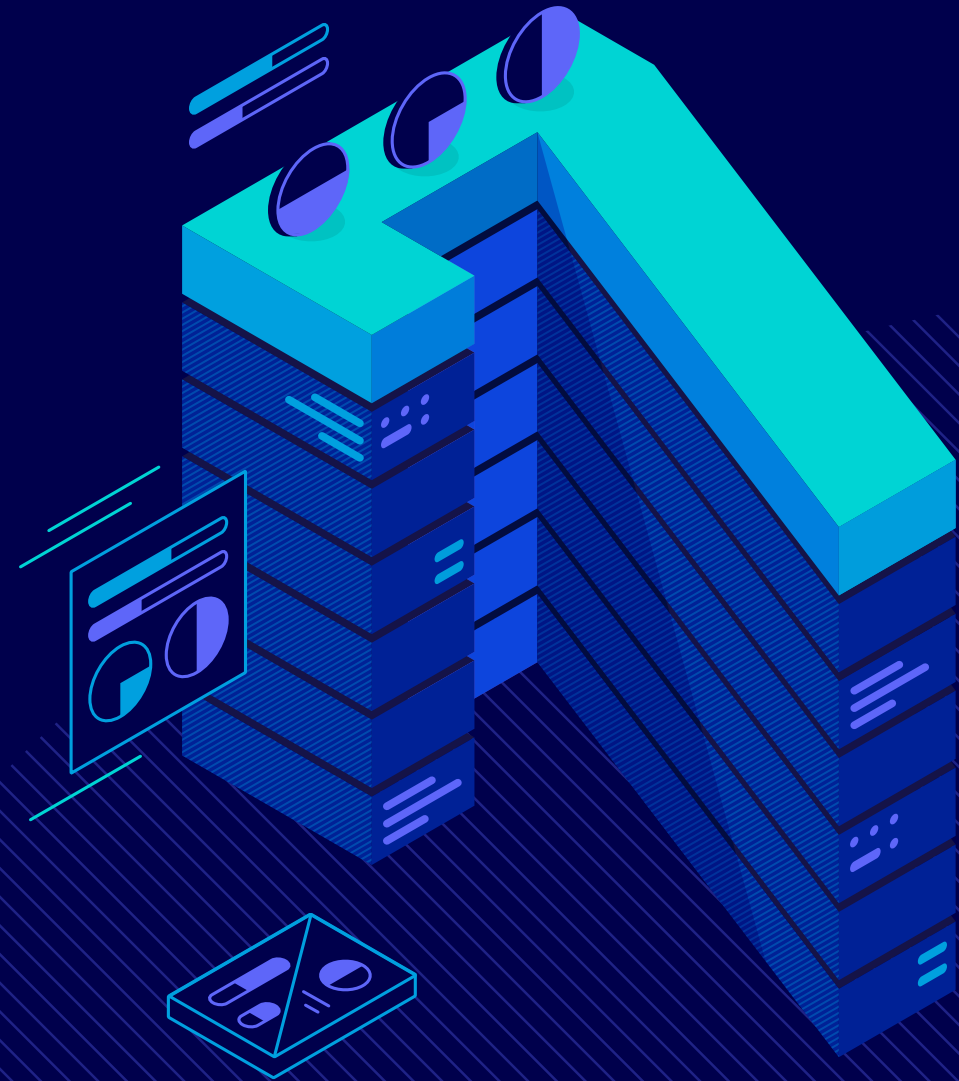


MULESOFT RESEARCH

Top 7 trends shaping digital transformation in 2022



Executive summary

TREND 01

The future of work will be built on connected, hybrid experiences

The workplace has rapidly evolved, and with it, employee expectations – forcing organizations to deliver digital-first and connected experiences to drive productivity and retain talent.

TREND 05

Security-by-default is a must-have

Security-by-default will become a need-to-have as organizations increasingly realize their applications and automations are only as secure as the composable blocks on which they are built.

TREND 02

The composable business matures

As the pressure to innovate faster continues to rise, organizations will seek even greater agility, leading to an increased drive to composable and event-driven architectures.

TREND 06

The rise of hybrid, distributed ecosystems adds complexity

As the digital world embraces hybrid and multi-clouds, finding a universal way of integrating and managing these environments will become essential to successful digital transformation.

TREND 03

The rise of the business technologist

With the increasing pressure of the digital imperative on organizations, business technologists will come to the fore as an essential partner in IT departments’ efforts to accelerate innovation.

TREND 07

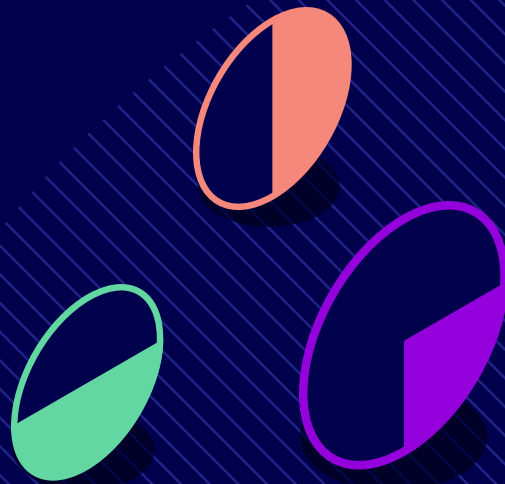
A single source of truth becomes key to the data-driven business

As digitization continues to drive an increasing amount of data, organizations will seek a single source of truth where consumers can get the right data in the right context at the right time.

TREND 04

Hyperautomation unlocks digital value

Hyperautomation will unlock productivity, accelerate time-to-market, and transform employee and customer experiences.



Executive letter

The pace of digital change shows no sign of slowing as we accelerate towards 2022. Organizations must meet the expectations of their employees and customers, or risk falling behind their competitors. This is reflected in the technology trends emerging across every industry, all of which are geared toward delivering improved user experiences and innovation at speed.

Unlocking data and connecting applications will be central to the future of work and underpin tomorrow's transformation initiatives, powering everything from increased automation to digital-first experiences.

The most effective way to do this will be to adopt a composable IT model, which empowers more people – developer and non-developers alike – to connect data and applications in a secure, yet frictionless way.



Rahul Pahuja

Director - Global MuleSoft Practice,
Slalom

01

The future of work will be built on **connected, hybrid experiences**

Successful organizations are built on the productivity and dedication of their employees. So when the pandemic forced offices around the world to close, employers were understandably nervous. What followed has been dubbed the “largest work-from-home experiment” in history. It has reshaped the meaning of the “workplace” and transformed employee expectations about their digital experiences at work in 2022 and beyond.

TREND 01

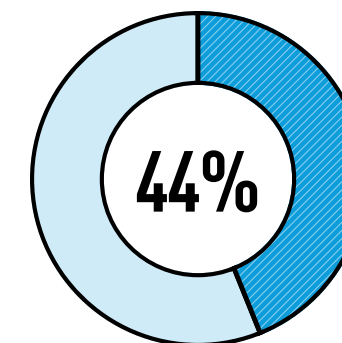
THE FUTURE OF WORK WILL BE BUILT ON CONNECTED, HYBRID EXPERIENCES

Before COVID-19, working from home (WFH) wasn't particularly popular in some areas of the world. Employees in many sectors were rarely trusted to WFH for the majority of the working week. The fact that the great "experiment" largely succeeded is a tribute to the maturity of the digital tools and capabilities available today. The use of these solutions rocketed during the crisis. [Gartner¹](#) estimates that use of collaboration platforms alone surged 44% between 2019 and 2021.

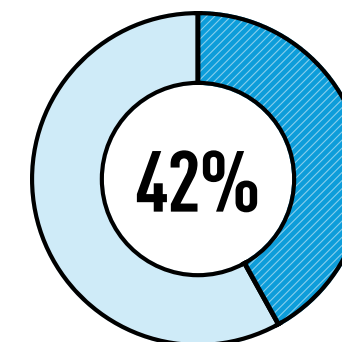
The future of work will come in many shapes and forms, including hybrid working culture, where employees work from their office desks for a few days a week and are able to WFH for the remainder. [McKinsey estimates](#) that more than 20% of the global workforce – although mainly those in high-skilled roles in verticals such as finance, insurance, and IT – could work most of the time away from the office without any impact on productivity.

Yet to make this a reality, organizations need to double down on digital transformation. That means expanding beyond one-off investments in new collaboration platforms, to initiatives that create fully connected workplace experiences. Organizations will therefore need to create a frictionless hybrid working environment. This will be almost entirely enabled by new digital initiatives – where aside from the social aspects, their employees don't notice any difference between working from home or being in the office.

Automation will be key to succeeding with these initiatives, as will empowering business users to connect apps and data on their own, so they can become more self-reliant while they're away from the office. The use of low-code techniques will be essential, having been identified by 42% of business users as critical to their ability to create better connected employee experiences. This isn't just about driving employee productivity, but also retaining talent, as home workers come to expect the same level of connected experience they get in their personal lives at work – wherever that might be.



**INCREASE IN THE USE OF
COLLABORATION PLATFORMS
BETWEEN 2019 AND 2021**



**OF BUSINESS USERS SAY THE
USE OF LOW-CODE TECHNIQUES
WILL BE CRITICAL IN CREATING
CONNECTED EMPLOYEE EXPERIENCES**

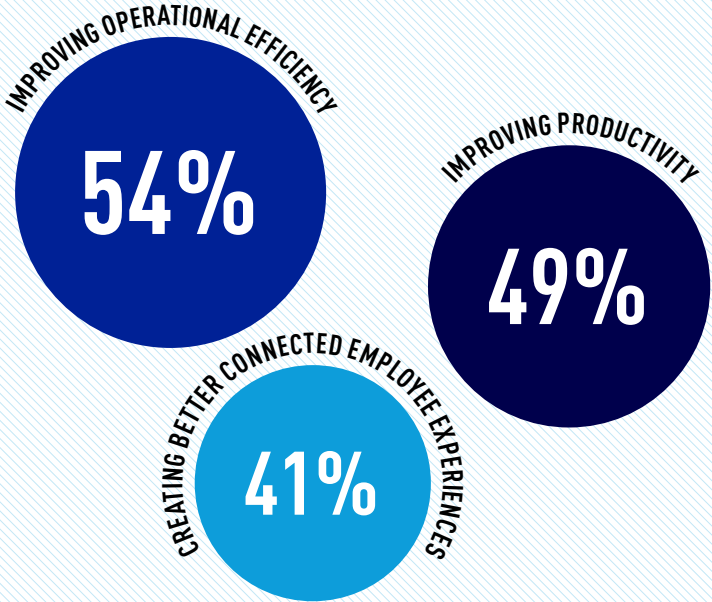
BY THE NUMBERS

Use of automation initiatives to create better connected employee experiences:



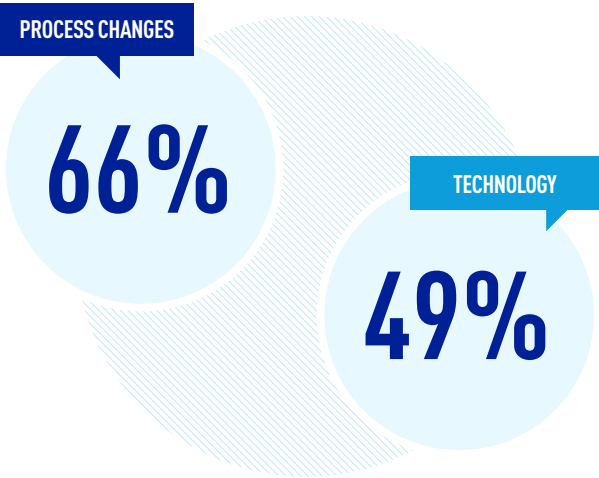
SOURCE: [MULESOFT IT & BUSINESS ALIGNMENT BAROMETER](#)

Top priorities in the next 12 months:



SOURCE: [MULESOFT IT & BUSINESS ALIGNMENT BAROMETER](#)

Top digital transformation investment priorities in 2021 to ensure teams can collaborate effectively:



SOURCE: [SALESFORCE + PULSE SURVEY](#)



Learn how to build an agile business foundation to grow in the next normal with our [CIO guide to crisis recovery whitepaper](#).

02

The composable business matures

If the first 10 years of the millennium were all about the web, and the following decade was driven by the huge advances in mobile technology, then the 2020s will be a period of seamless digital experiences. To make this a reality, organizations will need to think carefully about how they drive enhanced agility, which will lead to a new era of event-driven architectures and composable businesses in 2022.

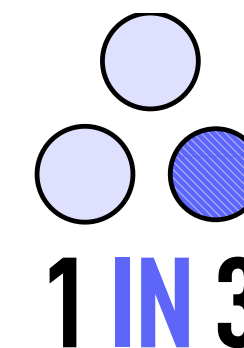
Our always-on digital economy brings huge pressure for organizations to get things right for the end user. [According to PwC](#), one in three consumers will walk away from a brand they love after just one bad experience. As we've already highlighted, employees are also increasingly demanding the same quality of experience in their professional lives as they enjoy in their personal time. One of the most effective ways for organizations to drive agility and meet these rapidly rising expectations is through becoming a [composable business](#), built on reusable APIs. These APIs can be used to turn the organization's digital capabilities and data into a series of interchangeable building blocks that employees can reuse in other ways, to build their own solutions. It's perhaps no surprise that composable applications and composable networks were both listed in the [2021 Gartner Hype Cycle for Emerging Technologies](#).²

Reusable APIs are a great way to achieve this, which is why 96% of global organizations already use public or private APIs. However, not all APIs are created equal. Historically, organizations have focused on building RESTful APIs, which have a lightweight architecture that makes them ideally suited for interacting with web-based applications and handling low volume data where speed is not essential. These architectures support synchronous messaging, from

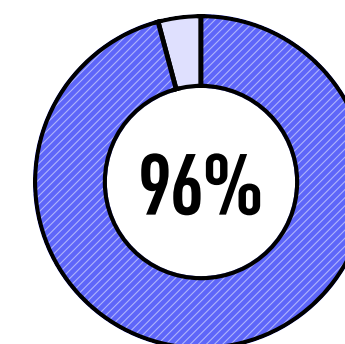
the user's system to the supplier's system, and back again. However, they're limited to situations when the user's system has a clear idea of what it wants from the other. They're less-suited to the type of real-time, asynchronous data exchange that will become even more essential in 2022.

Enter event-driven APIs, which enable a user action – such as pressing a button, or swiping a card – to set in motion a chain of transactions that deliver the intended outcome, such as a purchase being authorized, or a loan being granted. With these architectures, applications can integrate multiple services and products based on event-driven interactions. These events are typically significant “changes in state” that are produced, published, propagated, detected, or consumed by API services and consumers.

The bottom line is that event-driven architectures are more flexible and extensible than their RESTful counterparts, supporting the fluid, real-time interactions that consumers expect today. This has been a long time coming. As far back as 2017, it was predicted that [half](#) of managed APIs would be event-driven by 2020, and organizations have made some great progress in this direction in the years since. Those that have been at the forefront of this trend are leading the charge to a more agile, composable, and event-driven future.



**CONSUMERS WILL WALK
AWAY FROM A BRAND
THEY LOVE AFTER JUST
ONE BAD EXPERIENCE**

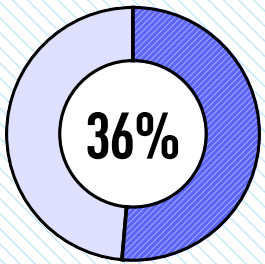


**OF GLOBAL ORGANIZATIONS
ALREADY USE PUBLIC
OR PRIVATE APIS**

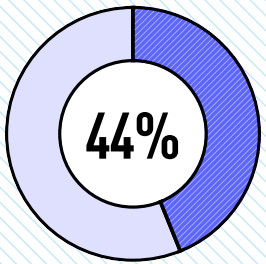
BY THE NUMBERS

4 IN 5
ORGANIZATIONS
recognize the need to make
data and integration accessible
to business users to increase
productivity, deliver connected
experiences, and drive innovation.

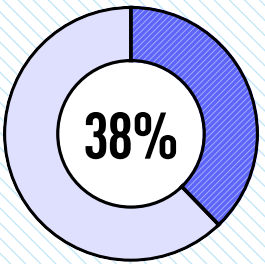
SOURCE: [MULESOFT IT & BUSINESS ALIGNMENT BAROMETER](#)



OF ORGANIZATIONS SAY THEY
HAVE A MATURE APPROACH TO
ENABLING NON-IT USERS TO
EASILY INTEGRATE APPS AND
DATA SOURCES THROUGH APIS



SAY THEY ARE DEVELOPING
PLANS TO ENABLE NON-IT USERS
TO INTEGRATE APPS AND DATA
SOURCES THROUGH APIS



OF IT TEAMS ARE ADOPTING
EVENT-DRIVEN APIS TO INCREASE THE
EFFICIENCY OF THEIR APPLICATION
DEVELOPMENT PROCESS

SOURCE: [MULESOFT CONNECTIVITY BENCHMARK REPORT 2021](#)



See why MuleSoft was named a Leader in both [Gartner Magic Quadrant reports](#) for iPaaS and API management.



Our customers expect seamless digital experiences from anywhere. In order to quickly deliver new services like our digital wealth management platform, we used MuleSoft to connect legacy systems and automate complex business processes. By leveraging reusable building blocks like APIs, we are increasing employee productivity and accelerated time to value, making us more efficient with each project.”

JOSEPH PICCIRILLO, ENGINEERING DIRECTOR AND HEAD OF [INVESCO](#)’S GLOBAL DISTRIBUTION APPS

03

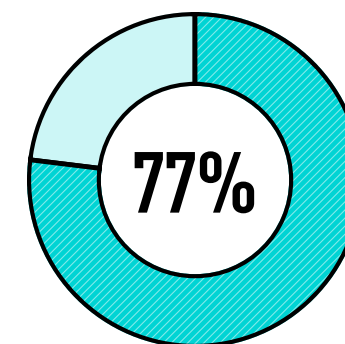
The rise of the business technologist

As the pressure to deliver seamless digital experiences for customers and employees grows, so does the demand on IT departments. The volume of digital initiatives [doubled during the pandemic](#), making it even more difficult for already stretched teams to keep up with the needs of the business. IT teams also found themselves pulled away from innovation projects more regularly during the crisis, to provide critical support needed to ensure “business as usual.” In 2022, business technologists will relieve some of this pressure by working alongside IT teams to accelerate innovation. [Gartner³](#) found that those organizations that successfully enable business technologists are 2.6x more likely to accelerate digital business outcomes. However, to do so, they will need the right tools at their disposal.

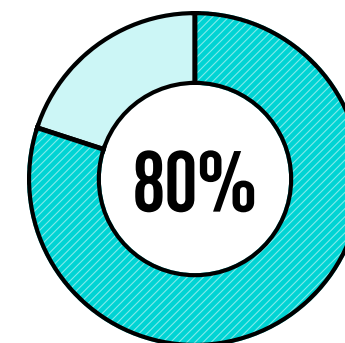
The potential for business technologists – employees who report outside of IT departments – to drive their own digital innovation whilst alleviating the bottleneck of IT is immense, and is already being widely recognized. By 2024, 80% of technology products and services will be built by those who are not technology professionals, according to [Gartner](#).⁴ Low or no-code approaches and AI-assisted development tools hold the key to success. [Gartner](#)⁵ found 77% of business technologists routinely use a combination of automation, integration, application development or data science and AI tools in their daily work. By dragging and dropping reusable application components via intuitive user displays, these business technologists can create connected experiences without needing to invest time and effort in learning how to code. Some [80% of business users agree](#) that if data and IT capabilities were discoverable and available in packaged business capabilities (PBCs), they and their colleagues could create solutions and deliver digital projects more quickly.

This is already happening in many organizations. [Over a third \(36%\)](#) say they have a mature approach to enabling non-IT users to easily integrate apps and data sources through APIs. A further two-fifths (44%) say they are in the process of developing plans, highlighting that organizations are looking to empower business users with self-service integration capabilities. By taking this approach, business teams can meet their objectives, and work more closely alongside IT to accelerate innovation and drive greater value for the organization. Meanwhile, the reuse of internal software assets and components as PBCs drives greater agility, scale, and cost efficiencies.

“Business technologists can create connected experiences without needing to invest time and effort in learning how to code.”

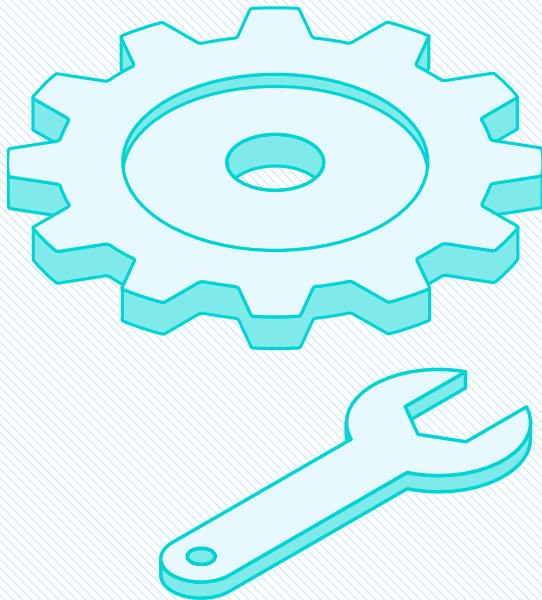


**OF BUSINESS TECHNOLOGISTS ROUTINELY
USE A COMBINATION OF AUTOMATION,
INTEGRATION, APPLICATION
DEVELOPMENT OR DATA SCIENCE AND
AI TOOLS IN THEIR DAILY WORK**



**OF TECHNOLOGY PRODUCTS AND
SERVICES WILL BE BUILT BY
THOSE WHO ARE NOT TECHNOLOGY
PROFESSIONALS BY 2024**

BY THE NUMBERS

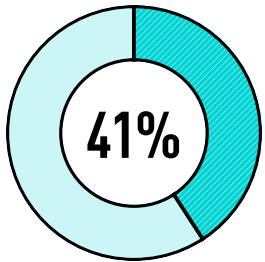


ACCORDING TO [GARTNER](#),⁹ ON AVERAGE,

41%

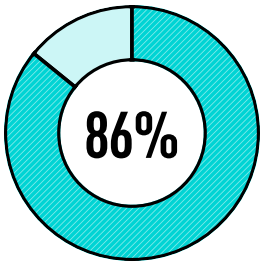
OF EMPLOYEES OUTSIDE OF IT – OR BUSINESS TECHNOLOGISTS – CUSTOMIZE OR BUILD DATA OR TECHNOLOGY SOLUTIONS.

GARTNER ALSO PREDICTS THAT [HALF OF ALL NEW LOW-CODE CLIENTS](#) WILL COME FROM BUSINESS BUYERS THAT ARE [OUTSIDE THE IT ORGANIZATION](#) BY YEAR-END 2025.



OF ORGANIZATIONS MAKE AN AVERAGE OF 41% OF THEIR INTERNAL SOFTWARE ASSETS AND COMPONENTS AVAILABLE FOR DEVELOPERS TO REUSE.

SOURCE: [MULESOFT CONNECTIVITY BENCHMARK REPORT 2021](#)



OF ORGANIZATIONS SAID IF BUSINESS USERS COULD SECURELY CREATE THEIR OWN CONNECTED EXPERIENCES, USING LOW OR NO-CODE, IT WOULD IMPROVE BUSINESS OUTCOMES.

SOURCE: [MULESOFT IT & BUSINESS ALIGNMENT BAROMETER](#)



Learn how [MuleSoft Composer](#) enables line-of-business teams to integrate without the help of IT — all with clicks, not code.



MuleSoft allows us to gain scale and agility by empowering our entire business to unlock data and automate processes, such as the exchange of customer transactional information between Salesforce Commerce Cloud, Sales Cloud, Marketing Cloud, Tableau and legacy systems – while our IT team maintains data governance and security.”

SHRI BALLAL, CTO, [WATCHBOX](#)

04

Hyperautomation unlocks digital value

Digital transformation was already an urgent business priority before the pandemic, but now, it could be the difference between success and failure. This is why automation will increasingly be key to unlock productivity, transform employee and customer experiences, and rapidly launch new products and services in 2022. Automation will be a fundamental driving force for the modern digital enterprise, rather being used in than piecemeal projects. Organizations want to automate anything that can be automated. Welcome to the world of hyperautomation.

Hyperautomation is about scaling automation across the enterprise via the reuse of processes and the deployment of multiple, integrated technology capabilities – such as low-code platforms, machine learning, and robotic process automation (RPA). In so doing, organizations can drive efficiencies, improve productivity, and reduce costs in everything from streamlined sales operations to accelerated customer case resolution.

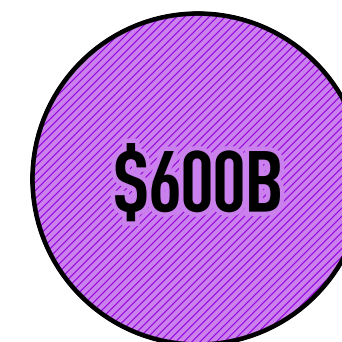
“Hyperautomation has shifted from an option to a condition of survival,” said Fabrizio Biscotti, [research vice president at Gartner](#).⁶ “Organizations will require more IT and business process automation as they are forced to accelerate digital transformation plans in a post-COVID-19, digital-first world.”

It’s a market the analyst predicts will grow by nearly 24% from 2020 to be worth nearly \$600 billion by 2022 – as organizations look to rapidly identify and automate as many processes as they can. RPA is the most popular technology by far, with research from

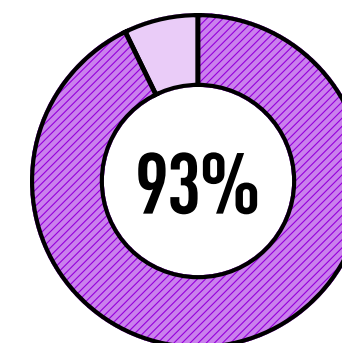
Deloitte finding that 93% of business leaders expect to be using it by 2023. [Our research](#) has found that most organizations are either already using, or are planning to implement such automation initiatives to realize strategic goals, such as improving productivity (96%) and operational efficiency (93%), and creating better-connected customer experiences (93%).

However, hyperautomation isn’t without its challenges. Security concerns, data silos, and a lack of business process, tech, and integration skills are proving to be a challenge for some. Driving successful hyperautomation initiatives will require the right approach, offering self-serve capabilities that make it easier for business technologists to unlock and integrate data from anywhere while IT manages, monitors, secures, and governs that data at scale.

“Organizations can drive efficiencies, improve productivity, and reduce costs in everything from streamlined sales operations to accelerated customer case resolution.”



**HYPERAUTOMATION-ENABLING
SOFTWARE MARKET TO REACH
NEARLY \$600 BILLION BY 2022**



**OF BUSINESS LEADERS EXPECT
TO BE USING RPA BY 2023**

BY THE NUMBERS

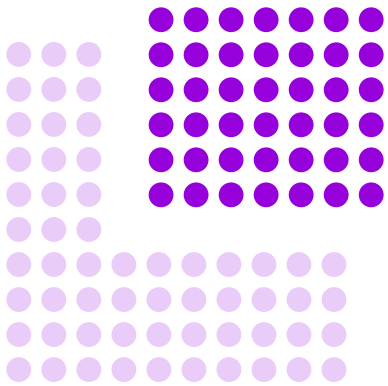


By 2024, organizations will lower operational costs by 30% by combining hyperautomation technologies with redesigned operational processes

SOURCE: [GARTNER](#)¹⁰

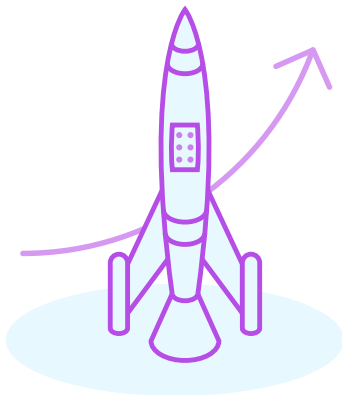


of large organizations globally will have adopted RPA in some form by 2022



By 2024, nearly **half** of all new RPA clients will come from buyers outside the IT organization

SOURCE: [GARTNER](#)⁷



Use of RPA has soared since 2015, when just **13%** of leaders expected to invest in RPA

SOURCE: [DELOITTE](#)



Discover why integration is central to executing hyperautomation across your enterprise by downloading our [CIO guide to enabling business automation whitepaper](#).

05

Security-by-default is a must-have

Business and technology leaders have realized that their ability to accelerate digital transformation is increasingly dependent on whether they can become a composable enterprise. That means creating the ability for IT and business teams to assemble and reassemble pre-packaged business capabilities (PBCs) to meet the insatiable demands for digital agility, efficiency, and scale. However, the speed of digital innovation that this introduces also invites cybersecurity risk. If not managed effectively, this risk could expose organizations and/or their customers to major financial and reputational damage. As such, the platforms used to manage composable building blocks like reusable APIs in 2022 will need to be secure-by-default.

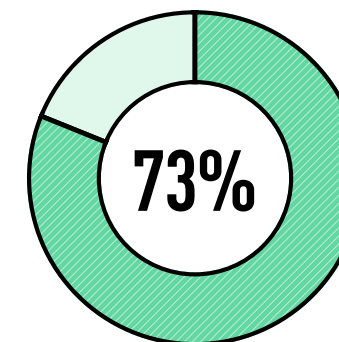
Security concerns have always been a roadblock on digital initiatives. Some 87% of IT and business [leaders claim](#) that these considerations are slowing down the pace of innovation, while 73% say that specific security and governance concerns have increased as their systems have become more integrated. These concerns are holding many organizations back from empowering non-technical users to integrate data sources.

[Gartner⁸ predicts](#) that by 2022, application programming interface (API) attacks will become the most-frequent attack vector, causing data breaches for enterprise web applications. This is where the technology platforms used to support API-led integrations become critical. For example, if the platform that developers use to build their APIs comes with a default setting that makes any related data available publicly, it could expose them to significant risk.

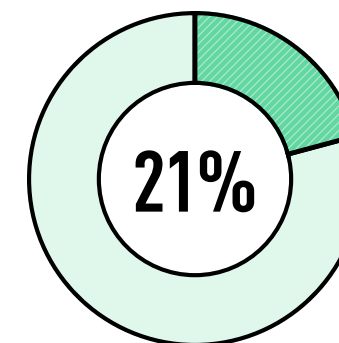
The bottom line is that these development platforms must be secure out-of-the-box. That means if there are a range of configuration options, the most secure ones are offered by default – so that users must proactively choose less secure ones. Even in those cases, users should be given pop-up prompts and tips within the platform to explain the risks as they go. Examples of secure-by-default platforms include those that don't allow users to create weak passwords, or ones that automatically default to best practice OAuth-based authentication.

[According to Forrester](#), 21% of security decision-makers plan to prioritize building security into development processes. Many more will follow suit over the coming years as the era of the business technologist continues to gather pace.

“87% of IT and business leaders claim that security concerns are slowing down the pace of innovation.”



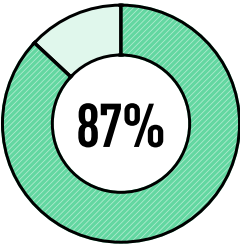
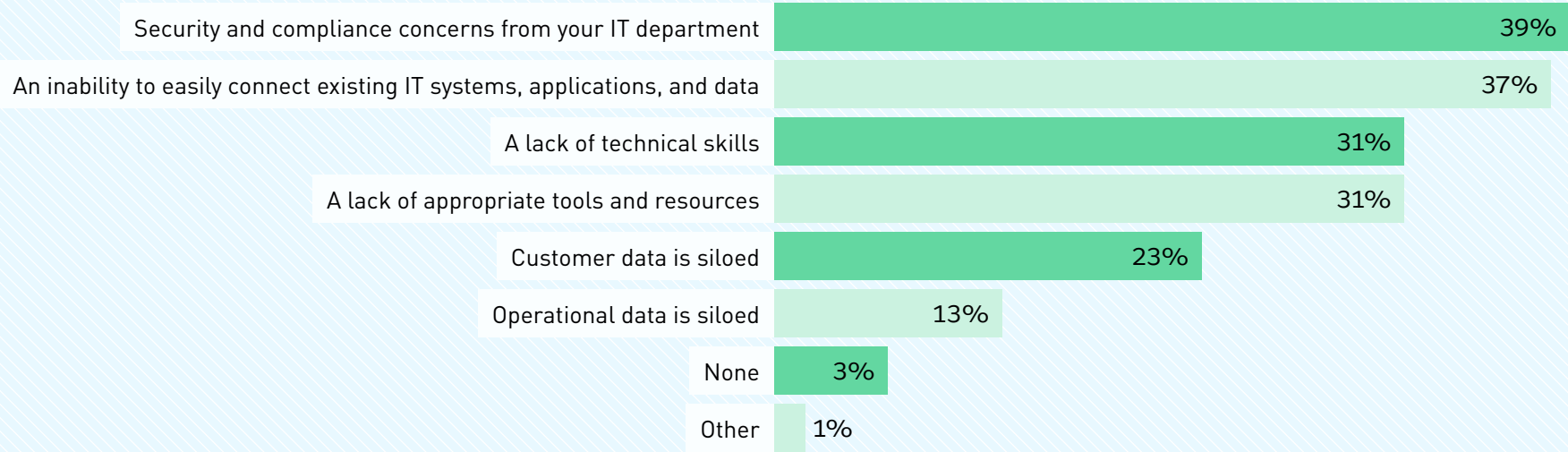
OF IT AND BUSINESS LEADERS SAY THAT SPECIFIC SECURITY AND GOVERNANCE CONCERNS HAVE INCREASED AS THEIR SYSTEMS HAVE BECOME MORE INTEGRATED



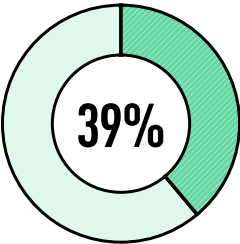
OF SECURITY DECISION-MAKERS PLAN TO PRIORITIZE BUILDING SECURITY INTO DEVELOPMENT PROCESSES

BY THE NUMBERS

Challenges organizations face when it comes to using their systems, applications, and data to improve internal processes and/or deliver new digital services.



OF ORGANIZATIONS ADMITTED SECURITY CONCERNS WERE HOLDING THEM BACK FROM EMPOWERING NON-TECHNICAL USERS TO INTEGRATE DATA SOURCES



OF ORGANIZATIONS RANKED ENHANCING DATA GOVERNANCE AND SECURITY AMONG THEIR ORGANISATION'S TOP FIVE PRIORITIES FOR THE NEXT 12 MONTHS

SOURCE: [MULESOFT IT & BUSINESS ALIGNMENT BAROMETER](#)



Learn how to automate security and governance with our [API security best practices](#) whitepaper.

06

The rise of hybrid, distributed ecosystems adds complexity

IT and business leaders agree that the ability to create seamless digital experiences for both employees and customers is key to the success of modern organizations. Many have identified that the best way of making this a reality is to adopt a composable enterprise architecture, enabled by APIs. This helps teams within the business securely access data and digital capabilities to create more connected experiences, and drive faster innovation. However, the IT foundation underpinning this ambitious digital transformation is increasingly fragmented and complex. With hybrid and multi-clouds now the norm, how do organizations manage integration across multiple environments? In 2022, universal API management will come to the fore as organizations seek answers to this question.

TREND 06

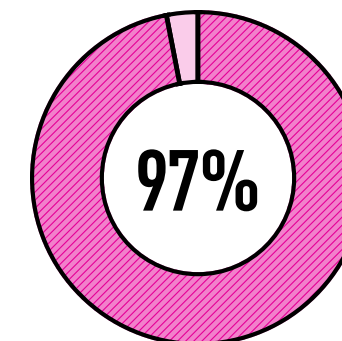
THE RISE OF HYBRID, DISTRIBUTED ECOSYSTEMS ADDS COMPLEXITY

Cloud solutions enabled many organizations to navigate the challenges the pandemic created. These solutions are now at the vanguard of a push for lasting digital success in the post-COVID era. However, they have also drastically increased the complexity of modern digital ecosystems. Today, 92% of enterprises have a [multi-cloud strategy](#), while 82% have a hybrid cloud set-up. According to [Deloitte](#), virtually all (97%) IT managers are planning to take a best-of-breed approach by distributing workloads across two or more clouds to boost resilience and support regulatory requirements.

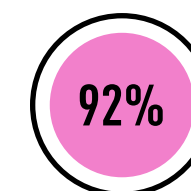
However, running data and applications across different cloud vendor environments as well as on-premises is increasingly a challenge, especially when it comes to API-led connectivity. How can organizations gain the visibility and control needed to build API-led connections when many cloud service providers, like Microsoft (Azure) and Amazon (AWS), restrict service development and connectivity to their own infrastructure?

To answer this question, we'll see a growing need for universal platforms that enable organizations to manage their APIs wherever they are created, whatever standards they're governed by, and whatever gateways they have. This will enable organizations to run and catalogue their APIs anywhere, while centrally uncovering issues and enforcing policies, no matter the underlying environment. Most importantly, it will enable them to unlock the tremendous business value promised by API-led connectivity. These universal API management platforms will become the glue that holds everything together, driving scalable agility, monitoring capabilities, management, and governance.

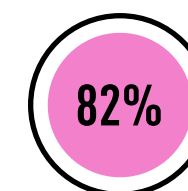
“Universal API management platforms will become the glue that holds everything together, driving scalable agility, monitoring capabilities, management, and governance.”



OF IT MANAGERS ARE PLANNING TO TAKE A BEST-OF-BREED APPROACH BY DISTRIBUTING WORKLOADS ACROSS TWO OR MORE CLOUDS TO BOOST RESILIENCE AND SUPPORT REGULATORY REQUIREMENTS

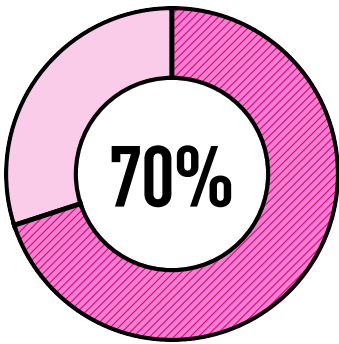


OF ENTERPRISES HAVE A MULTI-CLOUD STRATEGY



OF ENTERPRISES HAVE A HYBRID CLOUD SET-UP

BY THE NUMBERS



Nearly 70% of European organizations are already running **multi-cloud environments**, but management complexity, the ability to support all types of workloads, and inconsistency are key challenges

SOURCE: [IDC](#)



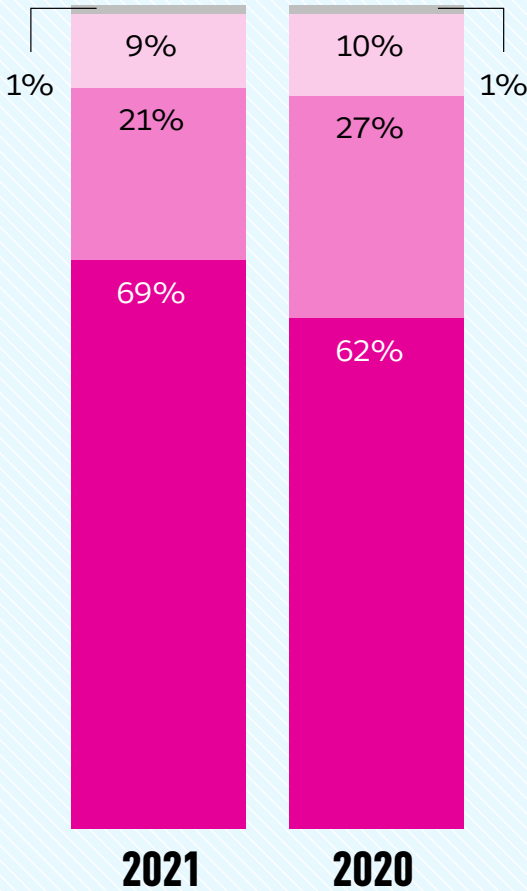
Learn how to create your own thriving API ecosystem by downloading our [whitepaper](#).

69% of organizations have a top-down approach to integration and API strategy

Organizations are shifting to more of a top-down approach to developing an integration and API strategy

- Organizations with a top-down integration and API strategy
- Organizations with a bottom-up emerging strategy, often project-by-project by developers
- Organizations with no clear strategy, each project follows its own development path
- Unknown

SOURCE: [MULESOFT CONNECTIVITY BENCHMARK REPORT 2021](#)



07

A single source of truth becomes key to the data-driven business

The world is witnessing a data explosion. In 2020 alone, over 64 zettabytes (ZB) were created, and this volume is expected to grow at a rate of 23% up to 2025, [according to IDC](#). Yet for organizations looking to integrate, analyze, and act on this data, things aren't getting any easier. IT complexity, proprietary systems, and a lack of strategic direction all provide their own challenges. To be a successful data-driven organization in 2022, organizations must break down silos across the enterprise to create a single source of truth. Only then can business leaders look to machine learning and data analytics to make sense of all their data for enhanced decision making.

TREND 07

A SINGLE SOURCE OF TRUTH BECOMES KEY TO THE DATA-DRIVEN BUSINESS

What does it mean to be a truly data-driven business? It's all about using the insights derived from AI-powered analytics to transform business processes. Ultimately, the aim is to improve business outcomes, by driving greater revenues and success. According to [Accenture](#), true data-driven organizations experience annual growth of over 30%.

However, for most enterprises, this remains out of reach. The same report also highlights that 81% of businesses still don't have a solid data strategy to maximize the full potential of their data, and a similar number don't have the right platform in place to support their goals. Our [Connectivity Benchmark Report 2021](#) revealed that data silos remain the biggest obstacle to digital transformation for 89% of organizations.

In a modern enterprise, there are many sources of information, and even more consumers. It can be hard to find data that is current, accurate, and applicable for the consumer's context. To make

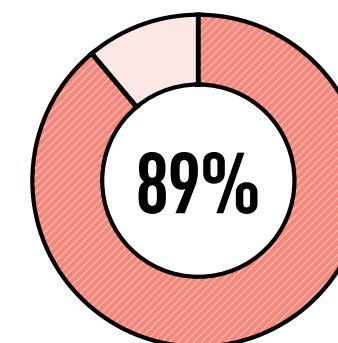
this happen, organizations seek a [single source of truth](#) where decision makers can get the right data in the right context at the right time. Achieving that single source of truth requires data pipelines to ingest, prepare, and store the data, and APIs to provide it in the right form to the right channel. API-led connectivity is increasingly recognized as the best strategy for achieving the required level of connectivity. Indeed, API-led connectivity can result in [3x faster project delivery](#), on average, and a 63% reduction in maintenance costs.

With an API-led connectivity strategy, organizations can build a data pipeline that maps out the steps for processing their data, which is flexible, reusable, intelligent, automated, and open. This is about managing data end-to-end, all the way from ingestion and integration through to analytics and the critical decisions it drives. Ultimately, this end-to-end strategy will hold the key to unlocking enterprise data and empowering all users to deliver value for the organization.

“API-led connectivity can result in 3x faster project delivery, on average, and a 63% reduction in maintenance costs.”



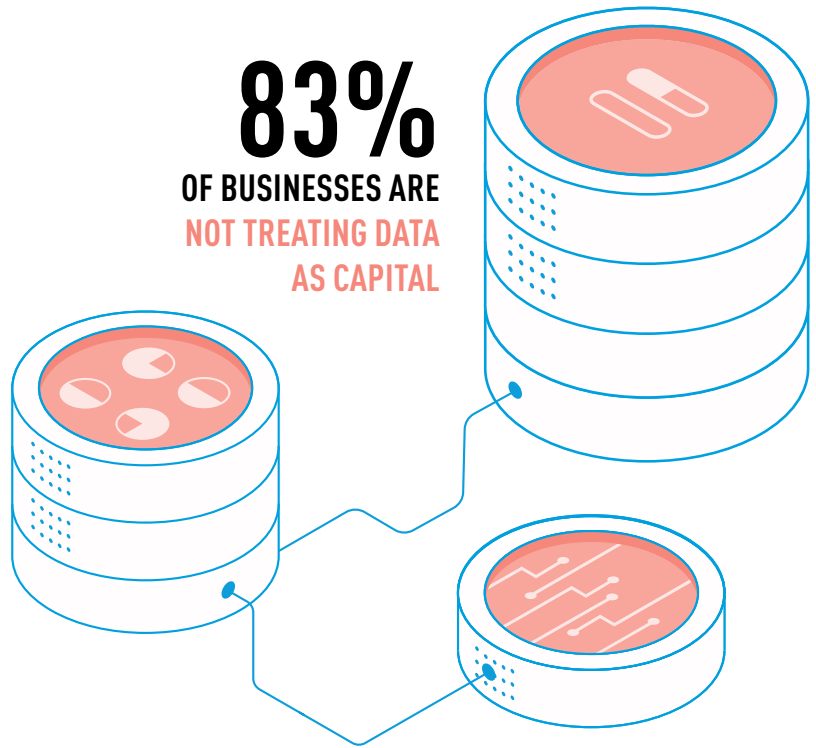
OF TRUE DATA-DRIVEN ORGANIZATIONS EXPERIENCED ANNUAL GROWTH



OF ORGANIZATIONS SAID DATA SILOS REMAINED THE BIGGEST OBSTACLE TO DIGITAL TRANSFORMATION

BY THE NUMBERS

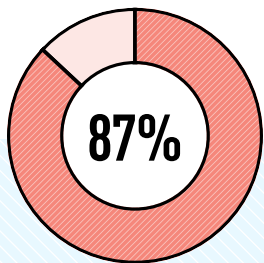
64%
OF BUSINESSES
BELIEVE THEY ARE
DATA-DRIVEN



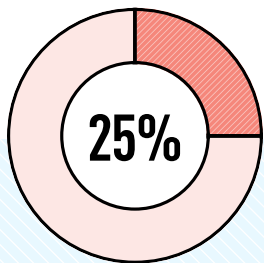
83%
OF BUSINESSES ARE
NOT TREATING DATA
AS CAPITAL

ONLY **23%** ARE PRIORITIZING
DATA'S USE ACROSS
THE ORGANIZATION

SOURCE: [DELL](#)



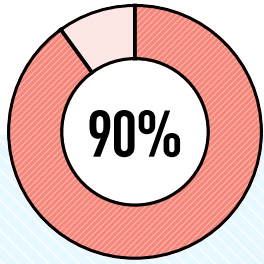
87% OF ALL EMPLOYEES BELIEVE
IN THE VALUE OF DATA



ONLY 25% OF EMPLOYEES FEEL CAPABLE
OF LEVERAGING DATA EFFECTIVELY

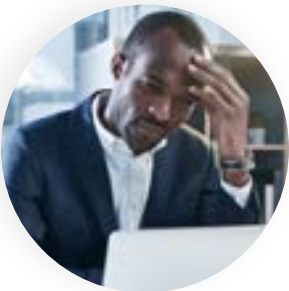


MORE THAN HALF OF ALL EMPLOYEES WHO WORK
IN DATA-DRIVEN ROLES REPORT THEY FEEL MORE
CONFIDENT ABOUT THE DECISIONS THEY MAKE



90% OF ALL BUSINESS STRATEGIES ARE
EXPECTED TO EXPLICITLY MENTION DATA AS
A CRUCIAL SUCCESS FACTOR BY 2022

SOURCE: [ACCENTURE](#)



Unlock your data to power insights with API-led data integration with our [4 steps to create a data-driven business](#) whitepaper.



MuleSoft has enabled us to meet the demands of the modern student, through the development of a university-wide API approach to innovate, transform, and become a composable digital enterprise. We can continue to add specialized services to our personalized student hub “DeakinSync” so the entire student population can access the information they need, quickly – from topping up their student cards and accessing health services to rapidly locating timely campus updates – all from one central and convenient place.”

DEAKIN UNIVERSITY

Conclusion

The last 12 months have been a story of organizations finding their feet again as they encounter new challenges and opportunities, such as hyperautomation, hybrid experiences, distributed environments, and an explosion of data. The rapid transformation and digital acceleration that defined the past couple of years is resoundingly here to stay.

In the coming year, business and IT teams will need to embrace the challenges of this reality by finding new and more sustainable ways to deliver the rapid change that organizations, employees, and customers have come to expect. They'll need to harness digital capabilities and data more effectively than ever to create connected experiences across a distributed workforce. They'll need to deliver faster innovation without additional resources, in a secure, yet frictionless way.

To drive collaborative innovation, companies should look to a strategy that combines integration, API management, and automation to enable the composable business and increase the speed of work:

→ Empower IT teams to deliver composable services, API products, and bots at scale for the entire organization.

- Empower business teams to automate integrations to common systems without code, by leveraging IT's reusable assets, support, and governance.
- Automate repetitive and manual tasks with reusable and composable bots that can intelligently process documents, enter data, or take action on the user's behalf, all without code.

In short, 2022 will be a year of composability, where organizations increasingly shift to agile architectures that enable both business and IT teams to harness digital capabilities more effectively – and accelerate customer and employee experiences to a whole new level.

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With special thanks to Slalom

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