

OutSystems Q&A

We hosted a webinar on **Forrester Insights: Changing Business Priorities in the Wake of a Global Pandemic** featuring John Rymer, Vice President and Principal Analyst Serving Application Development & Delivery Professionals at Forrester Research. We kept our guest for a Q&A afterward to pick his brain further for insights on the recent business changes and impact of low-code development platforms in the market.

1. What was the number one characteristic of organizations that adapted and maintained their business processes in the early days of the COVID-19 pandemic?

ANSWER: Enterprises that had automated their processes on a software platform that allowed them to adapt did best in responding to the Covid-19 crisis. These organizations were able to adapt their business processes to the shelter-in-place rules that sent their people out of offices and plants and into their homes. They weren't hindered by processes requiring paper and in-person decision-making and action.

"Software platform that allowed them to adapt" is a key phrase. Enterprises with processes automated on older host, client/server, and Web platforms that required coding to adapt really struggled. Organizations running on modern software platforms -- low-code, digital process automation, cloud, DevOps, and/or collaborative work management -- could quickly deliver the new applications and changes to existing applications the Covid-19 crisis demanded.

2. What kind of use cases are most common on low-code platforms?

ANSWER: Before the Covid-19 crisis hit, the top use cases for low-code development platforms in Forrester's annual developer survey were:

- A. "Complete customer-facing applications -- mobile and/or Web"
- B. "Business process/workflow applications"
- C. "Web and/or mobile front-ends only"

- D. "Complete mobile applications"
- E. "Administrative apps for gathering, tracking, and reporting on data"
- F. "Core business applications (e.g. ERP)"

After the Covid-19 crisis hit in early March, enterprises prioritized four use cases:

- Tracking and tracing applications
- Allocation and planning applications
- Program administration applications
- Operations automation applications

Each of these new use cases is related to the pre-Covid-19 priorities.

3. Are there limits to scalability of the apps enterprises can deliver using low-code platforms? Are organizations using low-code for mission critical apps?

ANSWER: Forrester documented 25 cases of enterprises delivering mission-critical, scaled, and reliable applications on low-code development platforms. This evidence proves that some low-code platforms have the development features and operational characteristics required to support delivery of mission-critical enterprise applications.

4. How big is the market for low-code development platforms?

ANSWER: Forrester estimates the market for low-code development platforms will generate \$6.7 billion in revenue during 2020, rising to \$7.7 billion in 2021. Further, Forrester forecasts the market will grow by 8% in 2020 despite the global recession caused by the Covid-19 crisis.

John R. Rymer, Forrester Research

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