

## 3 Steps to Efficient Government Workflows with Low-Code



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**Modernizing government technology is an imperative for federal, state, and local departments alike. Gartner predicts that by 2025, more than half of government agencies will have modernized critical core legacy applications to improve resilience and agility.<sup>1</sup> But upgrading core technology can be daunting. A common misconception among government organizations is that modernizing technology requires removing incumbent solutions that have been in place for years. That's not the case.**

Government agencies can use low-code solutions to unify and extend their existing technology. This lets them immediately increase process efficiency and eventually sunset their outdated, incumbent solutions when they're ready.

### What is low-code?

Powerful low-code platforms are able to mine processes for gaps and blockers, streamline workflows, and unify people and automation technologies like robotic process automation (RPA), artificial intelligence (AI), intelligent document processing (IDP), and business rules to simplify even the most complex processes. This combination unleashes power, speed, and savings for government organizations and brings digital transformation within reach.

Low-code platforms achieve automation that frees people to perform the higher level cognitive tasks they are best equipped for, rather than wasting time on tedious work that's better suited to machines.

- **Low-code is high speed.** With the right platform, development can be 10 times faster than traditional approaches, even for complex processes. Iterative development and rapid feedback enable easy, consistent collaboration between business and IT departments.
- **Low-code is integrated.** Low-code data enables applications to easily integrate with core business systems. The most powerful platforms have built-in mobile-native deployment, so developers can build once and deploy everywhere.
- **Low-code is easy to maintain.** Applications built with low-code require less maintenance and allow for easier updates. Because the vendor keeps the platform up to date with the latest security and device standards, those updates are automatically passed on to all applications built on the platform.

### Low-code enhances public sector technology—without retiring existing solutions.

Government organizations rely on legacy core technology to get work done, but those systems are often rigid, which can increase technical debt, hinder efficiency, and slow down collaboration between internal staff and contractors. Rather than beginning a years-long implementation of a new core technology, government agencies can use a low-code platform to unify and extend the capabilities of their existing processes by bringing data and workflows into a single view.

1. ["Gartner Identifies Top 10 Government Technology Trends for 2021."](#) Gartner, March 29, 2021.

## 1. Create new applications and automate.

With a low-code platform, government agencies can rapidly build applications to improve workflows and get more out of their legacy systems. They have the flexibility to address their unique needs, rather than relying solely on commercial off-the-shelf (COTS) solutions.

With low-code, building applications takes weeks, not years. And existing third-party solutions are incorporated throughout the build process, making integration seamless.

## 2. Unify and extend existing systems.

Bringing low-code to legacy applications bridges the gaps that could otherwise only be solved by customizing a COTS solution, which requires a sizable time investment from staff and comes at a high cost. Automated workflows created with a low-code platform offer new functionality that legacy systems simply don't support. Low-code offers achievable improvements that are unattainable without unified, integrated systems, greatly improving workflows.

## 3. Connect and integrate existing applications.

Improve user experience by using low-code as a digital orchestration layer. Low-code can sit on top of the complexity and poor user experience associated with legacy applications, transforming those apps into productive work environments for users. This breaks down application silos and modernizes systems without the cost, complexity, delay, and pain of traditional consolidation—it helps make the most of existing investments so all applications work better together. Low-code unifies systems and creates modern solutions, improving both employee productivity and user experience.

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## Get the most out of legacy technology with a powerful low-code platform.

Federal, state, and local agencies and government entities, regardless of size or mission, can greatly benefit from the seamless experience and efficiencies low-code brings to outdated systems. In the market for low-code? Consider these requirements:

- **Low-code data:** A robust low-code platform should provide access and incorporate data from any source without expensive migrations or database programming. Integrated applications deliver more value by linking new functionality with existing solutions and legacy systems. To make sure applications fit seamlessly into existing architecture, look for an extensible platform that allows for future growth.
- **Complete automation:** To realize the full power of low-code, look for automation that unites and augments all resources, including RPA, AI, and business process management.
- **Discovery:** Low-code platforms with process mining technology identify and address workflow gaps and blockers to reduce costs, increase efficiency, and optimize processes.
- **Security:** Low-code automation platforms include security features that automatically govern the applications running on them. This makes IT's job easier, and it also means the security of the platform is always up to date.
- **Data governance and compliance:** With multiple applications deployed with various users and roles, ensure that IT remains in control and that guardrails are in place.
- **User experience:** Look for a user interface that removes the technical complexity from the design process. The best low-code platforms are the most intuitive, enabling users to quickly draw processes like a flowchart. The platform should enable the creation of highly usable interfaces for end users, in line with their needs. This kind of rapid prototyping allows for fast feedback from users and iteration over time.

- **Mobile:** The platform should have cross-platform functionality standard in its design, tuned to the specific capabilities and usage patterns of iOS, Android, and Blackberry devices. No separate development, maintenance, or upgrades should be required to deploy applications on mobile.
- **Open platform:** The platform should be built with open standards to provide access to third-party applications, ensuring government organizations can leverage prior investments and third-party vendors as needed.
- **DevOps:** A comprehensive low-code platform delivers an integrated DevOps experience that's fast and fluid within the build process.

After identifying a low-code platform with these foundations, it's crucial to look for a vendor that has a proven track record with the public sector and builds features for its needs.

Appian is trusted with complex, mission-critical applications for government organizations and has been for over two decades. The public sector improves workflows and unifies staff, technology, and processes with the Appian low-code platform. Learn more about how Appian serves government organizations at [appian.com/government](https://appian.com/government).



### Defense Information Systems Agency (DISA)

DISA sought to improve efficiency and drive automation in its procurement processes. With a low-code platform, DISA created the cloud-based and mobile-enabled Integrated Defense Enterprise Acquisition System (IDEAS)—the largest and most comprehensive BPM-based acquisition management solution in the United States Federal Government. IDEAS connects procurement operations, systems, and DISA personnel in a single end-to-end procurement solution that manages all aspects of procurement work from pre-award to award and post-award activities. Since launch, IDEAS has replaced 12 legacy systems and processed more than \$1.7 billion in contracts.

[Read the full story.](#)



### Queensland Government Department of State Development, Infrastructure, Local Government and Planning (DSDILGP)

DSDILGP needed to adopt a business model that would make processing development applications more efficient, help them constantly review and streamline the legislative framework, and accurately report on key processing metrics. DSDILGP developed MyDAS (Development Assessment System) on a low-code platform to take applications directly from the web, then coordinate the process of development assessment by DSDILGP with potential input from multiple state agencies. This makes assessing a range of issues based on legislated criteria more efficient while helping interested parties manage the legislated service levels, saving applicants time and money.

[Read the full story.](#)



Appian is the unified platform for change. We accelerate customers' businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprise-grade, and trusted by industry leaders. For more information, visit [appian.com/government](https://appian.com/government).