Low-Code Automation Across Industries

Understanding the Rise of Low-Code Automation, its Impact across Industries, and Choosing the Right Path to Successful Implementation

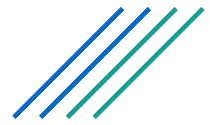**comidor**

Table of Contents

Introduction

In the digital era we are living, business transformation is an inevitable path all companies should take not only to survive but also to grow. Business transformation is about leading your organization into the future, focusing on people's strengths, and **combining work with cutting-edge technologies**.

> This comes very close to what we refer to as hyper-automation. Low-code automation is a key piece of a comprehensive hyper-automation strategy. Low-code platforms help you easily bring together people's skills with system capabilities and cutting-edge technologies.

Indisputably, low-code automation is the way to transform work and business. Powerful **low-code automation platforms** empower business users with limited technical skills and coding knowledge to build and automate their own applications and workflows by using a visual, model-driven interface with drag-and-drop features.

However, businesses often struggle with concerns like where to begin, what functions to automate, what steps to take, and how to guarantee a successful deployment. It definitely is a daunting task to choose the right automation path. Automation is not a one-time investment, but a long-term journey. It requires research and understanding of your needs and business goals so that you make a decision that is beneficial for your company in the long run.

Predictions for the Future of Low-Code Automation

The future of application development relies on low-code automation, which enables faster and more effective app creation. In the near future, not only developers but also business users with no technical background will be able to create an increasing number of powerful applications utilizing a low-code approach, visual model-driven interfaces, and AI/RPA technologies that will streamline the entire application lifecycle and fully automate processes.

The journey of global organizations toward digital transformation will be accelerated by the use of low-code automation that guarantees that processes are automated in **days or weeks instead of months or years**.

Low-code automation tools are traditionally used for developing applications that require little or no coding skills, such as simple CRMs, data-driven apps, and portals. In the future, we can expect more companies to adopt low-code automation solutions in order to develop advanced apps and workflows, accelerate their implementation process, and reduce costs associated with high-priced development and maintenance.

Through the use of low-code automation, businesses will be able to **respond faster to market demands** by implementing solutions rapidly without quality sacrifices.

Nowadays, **60%** of business apps are not built by the IT department.
Out of these, **30%** are built by those with
little to no coding or development knowledge.

Almost every industry is quickly embracing the concept of low-code automation, and we anticipate that this trend will be propagated even more over the coming years.

By 2027, the low-code market is expected to have reached 65 Billion U.S. globally and it's projected to reach $187 Billion by 2030. According to CIO.com, 26% of executives believe low-code platforms are the most important investment in automation.

comidor

41% of respondents in a 2019 [Gartner survey](#) have ongoing citizen development projects

70% By 2025, [70 percent of new apps](#) will be created utilizing low-code, highlighting the growing demand for low-code development platforms.

75% By 2024, [75 percent of major enterprises](#) will be adopting at least four low-code development solutions rather than just one.

80% [Most Enterprises (80%)](#) will have policies in place for citizen developers by 2024.

x4 [By 2023](#), there will be 4 times as many citizen developers as professional developers at major corporations.

comidor

The Impact of Low-Code Automation Across Industries

Low-code automation is not a new concept, but it has gained extensive popularity over the last few years because of its benefits to any business and its ability to solve complex business challenges.

Businesses of **every size** and in **every industry** are under pressure to respond to the fast-changing needs of employees and customers while embracing efficiently new ways of working.

This pressure has accelerated the shift to low-code automation for businesses across industries more than ever before.

Read on to learn **how low-code automation impacts your business** and what a low-code automation platform can do to solve your challenges and hyper-automate your business.

01 —— Low-code automation democratizes app development

Low-code automation software is a type of software that allows everyone to build applications without the need of coding knowledge. This **democratizes app development** by making it possible for business users with no coding knowledge, or "citizen developers," to build an app and automate processes fast and easily.

By making low-code automation and app development more accessible to everyone, businesses **relieve the IT department from pressure**. In this way, IT teams focus on more strategic, highly technical tasks and complicated processes, and participate in the low-code development process only when more technical and customization features or small fixes are needed.

02 —— Low-code automation embraces collaboration

Businesses of all sizes and sectors are in search of efficient, robust, powerful tools and effective ways to transform their operations digitally. At the same time, it is of paramount importance to enhance business collaboration within an organization. Low-code automation tools provide a **collaborative environment** for non-technical users and IT teams, leading to more efficient and effective projects.

IT teams have the technical background and expertise to build robust solutions. At the same time, business users, understanding better the business challenges and pain points of the customers, contribute their knowledge and energy to the automation and development process so that they build tailor-made solutions for each case. Low-code changes the way businesses work, and through automation, creates a **culture of collaboration** that bridges the gap between IT and business.

03 —— Low-code automations enables agility and scalability

Low-code automation platforms simplify the app development process. With low-code automation, changes can be made quickly and easily throughout the app development cycle, while workflows are easily modified and customized to new business requirements, without complex coding.

Furthermore, low-code automation platforms powered with advanced intelligent automation capabilities allow businesses to automate end-to-end processes and build scalable applications. Solutions built with low-code are **scalable and adaptable**.

Thanks to the new era that low-code automation brings in, businesses can rapidly adjust to regulatory changes, new market trends, and changing customer needs, and fulfill their expectations.

04 —— Low-code automation mitigates the shadow IT

The vast use of software systems and applications without the IT department's evaluation and approval has recently introduced several security and compliance concerns to businesses. In addition to that, these systems require extensive resources, effort, and time when it comes to maintaining, repairing, or integrating with other systems. On top of that, **shadow IT** creates **data silos and massive technical debt**. Here comes low-code automation as a catalyst for shadow IT.

Sophisticated low-code automation platforms offer **built-in security and access rights features** to avoid risk vulnerabilities, and comply with regulations and security standards. Business users have the tools to build their own apps without IT's direct involvement. They are supervised and assisted by IT, only to ensure the overall security and quality of the applications.

05 —— Low-code automation provides seamless integration capabilities

Seamless integration capabilities provided by low-code automation are another benefit that allows business users to create an application from scratch with a few clicks of the mouse and then integrate it with other applications, platforms, or databases.

Therefore, it **enhances IT infrastructure**, while users work collaboratively in various systems. As mentioned before, shadow IT creates massive technical debt, and meanwhile, legacy systems augment an organization's technical debt. Low-code automation platforms integrate legacy systems easily so that businesses don't have to worry about data breaches or outdated applications anymore.

06 —— Low-code automation increases productivity

Low-code automation supports **continuous delivery and deployment** of applications by helping business users build and deploy them faster. This ultimately helps organizations increase their productivity in today's fast-paced world. The majority of software developers claim that almost half of their development work could be completed by using low-code technologies.

When non-technical business users decide to use low-code to automate repetitive tasks and build applications by themselves, they consequently reduce the IT backlog and make it easier for IT teams to focus on critical IT processes like building new features and functionalities.

Last but not least, pre-built components, workflow and app templates, drag-and-drop capabilities, and data models are just a few of the low-code capabilities that accelerate the automation and development process.

07 —— Low-code automation is cost-effective

Low-code automation platforms are assumed as less expensive solutions compared to traditional development ones that require more resources in order to build software or an application. They keep costs down and offer higher ROI since businesses don't need programmers' technical expertise to complete every automation and development need.

Businesses tend to invest in low-code solutions that enable them to manage multiple operations, automate and streamline processes, all in one place, thus, saving time, effort, and resources that can be used for growth opportunities. Even though you may need to automate processes from start to finish, there is no need to start designing workflows from scratch. Pre-built, ready-to-use process templates **speed up the implementation and ROI**.

08 —— Low-code automation is user-friendly

One of the fundamental advantages of low-code automation platforms is their **simplicity**. The main objective of these platforms is to make the user's app development and automation experience as simple as possible. Platforms that have a simple User Interface which is easy to use and make automation accessible to everyone, no matter the level of technical knowledge, development skills, and learning curve, gain a competitive advantage over platforms that appear too complicated.
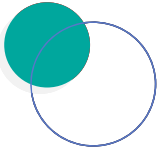
Low-code platforms can be utilized across an organization by any department without the need for intervention by the IT team, allowing business users to build applications suitable for their operations, design automation processes, and free up the IT department.

09 —— Low-code automation enhances customer experience

Low-code automation platforms allow businesses to quickly and easily create experiences tailored to the needs of their clients or team members. Repeatable processes standardized with low-code create better and smoother user experience not only for customers but also for employees. Low-code solutions like intelligent chatbots, and automated ticket routing systems improve customer experience.

Additionally, **high-speed business performance** plays a significant role, too. The faster the connection of a customer with your business is, the more probable is to create an exceptional experience and feeling about your company, product or service.

10 —— Low-code automation drives digital transformation

Businesses are asking for easier and more powerful software tools to use in order to help them meet the fast-growing customer needs while keeping their competitive advantage. The companies that will survive and continue thriving are those that have already embraced low-code automation.

> Low-code automation is the **weapon for the end-to-end digital transformation** of businesses in any sector, providing them with a lot of power, speed, cost savings, scalability, and agility. What every business aims at is its growth! So, it makes absolute sense to invest in low-code automation solutions that help grow and digitally transform the operations as years go by and things change.

Which Businesses are Suitable for a Low-code Automation Journey

The development of modern automation technologies is allowing small and mid-sized businesses to thrive. The idea of introducing automation solutions is no longer frightening, thanks to the new breed of **flexible and affordable** automation solutions that can be easily adopted and meet every business' demands.

In the past, automation required several sophisticated solutions and a team of developers to manage and keep them running. This cost-effective strategy puts automation out of scope for many small firms. Nowadays that low-code and cloud-based platforms have become more accessible and cost-effective, even the smallest businesses can embrace automation technologies.

For small businesses, the most crucial thing is repetitiveness in processes, found in every aspect of their company: from capturing leads to preparing an invoice or requesting a payment order. With process automation, small businesses can focus their attention on things that really matter—like expanding their business.

Mid-sized and large businesses utilize more sophisticated forms of automation, including machine learning, in order to execute complex tasks that need extensive data processing and decision-making.
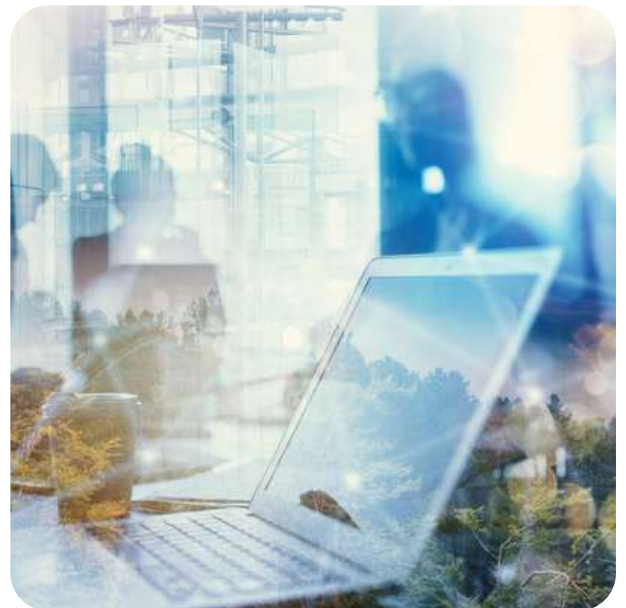
In general, automation is suitable for modern businesses of all sizes, across all industries, and takes a lot of forms. However, the best candidates for automation are those that belong to the following categories:

▶ Smaller businesses with limited resources and a need to grow

▶ Businesses that want to innovate and grow faster

▶ Businesses that have a need for more agility and flexibility when it comes to their business processes

▶ Businesses that are looking for a way to reduce costs while maintaining quality

How to Adopt Low-Code Automation Across Industries to Save Time & Money

Low-code automation is an approach that enables organizations to develop more with less. It is a **game changer** for organizations aiming to reduce their time and cost investment in development and automation process.

As part of their digital transformation strategy, many businesses turn to low-code automation in order to cut costs, save time, boost productivity, and provide an excellent user experience. The **low-code automation strategy** should be well thought out in order to ensure that benefits the company and its customers.

Here are the **key pillars** that a low-code strategy should be based on:

▶ Reduce time, cost and risk associated with development and automation

▶ Ensure governance compliance through IT involvement to review and test the automation project

▶ Improve agility through faster and more frequent releases

▶ Enable innovation by freeing up IT developers so that they focus on high-value activities

The right-size approach differs from one industry to another or from one business to another. However, the way to get started successfully with low-code automation involves three main aspects: **clear vision, clear scope and clear plan**.

Before even starting, you should establish the fundamentals and the policies that assure you have a scalable strategy to introduce. Scope the project up front to reduce the risk and possibilities of any unexpected issues that may occur. Define the steps needed to complete the automation project along with all the necessary resources, systems, and apps involved, as well as customization requirements. Finally, set clear roles. Identify the users that will take part in the whole process, assign tasks and support their daily work by driving effective collaboration, especially between IT developers and business users.

The low-code automation strategy is a **four-step process** that helps any business adopt low-code automation in the most efficient way. Let's explore each process step in detail:

Step 1 — Define the problem and identify the goals of low-code automation

The low-code automation process typically starts with **identifying the goals** of the project. In this step, you should identify the desired outcomes you want, who will use the solution, what their needs are, and how they will interact with it.

The problem refers either to automating and optimizing an already existing application or process or building a new app or workflow from scratch. This first stage requires a lot of investigation and thorough analysis of the current business process. By analyzing the AS-IS business process, it is easier to visualize and define the TO-BE business process, as well as to identify if the process is a suitable candidate for low-code automation.

If your **business processes have the following characteristics**, it means that they are best suited for low-code automation, and you are more likely to get instant results by embracing low-code automation.

Manual and repetitive work	If a "hands on" process is performed regularly, following the same steps every time, it requires a lot of human effort and time to be completed. Low-code automation and intelligent automation technologies such as RPA and AI/ML come as a catalyst to free up business resources and make your business grow.
Processes performed by legacy software or being managed by shadow IT	Legacy systems are expensive to maintain or update using traditional IT development. Additionally, shadow IT involves high risk. Low-code automation provides safer solutions, and flexibility to address these issues.
Error-prone processes	Low-code automation reduces errors by streamlining and standardizing processes. This means that it is possible to put rules in place for what happens when certain conditions are met.
Huge amount of data from multiple databases and systems is involved	When your processes are data-driven and you need inputs from multiple systems and apps to complete them, then, low-code automation can do it for you, by providing seamless integration capabilities without extensive coding.
Complex processes	If a process includes many steps and different paths of execution, or is executed based on pre-defined logic rules, then, it is a suitable candidate for low-code automation.

Step 2 — Choose a low-code automation platform to use for your business

Low-code automation platforms are used to accelerate application development and help businesses grow. These platforms provide businesses with all the necessary tools to reduce costs, improve the quality of services and products, and enhance business collaboration. At the same time, they offer a more flexible and agile approach to designing and developing applications and workflows. The right tool for your business is the one that not only meets your requirements but also helps your team increase productivity.

During this phase, you should think about the management goals, your business team needs, and the IT team requirements, as well. For most business users, the first consideration is the **ease of use**. The platform should be **user-friendly, easy to use, and intuitive**. The majority of low-code automation platforms offer a visual interface with drag-and-drop functionalities, which makes it easy for everyone to build powerful applications and workflows. The second thing that your business team should ask for, is the **ability to connect a low-code platform with the current tech stack**, including ERP, CRM, internal systems and apps, as well as external systems and databases.

As for the IT team, the requirements are more technical. These include **security, governance compliance standards, risk management, audit management, integration capabilities**, and so on. Besides these considerations, you also need to explore all capabilities of the low-code platform you invest in and determine if these features are valuable to your business and will support your end-to-end automation and application development initiatives. These features may include **interactive dashboards** for real-time reporting and analytics, **process mapping, intelligent automation capabilities**, and so forth.

Step 3 —— Implement automation and use your low-code automation solution to reach your goals

Reaching this phase means that you have already defined the scope and the vision of your development and automation project, you have identified your current business challenges and you have chosen the right low-code automation platform for your business. The next step is to **start automating your processes and building your applications**. Implementing automation is not an easy task! To do this effectively and efficiently, you need to start by **mapping all the process steps** in order to reach your goal. Start from the end, by focusing on the end goal and the purpose of automation. Though difficult you may find it at first, keep on trying, and eventually, you'll figure out the right path. Once the right path is revealed, you determine which steps in the process can be automated.

Step 4 —— Monitor and improve

After implementing automation, analyze the workflow or application to identify any new trends and bottlenecks. These include:

▶ The performance of your workflow

▶ Information about process tasks, like number, duration, and status

▶ Team members' performance

▶ Process redundancies and ways to improve them

Low-code automation platforms allow you to virtually map and track any process within an organization. They provide you with **dashboards with real-time data, advanced business analytics, and reports** to achieve real-time performance tracking and to get full and clear insights into your process and application performance.

Here, you analyze how your workflows and applications run in your workplace. It's logical that errors and bottlenecks may occur. But identifying bugs early in the development cycle enables you to make any necessary modifications and configurations to improve your workflow. What's more, it's the perfect time to find out where improvements can be made, brainstorm with your team, and implement new steps or updates to improve your business results.

Things to Consider when Choosing a Low-code Automation Platform

Setting the proper standards when selecting a low-code platform is essential; otherwise, you run the risk of ruining your automation projects. When evaluating low-code automation platforms, you must go beyond the fast app delivery and ensure that the solutions use **industry-standard architecture** and satisfy all other essential requirements, including **reliability, scalability**, etc.

Understanding the basic needs in low-code app development is necessary for making a reasonable decision. It's crucial to document those needs before choosing a low code automation product. For instance, does my project need just a sequential application or should I look for a tool that offers **BPMN 2.0 design** and automation features? Does the product need to serve both business users and expert developers?

We have created the following list of **10 vital criteria** that should be taken into consideration when businesses evaluate low-code automation platforms:

01 — Visual modeling interface

When it comes to specifications for a low-code platform, **drag and drop** should be top priority. A **visual, intuitive, clear interface** with user-friendly drag-and-drop capabilities characterizes the ultimate low-code automation platform. Users are given the ability to develop solutions fast by interactive and simple-to-use components. As a result, employees with little to no coding knowledge are transformed into citizen developers who excel at process automation and app development.

02 — Intelligent automation features

Intelligent automation features enhance manual processes, by improving their efficiency and accuracy as well as by reducing the error rates. There are many automation features that these platforms provide. One of the most popular is **RPA** or Robotic Process Automation. With this feature, you can automate tasks using software robots or virtual agents that can interact with the system just like humans do.

Another popular automation feature is **AI/ML** (Artificial Intelligence and Machine Learning). It's used to make decisions based on data analysis and predict future needs. Be sure that your chosen platform includes all the necessary automation features your business needs for current or future projects.

03 — Multi-device experience

Employees now are working from a variety of devices and in different places. Creating an app compatible with mobile or tablet devices allows employees to **access it from anywhere**, thus making their job easier. Be sure that the platform allows designers to create multi-device applications for employees to execute tasks on their phone, laptop or home computer.

04 — Roles and access rights

It is not always simple to grant access to users based on their work duties, especially when there is a large number of users. Using a scalable low-code automation platform, administrators **specify roles** (whether a user is a designer, a project manager, or an end-user) and **access rights** for each application or unit.

05 — Integration capabilities

Every company wants to avoid adopting a low-code automation platform that needs intricate integrations and ongoing maintenance. The success of every low-code platform depends on its ability to integrate with different systems, whether they run on the cloud or on-premises. The platform should **connect seamlessly to internal systems, databases, and other data sources**.

Examine if the low-code platform integrates with your internal systems and legacy systems, as well as what kinds of actions and triggers are supported. Reviewing all integration capabilities and putting integration POCs into practice are crucial.

06 — Reusable components and ready-made templates

Be careful to verify whether the tool offers **pre-made templates** and **reusable components** that greatly reduce the risk associated with developing a solution from scratch and save a tremendous amount of time. Existing components and templates serve as a starting point for new projects and can be modified as necessary.

07 — Real-time reporting

Low-code platforms are changing the way we do things. They make the development process more efficient and agile. This applies particularly when it comes to **reporting**.

The traditional way of reporting is to export data from a database, import it into an analytics tool, and then visualize the data in charts and tables. This can take days or weeks to accomplish and is only good for one-time analysis.
But with the advanced low-code automation platforms, you create a **report in minutes** that is updated every time you make changes to your process or app. You don't have to worry about exporting or importing data into different tools, because all your reports are generated in one platform.

08 — Security and compliance

Don't assume that security and compliance are the only or least critical issues!

It's crucial to ensure that your processes have been modeled, documented, and automated in accordance with security practices and current compliance requirements. If you're developing applications that require **ISO and GDPR compliance, auditing capabilities, active directory integrations, hosting restrictions**, or other security needs, better assess these requirements in advance. Additionally, before you start developing applications, you should comprehend how the low-code platform handles security issues like encryption and data masking.

09 — Training program

A crucial element of every software provider is **training**. Your citizen developers will be able to use the platform and fully reap its benefits thanks to thorough trainings. There are several types of training, including in-person classes, self-paced video tutorials, and on-demand workshops. In this approach, users don't feel overburdened by new, complex features and can instead concentrate on the development of their application.

10 — Flexible pricing

Low-code automation platforms serve different kinds of businesses and have various pricing models. The ideal low-code platform offers **different pricing plans** suitable for every organization. The packages should cover all business needs without limitations on solution deployment, number of users, project size, and complexity. Keep in mind you comprehend the total cost of production, operation, and maintenance while evaluating low-code automation technologies and platforms.

Implementing Low-code Automation

Low-code automation is here to stay! Businesses that have adopted a robust automation strategy and have comprehended the huge impact of low-code automation, now reap the unlimited benefits that low-code platforms offer.

Low-code automation has been entered and used in various industries for a long time and the benefits are clear to see. Overall, it is used to improve the efficiency and effectiveness of operations, reduce costs, and provide better customer service. Successful implementations of low-code automation are found everywhere.

Let's dive deeper into low-code automation with some examples of four major industries in the fields of **healthcare**, **finance**, **sales**, and **supply chain** that have successfully adopted it.
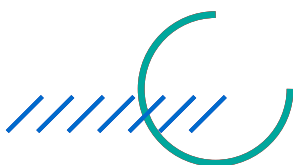
comidor

How Low-code Automation Helps Businesses in the **Healthcare Industry**

Low-code automation has the potential to **reshape the whole healthcare** industry and transform patient care processes at all stages. It assists healthcare businesses overcome some of the most critical challenges like:

▶ Overwhelmed healthcare departments dealing with chaotic healthcare processes

▶ Lack of compliance with legal, financial, and industry regulations

▶ Insufficient document management

▶ Reliance on outdated technology, complicated tools, and legacy systems

This transformation impacts and changes the way of providing healthcare services and consequently the way of treating patients and customers. Here are some of the **benefits** of low-code automation for healthcare:

▶ Elimination of paper-based processes and manual tasks

▶ Improved visibility over the whole lifespan of key processes

▶ Enhanced collaboration and information sharing

▶ Important decisions in real-time

▶ Improved outcomes, like increased productivity and enhanced customer experience

▶ Seamless integration of data from several sources

▶ Turnaround time acceleration

01 —— Customer Data Verification

The Business Need

Our client needed a **data verification solution** in order to verify the contact details of the pharmacies it conducts business with. The details included, among others, postcodes, addresses, and phone numbers. The verification process was executed manually once a month, making it extremely **time-consuming** since the responsible employee had to verify information correctness for every pharmacy through **Excel files and multiple websites**, and then update the company's database, if necessary.
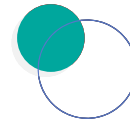

The Comidor Solution

Comidor delivered an **RPA-enabled workflow**, to fully automate the verification process. Customer data are retrieved, synchronized, and verified using RPA components, **web scrapers, and Excel processors**, to reduce completion time and improve data accuracy.

The process starts with uploading an Excel file with the latest ERP contact information and another Excel file containing the latest correct contact information, which is downloaded from a central hub or acquired via email from an external source. The engine checks each entry of the first file and compares it to the second file. If a contact is not found in the second file, the system will try to find the contact information in a list of websites depending on the customer type. If the contact is found, it will fetch back the correct contact information. The process produces three files, a file with contacts with matching information, a file with contacts with no matching information, and a file with contacts that were not found in either the Excel file or the relevant website.

02 —— Surveillance case

The Business Need

The organization needed to **automate the surveillance of transboundary, "one health" diseases, conditions, and events** across the country. More specifically, they needed an end-to-end solution for effective and reliable data capture, data validation, and real-time reporting.

The whole procedure included 4 phases:

- new case detection
- data capturing
- data validation
- response with real-time reporting dashboards and integration with Power BI

The Comidor Solution

Comidor solution was implemented in the phases of data capturing, processing, validation, and finally, response.

For the completion of each phase, Comidor provided automation solutions to reduce the process cycle time, eliminate errors and enable instant access to real-time information.

More specifically:

Data capturing phase	This phase includes three ways of capturing data. As for online manual form completion, Comidor enables **automated data capturing using contact tracing forms**. As for data retrieval from other systems, Comidor **integrates with third-party systems**. Finally, in the case where hard copies need to be uploaded, Comidor offers **OCR technology** to capture automatically data from paper documents.

Comidor processing phase	Once all necessary data are captured, Comidor processes the data with code or parses Excel files and stores relevant data in workflow fields.
Validation phase	Workflow business rules were implemented to notify each stakeholder when validation tasks are completed, and new tasks are ready to be worked on. Manual tasks are assigned to employees to validate the data, while SLAs, automated emails, and alerts are instantly sent to notify employees of certain events.
Response phase	Comidor provides the organization with reports, graphs, and dashboards for data monitoring with real-time reporting capabilities. Weekly/monthly/quarterly/annual summaries are presented in tables, graphs, or maps. What's more, Comidor integrates with Power BI so that employees visualize their data.

Comidor constitutes the **central point of contact and coordination mechanism** for all employees, providing them with cases and events, an inventory of diseases with priority levels, and unlimited collaboration features for increased transparency, compliance, and process consistency.

comidor

How Low-Code Automation Helps Businesses in the **Financial Services Industry**

Low-code automation has been beneficial for the financial services industry and has helped it grow at an exponential rate. Financial businesses and finance departments have been using low-code solutions to automate their processes and tasks, which are **of a repetitive nature**. Another challenge that the finance industry faces is that there is an **ever-increasing amount of data,** but not enough people and systems to analyze them all. Low-code automation platforms not only help with this challenge but also solve others like **regulations around data storage and security** that need to be addressed before these platforms are implemented on a large scale.

The benefits of low-code automation are clear:

It **increases operational efficiency**, **reduces time** spent on routine tasks and **manual intervention**, **improves data accuracy and transparency**, and **enhances customer satisfaction** with better service levels. With low-code automation, the finance teams now focus on what they do best - make smart decisions and improve their processes.

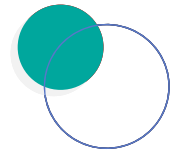# 01 —— Invoice Issuance case

The Business Need

The business need in this case was to create a dynamic workflow and a low-code application to **manage and monitor all issued invoices** as well as their status. The process should be initiated manually or automatically via an **incoming email**. Then, relevant data from the email and the attachments should be stored in user fields. The attached **Excel files should be parsed** to extract and store necessary data in workflow fields. Finally, the system was required to **connect with an ERP** database and transfer the invoice details.

The Comidor Solution

Comidor delivered an end-to-end solution, combining various powerful low-code automation capabilities like **email automation initiation, Excel processor workflow automation components, Excel field creation, SQL creator, and message queue** for connection with the external database. In more detail, the process starts automatically with an incoming email that includes an Excel file with the details of the invoice. The Excel processor component parses the invoice Excel and captures values in both user and excel-like fields. A task is sent to the finance team to review the invoice details. After task completion, SQL creator and message queue are used for connection with the external database to automatically insert the invoice into the ERP system.

02 —— Loan Request case

The Business Need

Managing hundreds of loan requests requires a lot of time. Customers expect nothing but a fast loan request application process where the approval or decline decision is **data-driven and evidence-based**. Comidor cognitive automation capabilities made the loan request process smart while performing highly complex tasks. **Comidor ML model is used to assist the decision-making process** by establishing patterns based on historical data and finally creating a decision on the creditworthiness of a borrower.

The Comidor Solution

Comidor designed a workflow with supportive ML functionality. ML models use existing data and "learn" from them in order to predict future outcomes. An ML model adaptively improves its performance and accuracy as the amount of existing data increases. After creating your ML Text Classification model, you have to train it according to the data entered in Comidor. The more data you enter and the more you train your model, the better accuracy is achieved.

In this specific case, the algorithm gathers the details of every applicant. The **ML model indicates a decision** (approval or decline) based on the applicant's financial information, like the annual salary and credit score. Finally, the employee accepts or rejects the decision the model suggests.

comidor

The Benefits of Low-Code Automation for **Sales**

Low-code automation helps salespeople **close deals faster and easier** than ever before! Now they focus on building relationships with potential customers and handle strategic tasks that help them effectively reach their goals and increase their success rates in every deal. In addition, low-code automation revolutionizes the way that salespeople are managing their pipelines and are tracking the progress of complex sales processes.

Low-code and cognitive automation technologies bring new innovations into the sales industry. The introduction of AI-powered chatbots provides a new way for companies to streamline sales processes. Chatbots are used by sales representatives as an additional customer service channel which helps them with their day-to-day tasks and frees up more time for them in order to do what they do best - selling. If your company is small, it may be enough to rely on an off-the-shelf CRM system. However, as your business grows, your customization requirements will grow in tandem and so you will need more than what a CRM system offers you.

> Low-code platforms **eliminate any complexities** while **offering agility**, **scalability**, and **flexible capabilities** to **empower sales teams**.

comidor

01 —— Customer Request case

The Business Need

Businesses need to think, act quickly and embrace solutions to manage service requests effectively. They have been searching for several options to streamline and automate the customer request process and yet haven't found a reliable solution with the right blend of features that meet their business needs. This business need arose when the customer support team was receiving **a great number of requests and tickets that they couldn't handle at the same time**. The whole process should be automated from start to finish. In particular, from the new customer request receival and the categorization of the request based on the opinions expressed in the customer request details, to the appropriate assignment to the responsible team and finally the efficient and fast resolution.

The Comidor Solution

Comidor Low-Code Automation Platform optimized the customer request process by automating complex requests with **artificial intelligence and machine learning** to free up more of the sales team's time so that they focus on other business aspects. A workflow that orchestrates all process steps and a low-code application to monitor all customer requests were built. We enhanced customer request management by adding Comidor **public forms** to a website which are **automatically triggering customer inquiry processes**. When a new customer request comes in, a new process starts in Comidor. The **ML text classification model** assists the request categorization, taking into account historic data. Additionally, we leveraged **AI for analyzing the customer's sentiment** and for determining whether the customer's attitude is positive, negative, or neutral. The account manager is notified about the ML text classification and sentiment and takes the final decision. Then, the appropriate department handles and resolves the ticket. The next step is taken by the account manager who reviews the resolution. If the manager confirms it, an **automated email** will be sent to the customer. If not, the ticket will loop back to the department for resolution.

02 —— Consulting Sales process

The Business Need

Our client's main need was to fully **automate the consulting sales process** where various departments need to collaborate and **multiple systems** to properly communicate. Up until now, there was no process orchestration. Instead, there was **extensive use of Excel documents**, including complex formulas, exchanged via emails. Hence, communication errors, interdepartmental collaboration difficulties, and waste of time and human effort were some of the basic pain points for the company.

The Comidor Solution

A low-code application was built to fully automate and orchestrate the consulting sales process and its **5 subprocesses**. More than **15 dynamic Excel components** were used to automatically perform calculations for the technical and commercial proposal preparation processes, while **more than 10 integrations** were implemented for both sending and receiving data from the client's CRM and logistics system. An **RPA document creator component** was incorporated into the workflows to produce sales contracts automatically.

After the Comidor implementation, all the documents related to the consulting sales processes are easily **monitored in one place**. Users track documents and records per client, and receive smart notifications and messages to stay on track; thus, they achieve real-time collaboration, and full transparency over processes. Here are some of the benefits our client has been enjoying thanks to the automated contract generation, automated calculations with ready built-in formulas, dynamic excel automation, and integration:

- **Error prevention up to 30%**
- **Time reduction up to 80%**

The Benefits of Low Code Automation for **Supply Chain** and **Logistics**

The supply chain industry is one of the fastest-growing industries in the world. Supply chain and logistics are key to the success of any business. With the exponential growth of the industry, retailers have to deal with more orders, more customer service issues, and a higher demand for deliveries. Their primary goal is to adapt swiftly to the new market conditions, face effectively disruptive events and satisfy efficiently customers' increasing demand or their new purchasing choices. To achieve this, companies should take for granted they keep their supply chains **responsive and resilient**.

Some of the main challenges in the supply chain and logistics industry are:

> ▶ Lack of visibility throughout the supply chain
>
> ▶ Increasing complexity of supply chains
>
> ▶ Silos created from different warehouse systems that are not connected
>
> ▶ Low operational efficiency and limited data visibility
>
> ▶ Lack of compliance, IT governance and security standards

Low-code automation platforms are proving to be a **real magic wand for supply chain and logistics companies** and are becoming more and more popular as time flies. They offer companies a unified, solid supply chain solution. As companies grow and become more agile, the low-code approach is the one that fits their needs the best. Low-code automation enables supply chain and procurement teams to streamline administrative tasks and automate processes used to involve paper-based work, a huge amount of time, and extensive human intervention. Vendor and inventory management, invoice processing, supply chain tracking, and quality assurance are all common supply chain processes automated with low-code technologies.

01 —— Mobile Card Order Management

The Business Need

Our customer was looking for a solution that would allow them to **manage their mobile card order management process** among five company departments and an external provider. At the same time, they wanted to **integrate multiple systems** into a single platform with one intuitive User Interface and connect all the parties involved. With a focus on the enhancement of the current mobile card ordering process, the company was looking to deploy an **off-the-shelf Business Process Management (BPM) solution** that would provide workflow orchestration, monitoring, and assurance features. Additional business needs to be satisfied were the operational management of the security servers, the management of a high volume of contacts and complaints, and real-time visibility over the orders and their status.

The Comidor Solution

The solution provided by Comidor was a low-code application with a powerful workflow, that orchestrates all the steps of the mobile card order process. The end-to-end order management process was mapped in Comidor, including external and within Comidor actions. Starting from mobile card placement, continuing with implementing four two-way integrations with internal systems and other siloed software for the generation of output files, and finishing with the quality tests to the provision of the mobile card. The new solution provided an **orchestration layer** to ensure no activities ever fall out of synchronization. When a new order is placed, the external provider is notified to enter Comidor and accept the order. The platform also increased business visibility, by providing the users with **real-time information** about the order state, the line items of each order, and all critical data received from three different systems. Finally, **smart notifications**, automated emails, **SLA status tracking**, and **escalations** were included to keep all involved parties updated on all the "happy" and "unhappy" scenarios of the process.
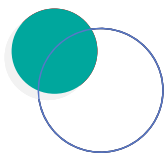
02 —— New Material Introduction process

The Business Need

In this case, our customer's need was to build **a central inventory with all the existing material and be able to introduce new ones** through a workflow. For this purpose, they needed a system that would allow them to manage inventory, control information flow, and have traceability from ordering to delivery.

The Comidor Solution

We created a non-process enabled application as an inventory with the entire list of materials and their details. Additionally, a process-enabled application with a workflow was built through the Comidor App Designer, in order to orchestrate and automate the introduction of new material. The process starts with defining the material requirements and inserting the material dimensions. **Review tasks** are performed by the responsible members. For the process to continue, minimum order quantity should be guaranteed. In case stock is needed, a new order is placed and a subprocess with another workflow is initiated to arrange the stock in the warehouse. The **process auto-closes** in case of a supplier delay of over 30 days.
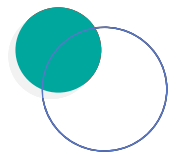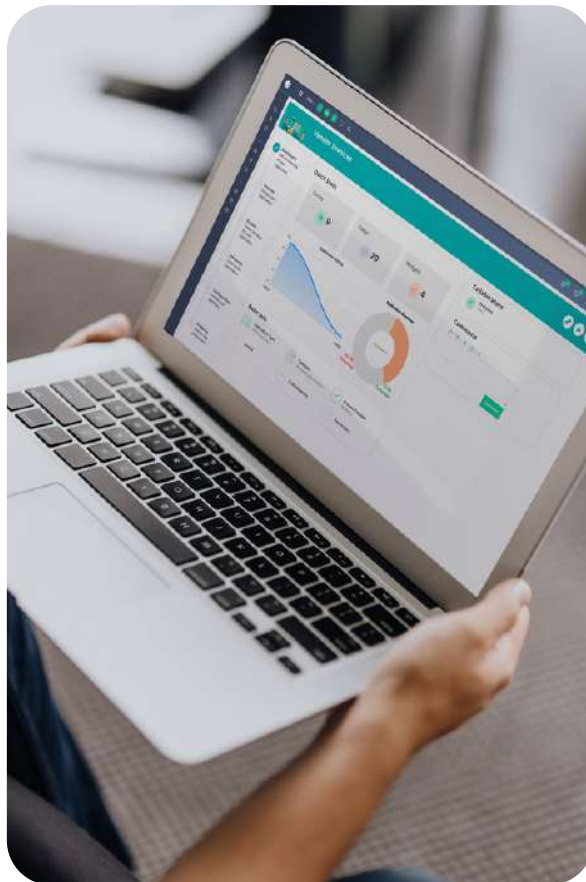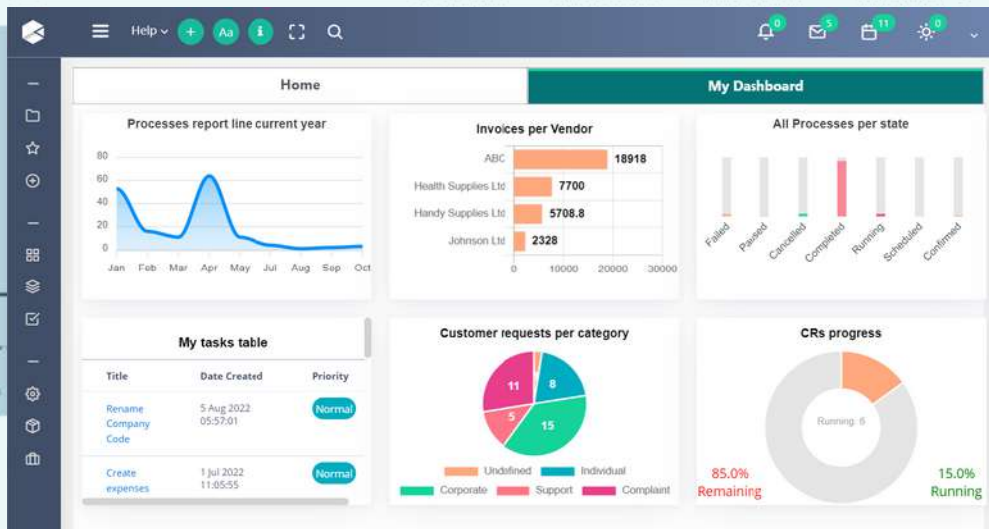
The Future Is Low Code Automation

Unpredicted events will continue to show up and will always be a challenge for those who are not innovating. No matter the size or the industry of your company, **low-code automation is a game changer for your business**. Once you realize its benefits and only when you take full advantage of the capabilities it offers to your operations, you will get ahead of the competition.

Low-code automation platforms are made to work in harmony with existing applications, systems, services, and processes so that they create an exceptional unified experience for the user and deliver value to your business. They allow you to dive into **hyper-automation** with all the necessary tools; **advanced automation technologies**, **seamless data integration**, **low-code capabilities**, and **process orchestration**, all in one single platform.

> Boost your automation with Comidor Low-Code Automation Platform now – and reap the incredible benefits starting tomorrow!

About Comidor

Comidor is a low-code automation platform that provides the most efficient way to automate any type of business task or process, by unlocking the power of low-code and intelligent automation. The platform brings a new approach to business process automation and business performance, by incorporating low-code app development, intelligent automation technologies, like RPA and AI/ML, automation marketplace, and digital workplace into one integrated platform.

Large multinational corporations, in the sectors of pharma, telecom, chemicals, logistics, and energy trust Comidor to automate their core processes and have a critical impact on their bottom line and customer experience.
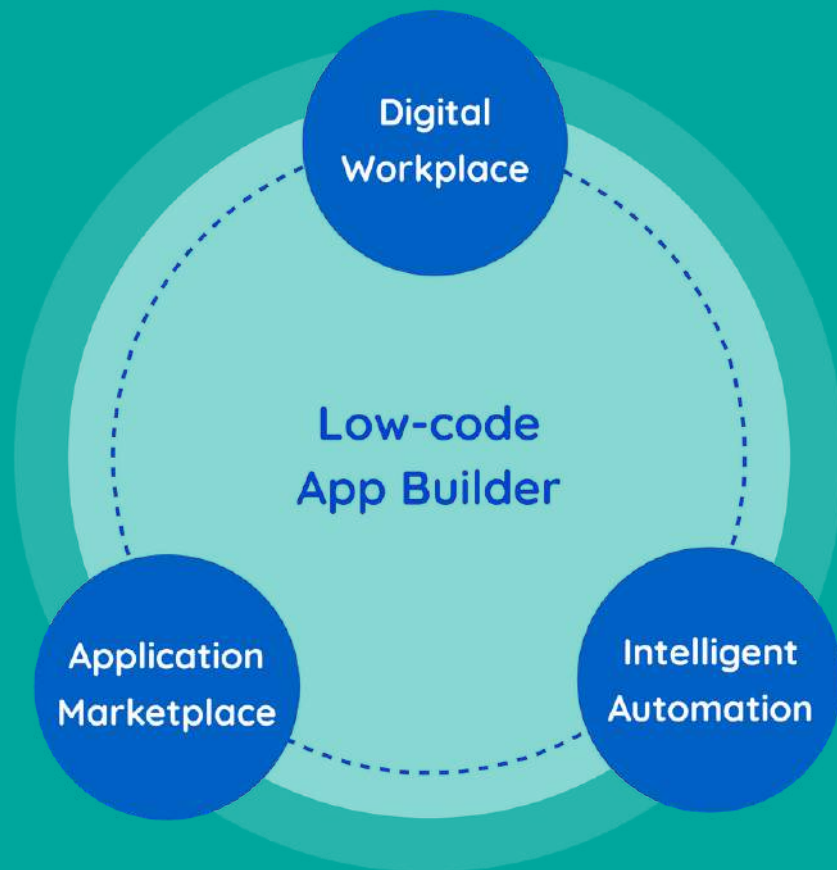
Questions?
Contact us.

📞 UK: +44 (0)20 3397 8057
GR: +30 2310 402522

✉️ customer.success@comidor.com

🌐 www.comidor.com

comidor

Digital
Workplace

Low-code
App Builder

Application
Marketplace

Intelligent
Automation

One platform to
hyper-automate
your business

www.comidor.com