**Microsoft Power Platform**

# 3 Ways Low-Code App Development Can Help with Immediate Response

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# Adjust to your new environment

You need to connect people, systems, and operations in new ways. With low-code app development you can rapidly adjust to the new environment and accelerate your digital transformation affordably and with ease. This e-book explores three ways low-code app development can help.

## Key takeaways

✓    Get up and running fast

✓    Empower everyone to build their own apps

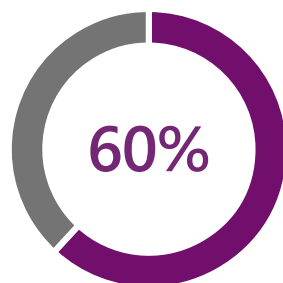✓    Use app innovation to drive better decisions

# Build custom apps in hours, not months

Low-code app development is a new—and more efficient—approach to building professional grade web and mobile applications. Instead of creating thousands of lines of code by hand, low-code development typically involves a highly visual user experience with prebuilt templates and drag-and-drop functionality.

This enables people with little to no programming experience—we call them **citizen developers**—to build their own apps, while making it easier for professional developers to accelerate foundational app development. Low-code app development increases productivity, reduces time and cost to build applications, including web and mobile, and powers innovation by making it easier for any great idea to become a useful app.

**60%** of all occupations have at least 30% of activities that could be automated.[1]
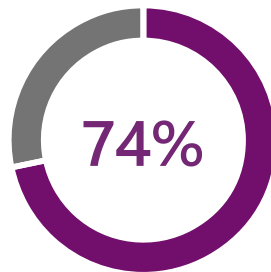
Low-code app development is not meant to replace traditional app development. Rather, it brings new tools to the table that empower citizen developers to build apps while giving professional developers a simple way to accelerate app development. This liberates highly skilled talent to focus on more strategic, high-value work.

[1] McKinsey, "Driving Impact at Scale from Automation and AI," February 2019.

# Develop low-code apps for immediate response

There are elements of low-code app development that will no doubt play a big role in the future of app development in general. These are the same elements that make it so well suited for business in a disrupted environment.[2]
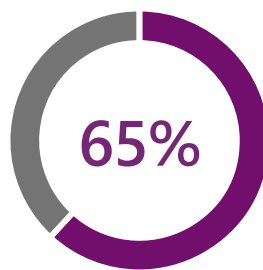
**74%**

Businesses using Power Apps for low-code app development see a 74% reduction in app development costs.[3]

Whether using pre-built templates or creating custom apps, low-code development allows you to deliver apps in hours or days. And when companies need to respond in crisis situations, it's even more important to be able to quickly build apps that solve emerging problems and give leadership insights into fast-changing, dynamic situations so they can take decisive action.

[2] Forrester Consulting, "Microsoft Is About To Shake Up Low-Code Platforms." December 2019

[3] Forrester Consulting, "The Total Economic Impact of Power Apps," March 2020.

Because it doesn't require coding experience, organizations can empower citizen developers—those closest to the business problems—to build custom apps to meet their unique needs in an environment that is secure and compliant. By moving app development beyond the confines of the IT department, organizations can alleviate the demands on IT, allowing professional developers to focus on more complex, strategic initiatives.

**65%** of organizations report an app development backlog.[4]

See the Microsoft Power Apps low-code demo

**Watch now** >

Low-code techniques are changing the app development landscape, bringing agility and speed to a process long encumbered by time-consuming, expensive development cycles. When conditions are challenging, low-code development is well-positioned to help businesses in three specific ways.

[4] Forrester, Q1 Digital Process Automation Survey (for process improvement efforts 2 years from now); Dresner Advisory Services, The State of Business Intelligence, 2018 (critical responses only).

# 1

# Get up and running fast

When you need to mobilize your business for immediate response, you must be able to quickly deploy the right solutions. Imagine a restaurant group pivoting to provide free meals for families in need. Workers may need to track food donations, match available supplies to recipes, and organize and communicate with volunteers. None of these processes were in place before, but now every day without a tool that helps workers be more efficient means reaching fewer people in need and possibly unused food donations.

The low-code approach accelerates foundational app development and testing cycles so there's more time to focus on customizing, extending, and deploying solutions for individual scenarios, such as budget tracking, onboarding, asset checkout, or inventory management.

With Microsoft Power Apps, it's also easy to connect your apps to other platforms and services. A restaurant may want to integrate an automatic post to Twitter every time a food donation is received and logged in inventory, helping elevate the visibility of their mission in social media. Power Apps offers more than 350 built-in connectors to your existing on-premises solutions, from Adobe to Zendesk.

## When off-the-shelf is off the mark

How can an off-the-shelf solution possibly meet the unique needs of a business facing a crisis? Finding one that's "close" means investing further to re-engineer the solution to fit your needs, and even then you make compromises. Power Apps gives you the ability to move fast by starting with a template, then customizing to your exact needs.

## Empower remote workers

[Standard Bank](#) built an app in 24 hours that is used by 100 remote workers every day to inspect ATMs all over South Africa. Standard Bank records 5,000 to 6,000 monthly inspection reports—a process that was previously totally paper-based.

Today, the app enables the bank's inspectors to record faults and capture images of ATMs on company mobile phones, with data automatically geotagged and saved to SharePoint Online, where it's then routed to the right department using [Microsoft Power Automate](#).

> **We can now move quickly across the organization to create apps and solutions that deliver greater productivity, becoming more agile and digital in how we operate."**

**Ian Doyle**
Head of Enterprise Digitalization and Productivity Solutions
Standard Bank

# 2

# Empower everyone to build their own apps

Not long ago, a non-technical person wouldn't dream of creating a website. But now with simple drag-and-drop website-building platforms, it takes much less skill. Low-code application development platforms bring these same benefits to creating software, enabling everyone to build apps and workflows that solve challenges. Low-code platforms empower these **citizen developers**.

For example, imagine a shift leader on a manufacturing floor is struggling to keep track of people rotating into different positions on the line. The rotations are required for safety reasons. With low-code techniques, she can build a simple app that automatically assigns workers to a new position each day. The app can notify workers the day before of specific considerations for their new position.

She can build this app, deploy it and analyze the data to inform adjustments to hiring plans. She can also work with the IT team to be sure any data storage, security, or compliance issues are properly handled, but IT isn't required to develop the app that solves her problem.

With Power Apps, citizen developers are able to solve very specific business process problems on their own while professional developers are free to focus on custom solutions that require their advanced skills, as well as other high-value tasks.

## No coding experience required

People who work day-to-day in knowledge-specific or specialized roles are often the first to recognize an inefficient process or identify a simpler solution to a problem. These insights can be lost in a complex coding environment, which excludes non-technical people. Low-code tools gives those closest to the business challenge the resources to create custom solutions themselves. It also encourages collaboration across your organization, while still giving IT control over data and management.

## Simple but powerful solutions

Volunteers—citizen developers—with the [American Red Cross](#) developed an app to help track shelter availability and other support for people displaced by the Camp Fire in Butte County, California. The app enabled multiple relief agencies to work together to track how many people needed shelter and match families with available space and other support. Within 30 days they had places for everyone to stay and were able to close the shelter.

**"Power Apps has allowed us to solve complex problems faster. We can utilize our volunteer network to re-engineer business processes in a way that was simply not possible earlier."**

**Nick Gill**
Delivery Logistics & Inventory Manager
American Red Cross

# 3
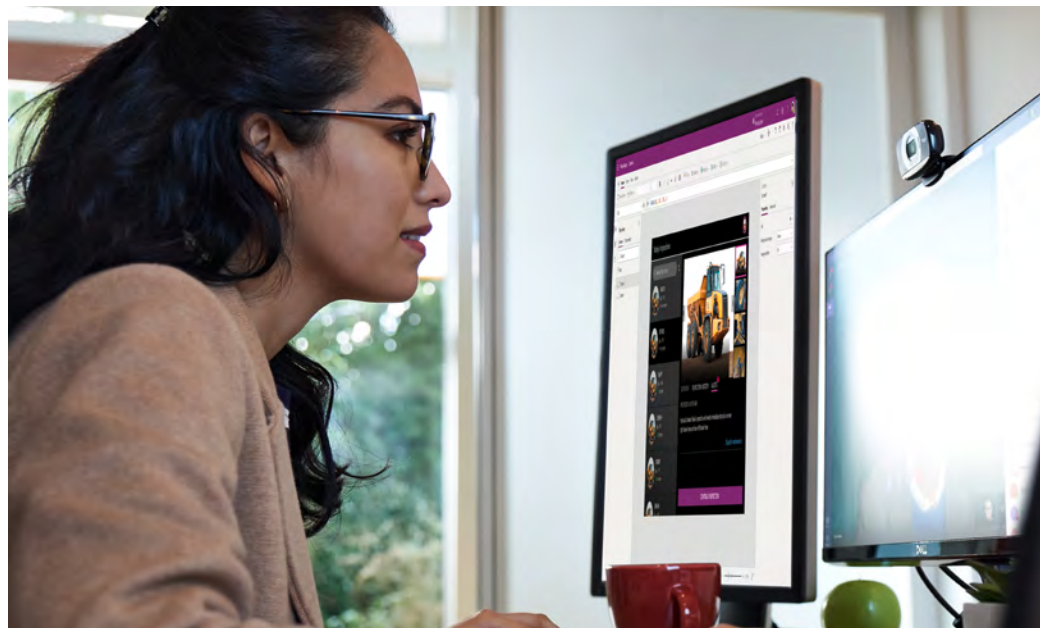
## Use app innovation to drive better decisions

The strongest decisions are those made with all available information. In a crisis situation, it can be hard for leadership to get visibility into the data they need to make a sound decision. Disruptions in normal business practices can make some data simply unavailable or harder to uncover.

For example, imagine a community bank wants to provide emergency funding for small businesses in the quickest way possible. The amount of federal funds available to the community bank is dependent on the size of their small business clients, based on number of employees. Small businesses with more employees will get more funding. But this data point was never collected from the account holders. Until they can collect this data, leadership at the community bank doesn't know how much federal funding to request.

With low-code app development, the community bank can quickly build an app for small businesses to use when applying for emergency funding. They can capture the data points that are required to support more informed decision making.

## Know more

To effectively lead a company through a crisis, leadership must have visibility into the variables that are driving it. With Power Apps, its fully managed data platform significantly reduces the time and effort to build web and mobile applications while increasing overall data visibility and usability.

## Insight through crisis

Swedish Health Services in Seattle, Washington, US, developed an app that helps hospital staff monitor critical resources like available beds and scarce supplies like ventilators and masks. Front-line hospital workers use mobile devices to report counts of those who are positive for COVID-19, track equipment and supplies in use, make personnel requests, and other information. The app syncs with hospital dashboards to help leaders gauge activity at five care facilities, two emergency departments, and units in critical areas.

**This near real-time view of quickly changing data is empowering Swedish to better prepare for a COVID-19 surge and better manage the needs of our patients and caregivers."**

**Kevin Brooks**
Chief Operating Officer
Swedish First Hill

# Quick look: How Power Apps helps you mobilize for immediate response

## Fast, affordable, easy to use

- No coding required
- Simple visual tools
- Drag and drop functionality
- 350+ connectors to other apps
- Templates or fully customizable

- Short development cycle
- No technical skills needed
- Develop faster, at scale
- Maintain security and control

## Optimal across industries, from startups to multinational corporations

- Consumer goods
- Education
- Non-profit
- Healthcare
- Professional services
- Government
- Travel
- Insurance

- Utilities
- Transportation
- Public sector
- Retail
- Financial services
- Technology
- Manufacturing
- Energy

# Microsoft Power Platform

Power Apps is part of the Microsoft Power Platform, a set of low-code solutions that empower teams to build and deploy custom, end-to-end business solutions across their organization.

### Power Automate

Discover a better way to get things done across your organization through digital and robotic process automation.

### Power Apps

Build professional-grade apps the easy way. Increase agility across your organization by rapidly building low-code apps that modernize processes and solve tough challenges.

### Power BI

Create a data-driven culture. Enable everyone at every level of your organization to make confident decisions using up-to-the-minute analytics.

### Power Virtual Agents

Build the extra help you need. Respond rapidly to your customer and employee needs using intelligent chatbots, no coding required.

# Take action

A crisis situation can accelerate IT problem solving, as unexpected demands and new needs surge into view. Now you can be prepared with a low-code solution that helps you get up and running fast, that lets you use the talent you already have, that supports anyone in the development of the most critical apps, and that gives leadership visibility into the data behind the crisis.

**Now everyone can quickly build and share low-code apps with Microsoft Power Apps.** Put your real-world process automation challenges to the test today!

Sign up for Power Apps PoC

## Microsoft Power Platform