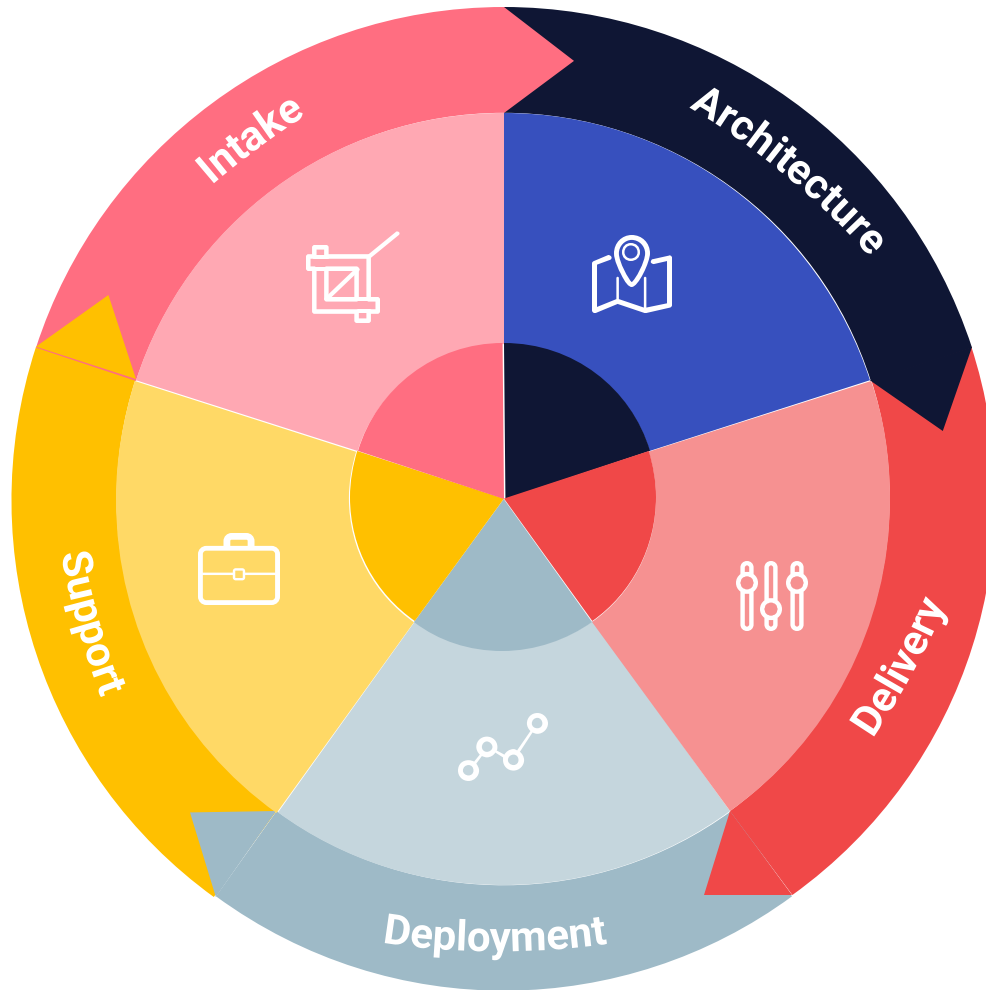
Intake
Having a streamlined standardized intake process, is essential to keep the overview on a Delegated Developer developed application portfolio

Architecture
Future proof apps by applying architectural principles and safeguarding best practices

Delivery
Having a standardized delivery practice with design and build support ensures consistency and quality in delivery

Deployment
Automating and streamlining testing and deployment steps ensures consistency and quality and minimizes risk

Support
Also low-code apps need to be supported. Define a support model that balances the flexibility of Delegated Developer owned apps stability of enterprise grade IT support.

"Delegated Development is easy to set up, but is very difficult to sustain"
Bramley Maetsa – Digital Transformation Lead SASOL

Our approach on implementing Governance

Define processes

Define roles and Responsibilities

Define Team structures and support organisation

Safeguard best practices and Guiding Principles
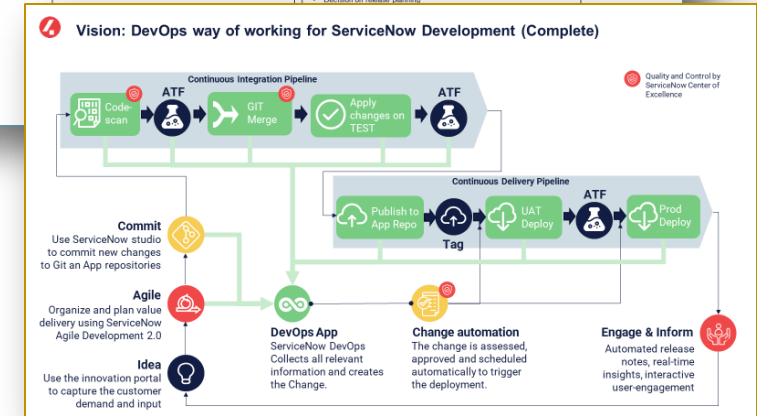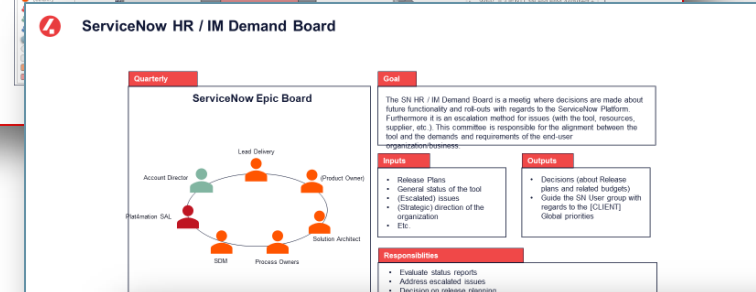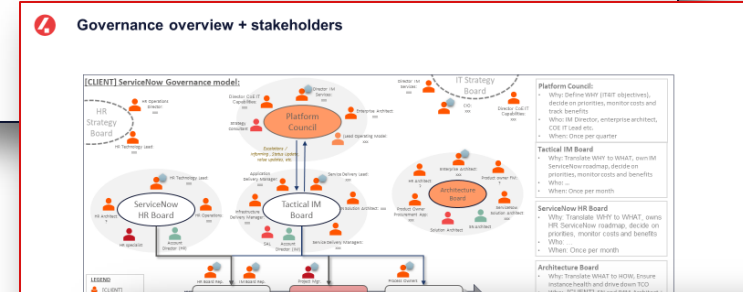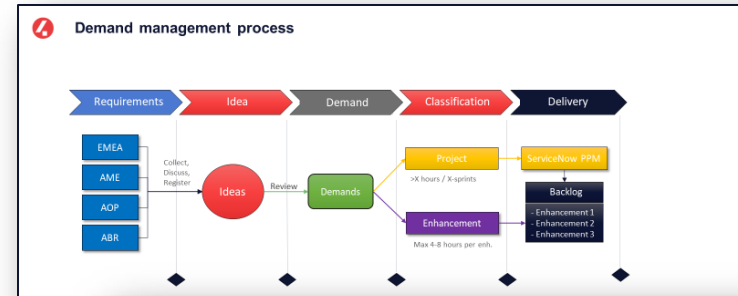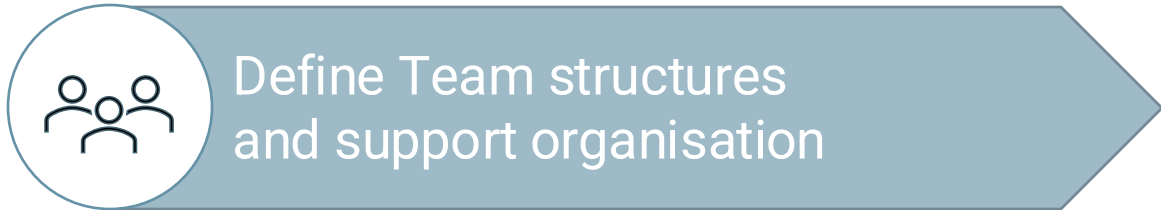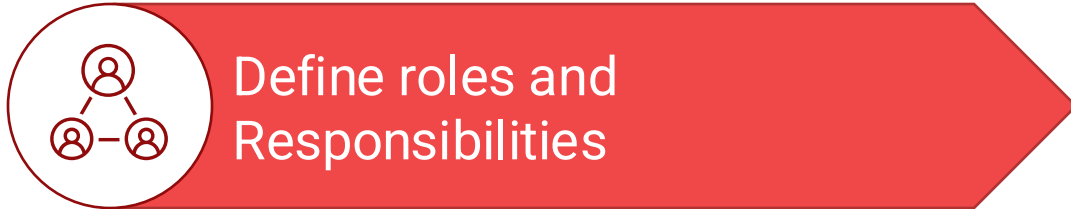
The Delegated Developer Community model

By using a common model where Delegated Developers are supported by the CoE and many automated DevOps controls you ensure quality and speed.

Center of Excellence

- Community of Practice
- Architecture Support
- Inspire and Brainstorm
- Build Support
- Functional Design Support
- Building Block Factory

Delegated Developers

Quality Gate

- Automated Test Framework
- IT Best Practises
- Automated Health Scan
- Change & Release Automation

Deploy often new shippable loveable products, let you Delegated Developers deploy as often as they wish to ensure speed and continuous improvement.

Building Blocks & Components

- Always up-to-date master data
- Re-usable UX Components
- Integration Blocks

The center of excellence provides different services to enable, maintain, ensure quality and good build solutions. There focus is to enable Delegated Developers as much as possible to create the largest value for their organization.

The building block factory; builds re-usable components to be used by Delegated Developers, where standard platform components are not adequate.

The App Engine Management Center brings Governance into Delegated Development
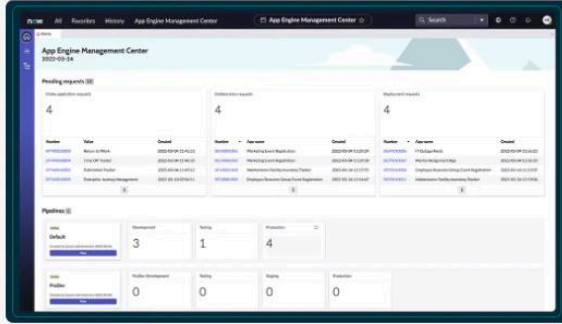
One management location

Govern low-code with app and developer visibility.
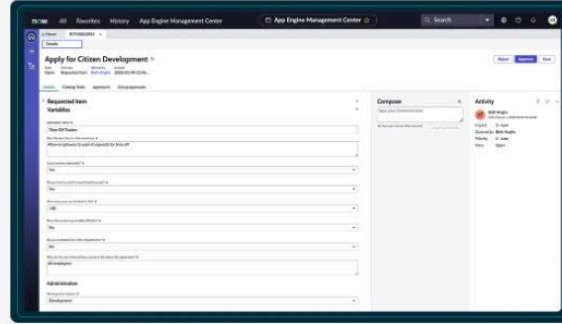
App idea review

Approve app ideas before developers start building and auto-add them to groups for fast development.
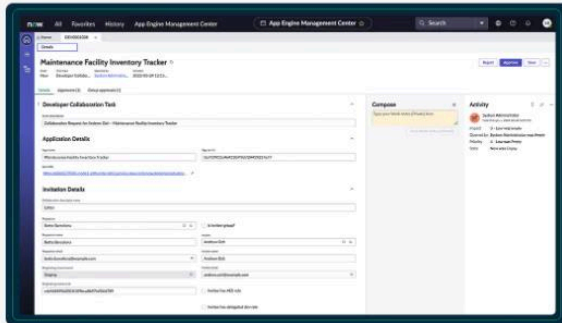
Delegated access

Ensure developers have the right level of access when approving a collaborator to build on an app.
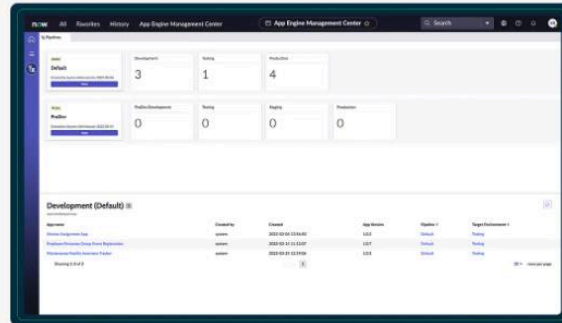
Automated deployments

Manage app deployments through a visual pipeline with the integrated Pipelines and Deployments app.

Govern low-code with ease

Manage all aspects of low-code app dev centrally, from app idea intake to pipeline and deployment.

Adapt low-code to your needs

Tailor low-code app development processes for your organization.

Safeguard without friction

Let admins non-intrusively set guardrails, apply standards, and check for compliance in one place.

Results

Big picture: Delegated developer-built apps move into production fast, within a framework of compliance and governance.

Speed (Accelerate Digital Transformation)

Removing the back and forth between IT and business owners, as well as automating the deployment process can convert weeks of work into minutes.

App Effectiveness = Workforce Productivity

The increased role of the business owners in need of the app results in better applications that are more aligned for their intended needs.

Cost Savings

Less hours required to develop an app, combined with the better alignment of task versus talent leads to significant organizational (resource) cost savings.

A public sector reference case

Some exciting examples

Roche

Facility Management apps and quality management

acerta

Connect HR Office

Eneco

Quality and Safety solution with mobile support

N

Support finance and MDM workflows integrated to SAP
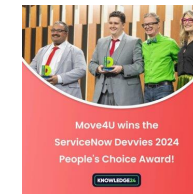
Relocation of diplomats and transport of goods in the Move4U suite

cablex

AI supported quality assurance applications for field agents

Fleet-management and controlling a Tesla using ServiceNow

Connecting Virtual Agent to IBM Watson for NLU

Integration of WhatsApp and Virtual Agent

Move4U Suite

Plat4mation's end-to-end application suite to support employee relocation and material transfer processes including transportation, storage, insurance, claims settlement, and invoicing.

Move4U wins the ServiceNow Devvies 2024 People's Choice Award!

KNOWLEDGE24

"This is a lighthouse project for us. It promotes the digitalization in the Government space"

Head of Logistics and Operations

Many companies, especially in the public sector, must handle multiple international employee relocations per year. These relocations lack the deserved support in tools and processes, thus creating a huge operational overhead.
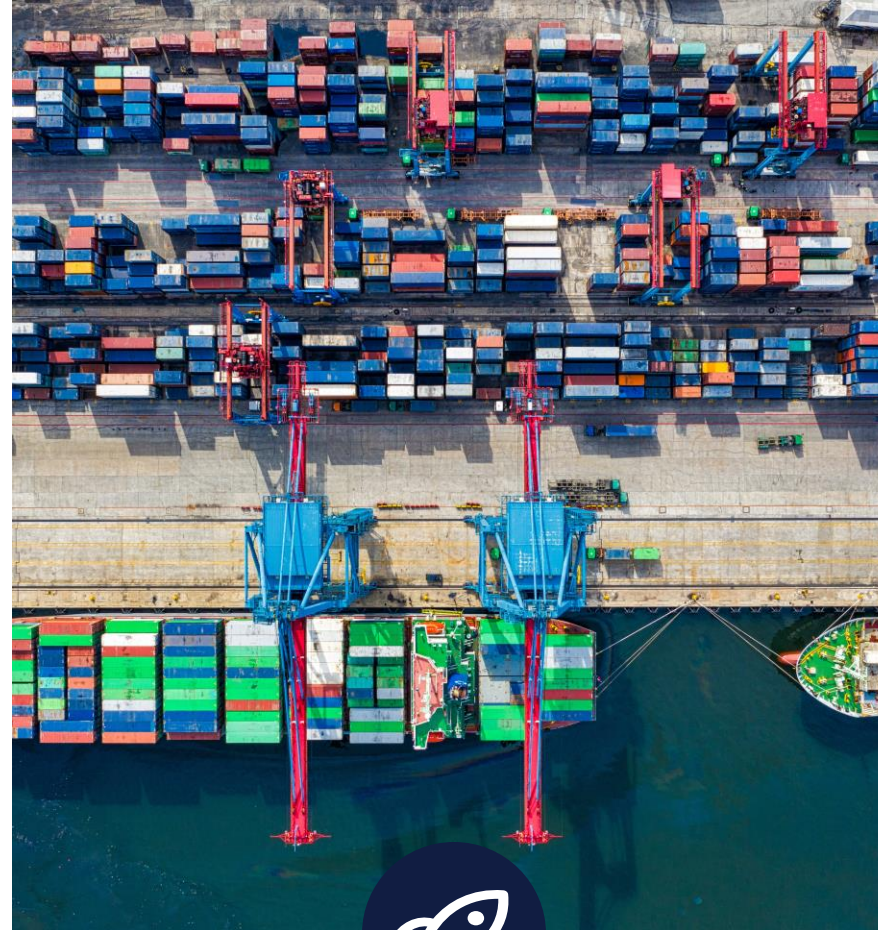
Plat4mation created several applications that together support the entire employee relocation process from HR decision to transportation and claim settlement, all while maintaining a single pane of glass available for employees, agents, and vendors on the Move4U Portal.

Tool-supported process with unified frontend experience, automated reminders, tasks, and status transparency at all times; increased operational efficiency & employee satisfaction; completely new management reporting options

Spotlight: End-to-End Move Process

08

Automated Move Request Creation

Based on triggers from integrated system, e.g. HR systems

Qualification of Request by agent

Agents can add additional information to the move request, before starting the automated process

Inventory and Employee Details

Employee gets notified to check move request info on the Move4U portal, and confirm dates, locations, new job details, their move inventory & accompanying family

Logistics vendor bidding

Based on the provided information, agents start bidding process; logistics companies receive notifications fully automatically, can review relevant information on the Move4U portal, and hand in their offers fully digitally

Insurance policy

Selected insurance company can review move details on the Move4U portal and hand in their offer digitally

Transportation

Logistics companies update the move request status in the Move4U portal; Moving employee and agents are being notified once the transport is completed and are asked for confirmation

Damage & Billing

Employees can log damage claims on the Move4U portal, which are automatically forwarded to insurance companies for processing; Logistics and insurance invoices are handed in directly via the Move4U portal and forwarded to SAP

Feedback to HR

Data entered by the ambassador are sent to Human Resources to facilitate expense compensation and updating HR records management system

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Realized Customer Benefits

Before introducing Move4U, each relocation or transport

➢ Was handled as an individual project

➢ Was managed with a variety of unfit tools such as telephone, emails, Word, Excel, PDF, paper and more

➢ Lacked transparency between moving employee, agents, and external partners, but also within the agent team

➢ Could not be properly reported upon to management because of unstructured and distributed data

24/7
Process status transparency for all stakeholders

100X
Reduced bidding process preparation time

39 articles
Created within the first day of going live, describing diplomat routines and guidelines

New reporting opportunities by the click of a button

1 single source of truth for all move request related information

341
Relocation requests automatically created within the first month

Surveys
Fully digital surveys, checklists, and customs questionnaire

Joy on the side of moving diplomats due to the intuitive and simple tool, simplifying their life

Accuracy
Data entered by the ambassadors gets pushed via an API to HR

Most low-code platform come with **valuable prebuilt workflows**

The possibilities of **building applications** on top of existing workflows are endless
- Availability of master data
- Tools for (low-code) development
- Integration capabilities

A good **governance** and a structured program are key to realize value

Keen to learn more?

- Blog post: <u>Who are your Citizen Developers and how to make them successful?</u>

- Whitepaper: <u>How to get from idea to business app in 10 days</u>

Who has the first question?

Please reach out to us.

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