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Don't miss out:

4 business initiatives the
C-suite is accomplishing
with OutSystems

You already know what's on your enterprise's digital transformation to-do list for the next 12 months. But do you have a clear path to reach your goals?

One of the main barriers organizations face is an inability to develop the mission-critical software applications they need at scale. That's why many leaders are embracing low-code platforms to drive their strategies forward. With low-code, you can build and deploy applications quickly without needing to write code from scratch, allowing you to innovate rapidly.

But all low-code platforms aren't alike. Unlike traditional low-code, a high-performance low-code platform like OutSystems can help your IT team build mission-critical apps, adopt modern workflows, and innovate faster to achieve competitive differentiation.

In this ebook, we'll explore how your peers are using OutSystems high-performance low-code today to tackle their most imperative business initiatives, including:
- Building customized digital experiences
- Accelerating automation and efficiency
- Modernizing legacy systems
- Creating an Agile culture to achieve faster development at scale

We'll also explore real-world examples of how companies across industries use OutSystems to spark amazing digital transformations.

70% **of enterprise applications** will be built with low-code or no-code by 2025.

Source: Gartner

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Building customized digital experiences

Nearly every one of your peers is laser-focused on delivering better end-user experiences. In fact, 95% of leaders today say that developing a consistent experience across touchpoints is of vital importance. But only 45% of them say they can actually do it now.

Without low-code, it takes too much time—and a robust, experienced development team—to create and maintain the type of highly customized experiences expected today. But with the OutSystems platform, enterprises can create tailor-made, pixel-perfect experiences that grow revenue and delight users.

With OutSystems, leaders are:

- **Transforming business faster** by building customized front-ends with a modern UX/UI on top of their existing systems
- **Innovating quicker than their competitors** by creating customized, secure, and accessible mobile apps for Android and iOS using a single codebase
- **Creating pixel-perfect apps** by extending OutSystems UI components or creating their own

Critical OutSystems capabilities:

- Full power and control to customize every aspect of each application
- Quality analysis, automation, and AI that deliver sound apps and architecture
- Cloud-native architecture with comprehensive enterprise-grade security and scale required for building mission-critical apps

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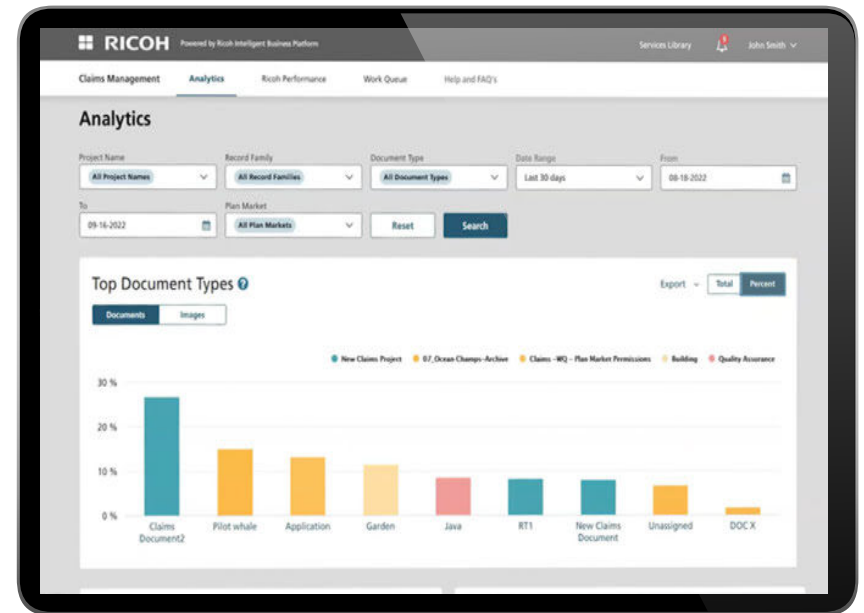What your peers are doing with OutSystems

Ricoh improves customer satisfaction and retention

As a digital services and information management leader across 200 countries, Ricoh identified a steep increase in the demand for digital products. To meet the need, Ricoh launched an incubation hub—the Digital Services Center—in 2021 and soon realized it was time to partner with a low-code development provider.

Using the OutSystems low-code platform, Ricoh built a new Claims Management application in just four months. It harnesses document imaging, artificial intelligence (AI), machine learning, natural language processing, and robotic process automation to expedite claims intake, validation, and resolution. Now, the team is able to continuously and quickly evolve the user experience in line with customer feedback, as well as take advantage of opportunities for innovation.

"The feedback we're getting from customers has been amazing," says Nicole Blohm, Director of Business Strategy, Ricoh USA. "They love these new digital experiences, available anywhere and on any device across the cloud."

Read the full story. →
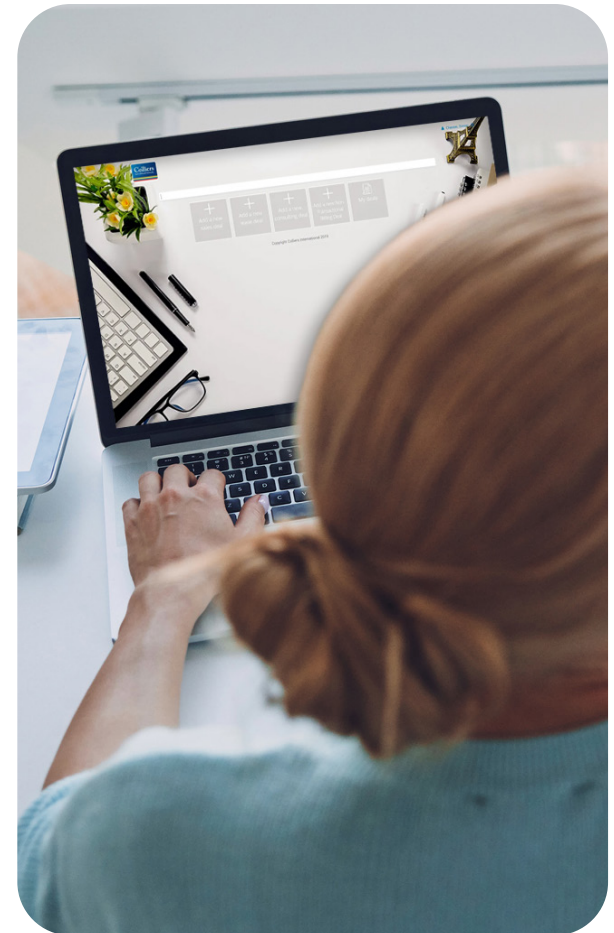
What your peers are doing with OutSystems

Colliers International rebuilds its business-critical deal management system

Commercial real estate occupiers, owners, and investors across 68 countries count on the expertise of Colliers International. The lifeblood of its business is a home-grown Deal Tracking System (DTS), which sits alongside its CRM and accounting systems.

But as commercial real estate transactions grew more complex and regulations changed in different nations over the years, the DTS became harder for Colliers' IT team to manage. So, it sought an upgrade. After exhaustive research, Colliers chose OutSystems to create its new and improved, custom "Our Deals" system.

Our Deals delivers a personalized experience for Colliers' 17,000-plus users based on their role profile, giving brokers and managers convenient access to deal information from their mobile devices. Colliers has also used OutSystems to develop an app that calculates commissions 99% faster than before, and another app that streamlines month-end close across 100 legal entities and 600 departments.

Read the full story. →

Accelerating automation and efficiency

A perfect storm of IT labor shortages and budget cuts is impacting nearly every industry. That's why 57% of IT leaders are pursuing digital strategies to improve employee productivity, and about half (51%) of those leaders measure improved productivity through process efficiency automation.

Top enterprises are achieving major efficiency gains by building scalable, secure, cost-effective, and easily integrated workflows and processes, faster.

With OutSystems, leaders are:

- **Digitizing and automating complex and manual processes** by building customized apps that orchestrate unique cross-functional workflows, eliminate errors, and remove redundant tasks
- **Enabling operational efficiency** with tailor-made, modern, intuitive work apps that simplify employees' daily activities, making them more efficient and engaged

Critical OutSystems capabilities:

- End-to-end experiences with the widest range of use cases—from employee-focused apps to customer-facing solutions that scale to millions of users
- AI-powered guidance from code to production
- Easy, vendor-agnostic integration with existing tech stacks through pre-built connectors to meet each organization's custom business needs

What your peers are doing with OutSystems

Tysers drives digital efficiency with digital process improvement

Traditional, paper-based processes make placing business on the Lloyd's of London market a ripe opportunity for digital process improvement. Tysers, a leading, independent Lloyd's insurance broker, seized this opportunity by launching its "Tconnect" platform with OutSystems.
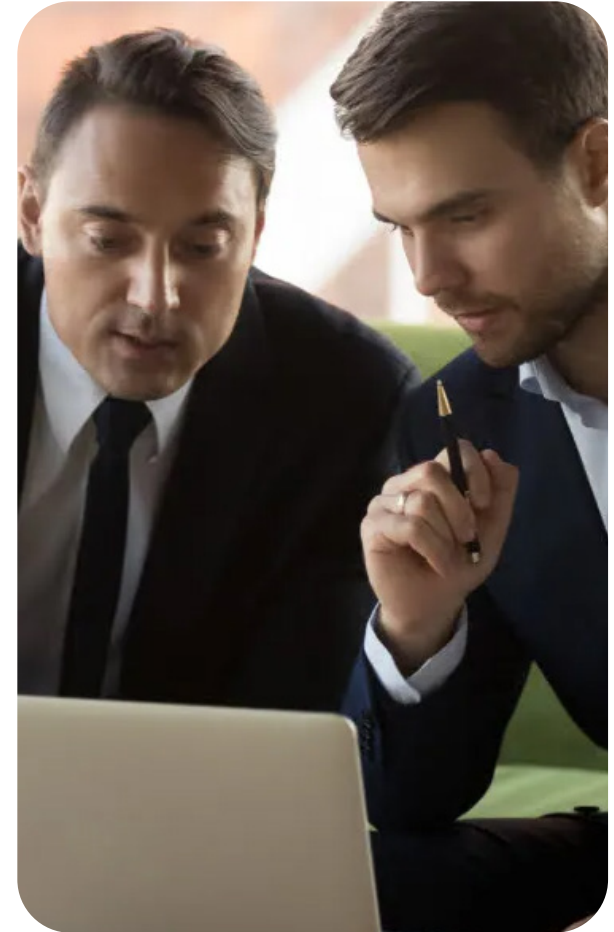
Prior to Tconnect, Tysers struggled with old, manual processes that caused performance black holes for the business. It needed streamlined workflows to move policies through every step of the process.

Tysers developed Tconnect on OutSystems in 2021. It's already:

- **Saved 400 hours per week** for the broking operations team through streamlined processes
- **Accelerated average time to resolve customer queries** by 60%, from 15 days to six
- **Made employees more productive** with workflow task routing and automation

"Tconnect means Tysers can scale its operations with quality, efficiency, and customer satisfaction, all moving in the right direction," says Angus Kennedy, CTO of Tysers. "Low-code didn't just mean we got to this point faster. Speed gave us permission to experiment. If we'd not had OutSystems, the project would probably never have got off the ground."

Read the full story. →
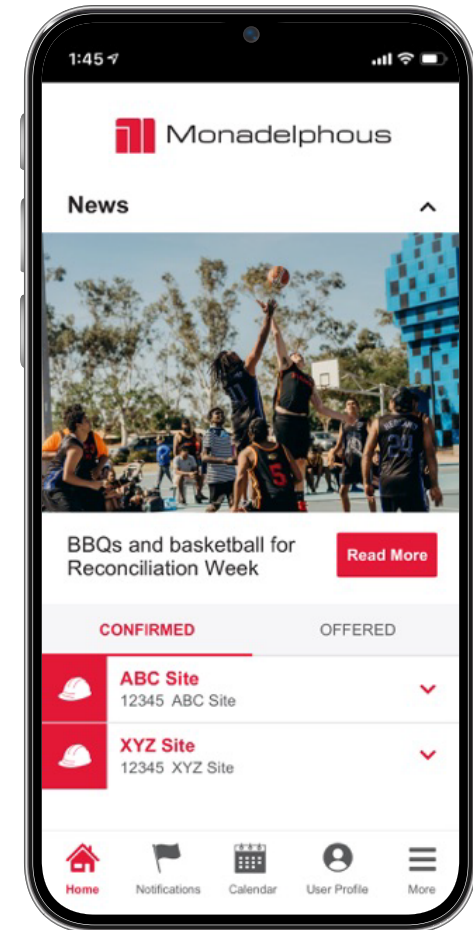
What your peers are doing with OutSystems

Monadelphous boosts employee engagement in the field

To complete maintenance projects quickly, Australian engineering group Monadelphous needs to mobilize and deploy teams of 100+ workers into the field. But doing so wasn't easy with a manual scheduling process that included multiple emails, text messages, voicemails, and phone calls from the Workforce Management team to personnel.

Enter OutSystems. Monadelphous used the OutSystems platform to automate the entire process by creating MonaWork, an employee mobile app that unified all work-related communication and scheduling. Today, MonaWork helps employees see upcoming work requirements, accept jobs with one click, update their calendars automatically, and easily access travel and accommodation details.

Once fully rolled out, MonaWork will support more than 20,000 mobilizations per year and significantly reduce the number of emails, voicemails, and text messages.

Read the full story. →

Modernizing legacy systems

While business and IT leaders keep making headway, the fact remains that legacy technologies remain a major stumbling block for nearly every enterprise. These systems bring enormous complexity, create an overload of technical debt, and slow digital transformation initiatives to a crawl.

Many IT leaders have found success using OutSystems to modernize their legacy systems, building new foundations capable of reducing technical debt, improving data accessibility, and accelerating business value creation.

With OutSystems, leaders are:

- **Unifying data across apps by breaking down silos** and easily integrating data from various apps with pre-built connectors, web services, and APIs that make data usable across the entire portfolio

- **Reducing technical debt without the risk of rip-and-replace** by adopting a phased approach that enables the combination of extend, refactor, and rebuild strategies in parallel

- **Migrating to the cloud** and building a cloud-native architecture affordably and efficiently by leveraging visual development tools with elite-level CI/CD practices

Critical OutSystems capabilities:

- Cloud-native scalability that flexes up or down to meet demand

- Powerful out-of-the-box data integration capabilities to easily connect disparate applications

- Rapid application development that supports the development of composable business frameworks

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What your peers are doing with OutSystems

Green Cargo avoids rip-and-replace, accelerates innovation and incremental cloud migration

Green Cargo provides efficient and sustainable rail logistics across Scandinavia and Europe. But its legacy systems were far from efficient. The company was about to rip and replace its mainframe logistics system and SAP ERP, a process that would've cost millions and stymied digital innovation for years.
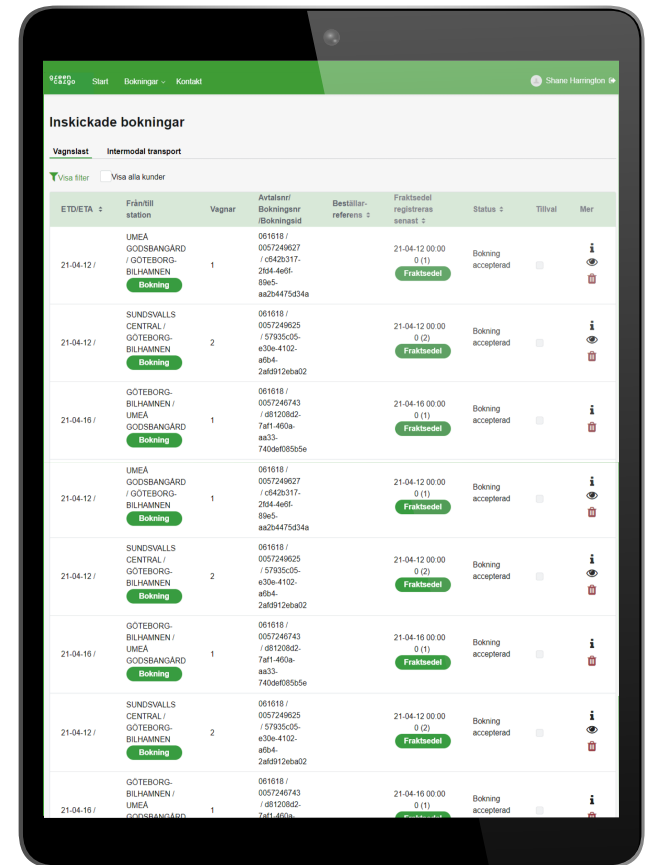
CIO Ingo Paas developed a counterproposal: access data in legacy systems and shift digital innovation to the cloud. "To digitize this company, we had to bring innovation and development in-house and get the business and IT working in unison," Paas says. "OutSystems gives us the agility to make that possible."

In the first year after adopting OutSystems, Green Cargo launched:
- A railyard mobile app that's **fully integrated with legacy mainframe and SAP systems**
- A customer portal that's **fully integrated into Green Cargo's customers' ERP systems**
- A predictive maintenance app that **reduced in-service wheel bearing failure by 50%**

Today, Green Cargo continues incrementally moving toward cloud migration. It's close to turning off its mainframe and SAP systems. And it's rapidly transforming into a digital composable enterprise.

Read the full story. →

What your peers are doing with OutSystems

Gen Re reduces technical debt and modernizes at scale

Like many enterprises, global reinsurer Gen Re had built a varied technology landscape over many years. Its legacy systems included mainframe apps, Lotus Notes apps, and various process automation technologies. Alongside these, the company had packaged software products and in-house cloud apps running on Microsoft Azure.

To reduce its technical debt and achieve modernization at scale, Gen Re chose OutSystems as its low-code development platform. In just nine months, Gen Re's team used OutSystems to create 30 apps for multiple use cases, including internal- and external-facing business-critical apps.

"We're accelerating our retirement of Lotus Notes, which massively consolidates the number of applications we have to support," says Ragupathi ('Ragu') Srinivasan, Manager of Rapid Delivery Services at Gen Re. "By shutting down Notes, we'll make considerable support and infrastructure savings."

Read the full story. →

Creating an Agile culture and achieving development at scale

The most successful enterprises today are turning their IT departments into a competitive advantage. Agile frameworks help to make that possible. In fact, 61% of organizations are adopting Agile to empower their company-wide digital transformations.

What's the benefit of using OutSystems to drive Agile adoption? Enterprises that use OutSystems transform the way IT operates—improving responsiveness by adopting a platform that drives an Agile, collaborative culture and future-proofs talent management.

With OutSystems, leaders are:

- **Developing more apps faster and cheaper** with existing resources by using visual development, AI guidance, pre-built code modules and templates, and one-click publish
- **Responding faster and collaborating closer with the business** by adopting Agile culture and empowering distributed teams to build the apps business users need, under the governance of central IT or Centers of Excellence
- **Reskilling existing teams and overcoming talent shortages** by training resources on OutSystems with customized learning journeys and training plans

Critical OutSystems capabilities:

- One-click deployment, built-in governance, app lifecycle management, and DevOps abilities
- Code that can be reused and shared multiple times across apps to speed application development
- Enterprise-grade governance and compliance capabilities similar to those found in traditional development

What your peers are doing with OutSystems

AmTrust unleashes agility with low-code for professional developers

AmTrust, a leading global property and casualty insurance carrier, needed to respond to business changes faster in order to maintain its competitive edge. It also needed to stay compliant in a highly regulated industry.
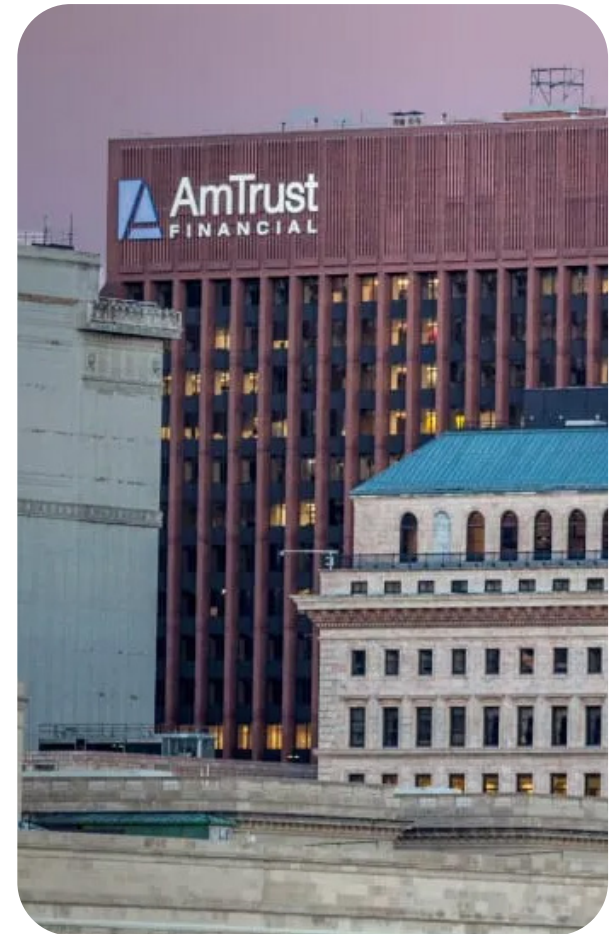
To achieve this delicate balance, AmTrust sought out a secure low-code platform that wouldn't disrupt its IT team's development process. The company chose OutSystems and unleashed it on two key use cases: modernizing the end-user and front-end layers of its applications and automating key business processes.

In its first 15 months with OutSystems, AmTrust's IT department launched six new solutions for both internal and external use. AmTrust has also advanced its Agile adoption, allowing its IT team to capture user feedback more frequently, respond to change faster, and bridge the gap between business and development.

Additionally, as part of AmTrust's OutSystems Center of Excellence, technical leads from the development teams meet periodically to discuss any potential challenges and remediate technical debt before it accumulates.

"Being Agile is, to a large extent, about interactions and working closely with the business," says Voytek Janisz, Senior Vice President of IT, Amtrust. "We get faster feedback and can act immediately upon it. Our business partners feel they are part of the process and more engaged with the development team."

Read the full story. →
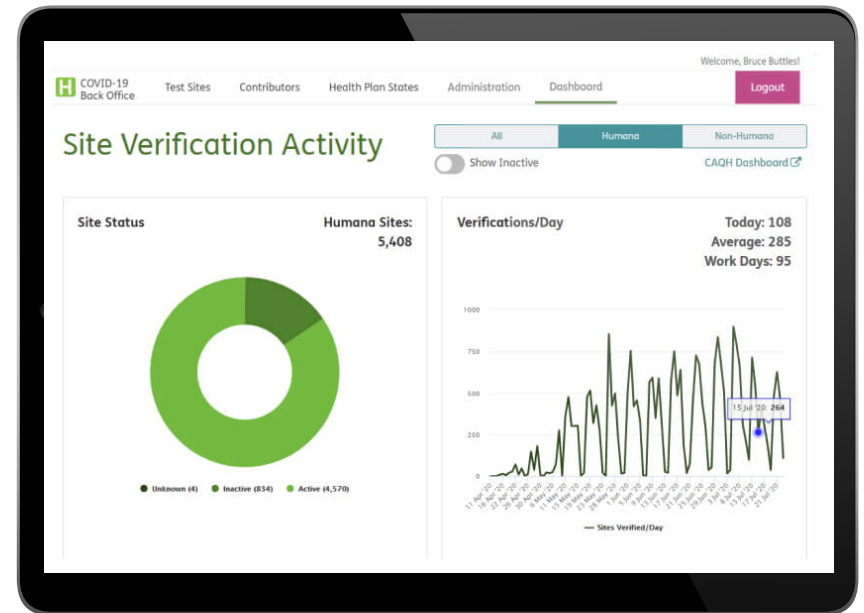
What your peers are doing with OutSystems

Humana gains
4x agility boost

A top-five U.S. healthcare company, Humana, Inc. chose OutSystems to achieve a single goal: accelerate time to market. Prior to OutSystems, Humana's IT team struggled with a complex infrastructure and hand-coding processes that pushed out delivery timelines and increased costs.

The first project, a sales enablement portal called "Agent First Look," was completed in eight weeks rather than the eight months estimated for traditional development. Multiple other portals and microsites followed, and delivery costs and effort continue to fall thanks to increasing levels of reuse.

The OutSystems platform also helped Humana respond to a global health crisis, allowing the company to build its COVID-19 test locator in one month during the height of the pandemic. "Delivering four times faster while at the same time improving quality is a game-changer, making a vast range of innovations viable that were previously risk or cost-prohibitive," says Bruce Buttles, Digital Channels Director, Humana.

Read the full story. →

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Accelerate your digital transformation with OutSystems

Low-code offers a promising path forward as C-suite leaders seek to achieve key business initiatives and turn their digital transformation visions into reality. But standard low-code tools aren't up to the challenges of complex, cloud-native, enterprise needs.

OutSystems is the only low-code platform that enables IT teams to reduce development times and create the type of transformative end-to-end experiences that boost efficiency, improve customer experiences, and deliver differentiated innovation.

Your peers are choosing OutSystems because it:

- Simplifies and reduces the cost of customizations to meet unique business needs
- Enables better collaboration between developers and line-of-business stakeholders
- Allows IT developers and operations staff to build, deploy, and manage complex business-critical custom applications up to 10x faster than traditional development
- Sparks organizational transformation from dated, legacy waterfall approaches to modern, Agile frameworks
- Relieves teams of time-consuming, complex integration development with 400+ pre-built connectors

To learn more about OutSystems and the benefits of a high-performance low-code application development platform, check out these resources:

- Visit our customer story library to learn how other organizations in your industry used OutSystems to boost innovation.
- Learn why OutSystems scored highest in 3 out of the 5 Use Cases in the 2023 Gartner® Critical Capabilities for Enterprise Low-Code Application Platforms Report.
- Explore the OutSystems platform or schedule a demo.