

# Empower Application Development Throughout Your Organization

Most companies are struggling with application sprawl, which has only been increasing with the explosion of SaaS and freemium offerings. Business units each have their own problems to solve, and the easiest and fastest way to solve them is to purchase a point solution off-the-shelf.

But how can companies maintain a level of control and security over all of these different applications? And how can these businesses leverage solutions built for one team's use in another part of the organization to avoid duplication of effort?

One way is by implementing a low-code development platform designed to empower the business users who are closest to the requirements to build the digital solution they need. Implementing such a software platform effectively can be a challenge, but we've compiled some tips to help you maximize value and minimize speedbumps.



## Stand Up a Center of Excellence

To implement low-code capability throughout your organization, begin by appointing a Center of Excellence team to:

- Champion for process improvement and/or digital transformation – both internally and customer-facing;
- Help ensure executive buy-in and budget support; and
- Reduce bureaucracy to increase speed of solution development.



## Designate the Platform Owner

While the Center of Excellence can initially serve as the platform owner to jumpstart the program, this responsibility should ultimately fall with one person or team within the IT department. The platform owner will:

- Provide governance functions on behalf of the entire organization;
- Facilitate and empower usage of the platform; and
- Understand that the platform and the solutions built on it are ever-evolving.



### Set Up Governance Guardrails

Depending on your organization's unique needs, your governance guardrails will fall somewhere along a broad continuum, with either more or less of the development federated out to participating groups. The role of the centralized governance team is to:

- Train and certify new process designers;
- Handle user administration;
- Design and configure central shared forms and workflow modules;
- Perform process design projects on behalf of teams who cannot or choose not to do so themselves;
- Design and operate migration standards and processes;
- Design and operate the production release process;
- Perform Tier 1 and/or Tier 2 support on behalf of participating teams;
- Define a cost-sharing approach; and
- Advocate internally for use of the platform by performing outreach and education about use cases, capabilities, etc.

Your team should continually evaluate whether your processes balance speed and risk appropriately, and adjust accordingly.



### Host a Hackathon

Hosting an interactive event like a hackathon is a great way to inspire platform usage and adoption:

- Bring in experts for a 2.5-day focused session that includes a day of training;
- Have participants build their solution idea on the second day, with the assistance of platform configuration experts to ensure that working prototypes are completed; and
- Spend the last half-day sharing the applications and solutions that have been built.



### Collaborate, Collaborate, Collaborate

Now is the time to accelerate collaboration across your organization. True digital transformation is as much about removing the organizational barriers to delivering an optimal user experience as it is about the technology. It's a mindset.

**Now is the time for central operations to provide guidance, not an inflexible mandate. And success will belong to those who find the right balance and empower all of their visionaries to innovate.**