

FORMAT14CRM

No-Code/Low-Code whitepaper series in collaboration with:

Creatio



Business Resilience:

A need as ever-present as uncertainty

Format14CRM Whitepaper

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Now the news ... pandemics, flooding, extreme heat, climate refugees¹ and wars for water².

These topics seem as likely to become more frequent as they are to usher in waves of “new normals” with adaptation becoming part of people’s everyday life.

The intergovernmental panel on climate change (IPCC) has shown collective responses to climate change have been inadequate. Ambiguous accounting

for the future in policy should have reset risk registers to include more environmental uncertainty - like the insurers who have baked environmental projections into their premiums³. It is probably also time for organisations to consider their preparedness for a set of largely unpredictable challenges to business continuity that will disrupt supply and distribution chains, working habits, and interactions with customers.

The concept of resilience needs to be a central tenet that guides business strategy. Preparedness to pioneer new approaches, operating models

and applications is going to be necessary for a type of business continuity that allows quick recovery from shocks and identifies new opportunities to add value.

69% of corporate directors **want to accelerate** enterprise **digital strategies** and implementations **to help deal with the ongoing disruption**

- 2021 Gartner Board of Directors survey⁴

Aspects of resilience that must be central to planning business operations are concepts of *Redundancy* and *Failover*. Although conceptually indistinguishable from terminology used in cloud architecture design, at the social level these concepts, in essence, require that organisations are flexible and agile so they can adapt to change. Organisational strategists must prioritise a search for ways that give their business-critical processes elasticity so that revenue models bounce back quickly, deliveries resume, and customer relationships flourish.

No-Code/Low-Code and the rise of the Citizen Developer

An approach that offers a solution for bounce-back is No-Code/Low-Code software and the technology-savvy business users who orchestrate new automations at the point challenges emerge. As a software development

approach that focuses on efficiency and accessibility, No-code platforms provide the tools to deliver tech solutions quickly and in-house. Application creation is no longer placed solely in the hands of software developers, so that users with a less technical background can

use no-code platforms to create apps themselves. As a symbiosis of key skills, the rise of the Citizen Developer has drawn much attention as an idea that prepares for emergent requirements on organisations in an age of uncertainty.

“To build the workforce you’ll need post-pandemic, focus ...

... on the **skills needed to drive the organisation’s competitive advantage and the **workflows** that fuel that advantage.”** – Gartner⁵

Requirement 1: Economics

The need for software naturally drives the need for software development, and aside from shocks that might create spikes in demand, Citizen Developers offer a way to fill the gap between the supply and demand on

skills. Already 41% of employees outside of IT – or business technologists – customize or build data or technology solutions⁶. No-Code offers innovative means to realise these nascent resources as well as enabling professionals to adopt new skill sets that allow more adaptive business - without IT intervention or support.

There’s around 200,000 jobs open for software developers in the U.S. ... but just 30,000 new computer science majors per year⁷

Requirement 2: Growth & Opportunism

As well as providing much-needed relief for time-strained developers, the No-Code/citizen development package offers the ability to expand into new markets as they emerge in- or outside of crisis times. An example comes from OTP bank who, at a recent demo day, explained that their teams are guided by 'the principle of

synergy'⁸. Business analysts with the help of custom tools can quickly create and modify the required functionality, while developers can solve integration problems or more complex technological issues. Through an approach that manages responses to emergent issues by operationalising a process of internal solution development Low-Code can, according to OTP, 'significantly accelerate the implementation of new business ideas, while reducing the burden on IT professionals'⁸.

**“Low-code development platforms
.... have the potential to **make
software development** as much
as **10 times faster**” - John Rymer,
Forrester⁹**

Requirement 3: Society

Another aspect of No Code is the social dimension, and the ability for No Code applications to open opportunities for wider groups of people. Through the democratization of access to technology there is an ability to achieve greater levels of social equality by removing barriers 'because it relies more on motivated creativity than on institutionalized advantages'¹⁰. Moreover, the conversion of professionals with existing business know-how into Technology conduits, who can manage full cycles of change, creates additional value for workers to offer labour markets and society at large. An interesting aspect of No Code that will likely become more prevalent is in the enablement of useful and practical knowledge (of how things work in particular locations or situations) by reducing and removing dependency on specialist knowledge (propositions that embrace resilience are discussed in a later paper).

Concluding Remarks

Risk management, or hedging against crises, could be helped by subsystems for business processes that facilitate rapid development and enable your organisation to navigate the external environment as obstacles arise. Citizen Developers, and the Low-Code/No-Code technology that supports them, offer unique opportunities to create elasticity in business processes; traversing real world problems by applying technology solutions with skill sets that are highly attuned to the task and issues.

PLANNING “FOR REAL-TIME ADAPTABILITY AND RESILIENCE IN THE FACE OF UNCERTAINTY ... IS A NATURAL ACCELERATION OF THE DIGITAL BUSINESS THAT YOU LIVE EVERY DAY. IT ALLOWS US TO DELIVER THE RESILIENCE AND AGILITY THAT THESE INTERESTING TIMES DEMAND”¹¹

**DARYL PLUMMER, GARTNER
DISTINGUISHED VP ANALYST.**

With a rise in issues that transcend borders, there is a clear need for everyday people to be equipped with the best tools to respond to drastic changes. Achieving a level of resilience internally means facilitating innovation at the source of where challenges arise - and we must accept that this is often to facilitate the maintenance of a norm. With people and technology able to adapt quickly to changes in the external environment, organisations are more effectively able to keep a form of 'business as usual'. Embracing Low-Code/No-Code enables business continuity through failover onto a new way of doing things that are created at the point of need with skills held 'on reserve' by business professionals.



Format14CRM works with organisations to identify their low-code and no-code opportunities and enable you to understand how your business can benefit from leading solutions like Creatio.

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