

The background of the entire page is a photograph of a woman with dark hair, seen from the side, wearing a VR headset. She has a joyful expression, with her mouth open in a smile. From the front of the VR headset, a vibrant, colorful projection of a digital galaxy or nebula emerges, filling the upper half of the frame. The projection features swirling patterns of blue, purple, and white light, with numerous small, bright points of light resembling stars. Above the woman's head, several out-of-focus, circular light sources in shades of yellow and white are visible against a dark background. The overall atmosphere is futuristic and immersive.

# Enterprise Low-code and Hyper-automation

To level up the journey of digital  
transformation

Organizations today are trying hard to digitalize their businesses in hopes of outpacing competition and increasing productivity. This kind of transformation can be challenging, requiring business leaders to adjust entire business models and introduce new technologies throughout the organization. As you might expect, progress is split. Many leaders know the changes they want to make but do not know which tools or technologies to leverage. Others have already implemented advanced technologies like artificial intelligence (AI), machine learning (ML), and robotic process automation (RPA) to automate specific events and processes required to run their business.

But even these apparent successes often fall short because they ignore a core principle of enterprise strategy: Keep these technologies united and implement them in parallel. The rise of low-code software is making it easier to achieve this goal by supplying powerful technologies such as hyper-automation and AI that can be implemented with minimal development knowledge. This democratization of digital development promises to empower business leaders and accelerate digital transformation.

## Enterprise low-code development

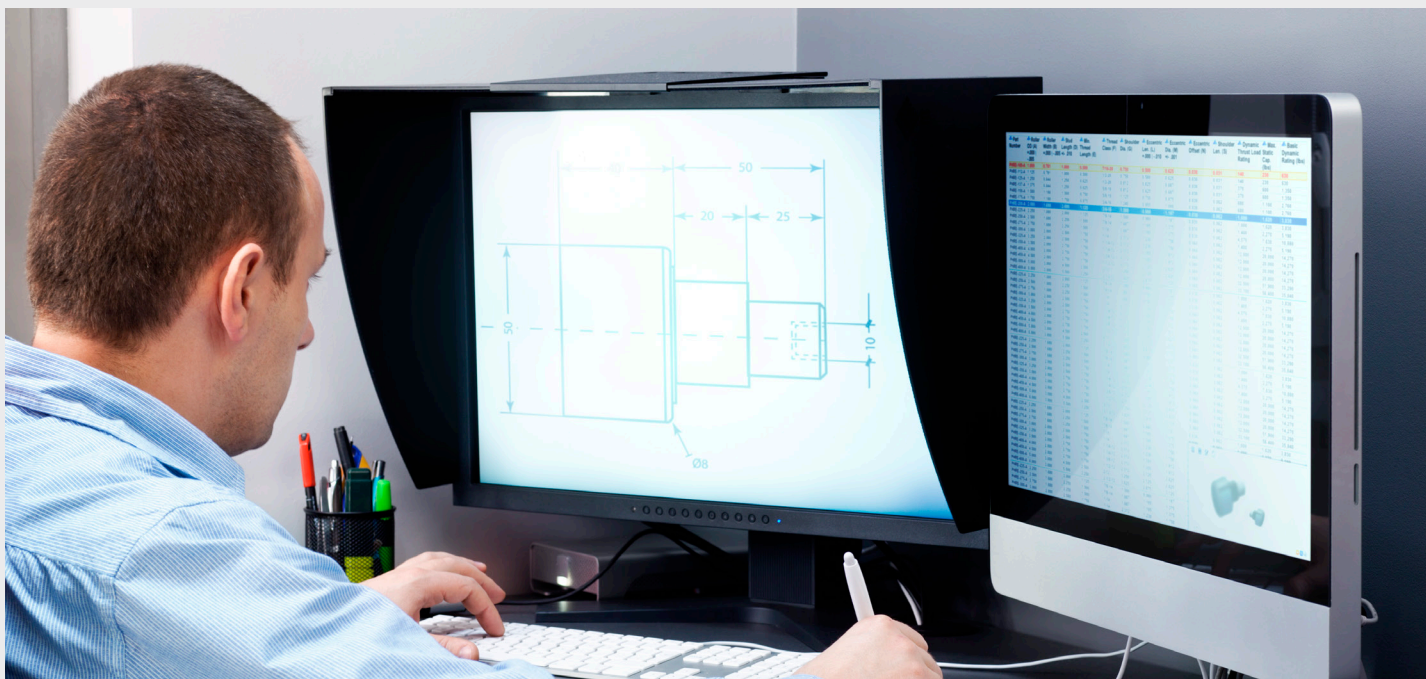
### What is it?

Low-code refers to a process of application development that uses function sets rather than scratch code.

These function sets work almost like building blocks, enabling people with little development experience to create applications by arranging the predefined sets. Low-code is most common in products and cloud services, and is used for application development including visual and declarative programming styles.

Enterprise low-code development makes it easier to build enterprise-grade applications and operational systems that run critical business processes and serve thousands of users across organizations. These low-code applications can be integrated with cloud services and other applications, thus creating a broader ecosystem.

Because enterprise low-code solutions require little to no coding, they help streamline, automate and accelerate the app development process and provide significant cost savings with enhanced performance. Enterprises no longer need to engage only software developers; almost anyone can build applications with low-code development tools. Successful digital transformation is a journey requiring a broad spectrum of new methodologies and technologies, and low-code development is a step in the right direction for enterprises.



## Key features



### Visual development

With enterprise low-code application platforms (LCAPs), what you see is what you get. Developers and non-developers use drag-and-drop functionalities to build applications on the fly.



### Re-usability

Low-code platforms offer a catalog of pre-built components, plug-ins, layouts, libraries, and pre-configured modules, which can be deployed — and redeployed — easily.



### Data integration

One big issue for organizations is data coming from disparate databases and systems. Enterprise low-code platforms enable integration with multiple data sources. Some platforms even allow developers to design data models and embed business logic directly inside the applications.



### Application lifecycle management

Low-code development accelerates application delivery by enabling individuals to immediately deploy an application without DevOps. All the stages of the application lifecycle — development, deployment, monitoring, maintenance, updates — are performed from a single point, in real time, ensuring security, compliance, and version control.

## Uses

The following table presents some examples of applications that you can create with Enterprise Low-Code.

Type	Definition	Use cases - examples
Process-enabled	a process-enabled application automates manual or paper-based processes to increase the efficiency of operations	meeting room booking, HR on boarding, supply-chain management, invoice processing, order management
Data-centric	applications that handle a vast amount of information and provide one single source of truth	internal rules and regulations, report applications, auditing and monitoring, lead management
AI-enabled	applications that automate complicated processes with AI and ML	asset grading, load request processing, medicine tracking, customer support
UI / UX focused	applications that offer an ultimate user-friendly experience to the end-user	customer portal, student portal, self-service administration, agent/broker portals, legacy system migration



## Benefits

By 2024, Gartner anticipates that 75% of organizations will be investing in “at least four low-code development tools for both IT application and citizen development initiatives.” Before enterprise low-code, businesses were using long spreadsheets, resulting in inefficient

collaboration among team members; difficulty finding, sharing, and updating crucial information; as well as delays and errors in workflow tasks. Organizations that have implemented low-code solutions have experienced a range of benefits, including:

1	2	3	4
<b>Democratized app delivery</b>	<b>Faster app development</b>	<b>Reduced costs</b>	<b>Flexibility and innovation</b>
Low-code breaks traditional business and IT silos by supporting close collaboration between IT departments and employees with minimum technical knowledge, enabling them to deliver their own applications	According to Forrester, organizations can build new apps 6 to 20 times faster with enterprise low-code platforms. These platforms reduce manual effort to streamline and accelerate app development, and reduce IT project backlog.	Enterprise low-code requires less time and fewer resources to build high-quality apps, and existing resources can be reused many times without any issue, thanks to pre-built functionalities.	Customers need flexibility. Enterprise low-code platforms can be easily modified and developed leaving room for improvement and scalability, flexibility and innovation.

## Hyper-automation

### What is it?

Hyper-automation is a state in which organizations use a combination of tools and technologies to quickly detect and automate all critical business processes.

Hyper-automation combines all the following advanced technologies under a single umbrella:

1. BPM (business process management): Enables process modelling and dynamic orchestration
2. RPA (robotic process automation): Automates repetitive manual tasks
3. AI/ML (artificial intelligence/machine learning): An intelligence layer added to process automation

## Key Components

### BPM

BPM includes the different ways a business creates and analyses its processes. BPM offers businesses not only the theoretical background

but the methodologies and the software components to successfully respond to challenges.

### RPA


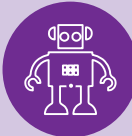

RPA is a new approach to business process management that automates manual, repetitive tasks. BPM and RPA can work together to enhance process automation, improving productivity and efficiency in an organization.

### Intelligent Automation

In simple terms, to intelligently automate means to enhance BPM and RPA with AI and ML. These algorithms can identify inefficiencies and predict changes, risks, and opportunities. In the highest stage of automation, they learn by themselves, from their own interactions, thereby empowering businesses with autonomous process optimization.



The table below shows the full suite of hyper-automation technologies.

Technology	Defination	How it works	Use cases - examples
 <p>Business Process Management (BPM)</p>	<p>A software solution that helps organizations manage and automate business processes to improve productivity and corporate performance. BPM is considered a critical component of operational intelligence as it bridges the gap between IT and business.</p>	<p>Skilled business people perform complex process modelling. The execution is based on BPMN 2.0 or flowchart diagrams and detailed business rules.</p>	<p>Expense reporting, customer requests and service orders, compliance management</p>
 <p>Robotic Process Automation (RPA)</p>	<p>A software that replicates human actions, interacting within a computer environment to perform a variety of everyday work tasks</p>	<p>A computer works as an agent to emulate human actions, interacting within a platform to perform a variety of repetitive task. RPA uses screen scraping and other technologies to create specialized agents that can automate repetitive tasks</p>	<p>Invoice processing, payroll, HR information processing</p>
 <p>Artificial Intelligence (AI)-Machine Learning (ML)</p>	<p>Technologies that are ideal in complicated situations where huge data volumes are involved and humans need to make decisions</p>	<p>Algorithms, using historical process/ transactional data, are trained to optimize and automate existing processes. AI/ML-enabled systems are capable of performing complex tasks that require extensive human thinking and activities.</p>	<p>Analytics and reporting, risk management, decision-making investment predictions</p>

## Benefits



### Combining low-code and hyper-automation

Enterprise low-code solutions automate a significant percentage of the development process, providing 12 times faster app delivery. This is achieved thanks to their visual, drag-and-drop environments with pre-built, and reusable components.

However, achieving a successful digital transformation is a multi-stage journey that requires a broad spectrum of new methodologies and technologies.

Hyper-automation represents a valuable contribution to organizations since it brings together various technologies like BPM, RPA, and AI/ML and unlocks a wide range of opportunities for organizations to efficiently automate, monitor, and streamline critical business processes.

Hyper-automation represents a valuable contribution to organizations since it brings together various technologies like BPM, RPA, and AI/ML and unlocks a wide range of opportunities for organizations to efficiently automate, monitor, and streamline critical business processes.

### Champions of enterprise low-code and hyper-automation

In the hyper-automation space, Wipro partners UiPath, Automation Anywhere (AA), and Blue Prism are champions as they rule the market and have tools which can help businesses grow immensely. Automation Edge, Nice, and Kofax are challengers, while Microsoft Power Automate has really emerged as a creative partner by democratizing automation to help provide every individual easy access to automation tools.

At Wipro EOT, we pride ourselves on being able to help

Both markets are expected to witness a remarkable expansion in the coming years that. Graphs of low-code and hyper-automation market size show the low-code market developing much faster than the hyper-automation market. Emphasis should be placed on the rapid growth of the low-code market during 2022-2027.

The market size for hyper-automation is anticipated to reach USD 23.7 billion by 2017, while the low-code market size is estimated to reach USD 86.92 billion by 2027, almost four times the size of the hyper-automation market.

Taking all the above into consideration, a unified digital automation platform (DAP) — a platform that combines enterprise low-code and hyper-automation technologies — is the most flexible option on the market for businesses moving towards digital transformation. These platforms combine low-code development with technologies like BPM, RPA, and AI/ML to offer end-to-end, intelligent automation in less time with little to no coding.

your business automate any number of internal processes, but we also understand that certain organizations may have an internal team in place who can support such automation. Our team can support your business at any stage of the automation process — whether that's full-scale implementation or upskilling your technical team — to give you the autonomy to automate all current and future processes.

Beyond technology, Wipro is focused on delivering business value. We help our clients immediately realize value in their investment

by jump-starting their project and building a long-term transformation program. Blending deep business and technology experience, our consulting teams provide strategic perspectives, while our global partner network connects customers with experts from a range of geographies and industries.

**Analysts continue to recognize Wipro** as a top provider of powerful digital business services, including intelligent technologies like AI and RPA:

- Leader in Digital Process Automation Service Providers (Forrester)
- Leader in Intelligent Automation in Business Process (Everest Group Peak Matrix)
- Leader in RPA Services (Zinnov)
- Leader in Intelligent Automation Services (Avasant)
- Among Top 10 in HFS Triple-A Trifecta (Automation, AI & Analytics)

To excel in the demanding new business world, organizations need to embrace a comprehensive digital transformation methodology that integrates advanced technologies, people, and data. Organizations should understand that one technology and multiple stand-alone tools cannot solve all the business challenges. By adopting a unified platform, organizations can achieve an end-to-end digital transformation, overcome demanding challenges, and fully optimize any given process through enterprise low-code development and hyper-automation technologies.

## About the authors

### Vartul Mittal

Vartul Mittal is Technology & Innovation Specialist. Vartul Mittal focuses on helping clients accelerate their digital transformation journey. He has 14+ years of Global Business Transformation experience in Management Consulting and Global In-house Centers in managing technology & business teams in Intelligent Automation, Advanced Analytics and Cloud Adoption. He is passionate about extending customer relationships beyond the current project with a goal of becoming a trusted adviser and bringing greater value to businesses via enterprise Operations Transformation.



**Wipro Limited**

Doddakannelli, Sarjapur Road,  
Bangalore-560 035,  
India

Tel: +91 (80) 2844 0011

Fax: +91 (80) 2844 0256

**wipro.com**



For more information,  
please write to us at  
[info@wipro.com](mailto:info@wipro.com)  
IND/B&T/JAN2019-JUN2019  
Wipro Limited (NYSE: WIT,  
BSE: 507685, NSE: WIPRO) is  
a leading global information  
technology, consulting and  
business process services  
company. We harness the  
power of cognitive computing,  
hyper-automation, robotics,  
cloud, analytics and emerging  
technologies to help our  
clients adapt to the digital  
world and make them  
successful. A company  
recognized globally for its  
comprehensive portfolio of  
services, strong commitment  
to sustainability and good  
corporate citizenship, we  
have over 180,000 dedicated  
employees serving clients  
across six continents.  
Together, we discover ideas  
and connect the dots to  
build a better and a bold  
new future.

For more information,  
please write to us at  
**[info@wipro.com](mailto:info@wipro.com)**

