



ARE YOU RUNNING YOUR
PROCESSES OR ARE THEY
RUNNING YOU?



A business can only go as far and as fast as the information that powers it. To be successful, most businesses rely on information being available to the right people at the right time – across all departments.

The flow of information is hindered when business processes are outdated and inflexible. In all-too-common office scenarios, paper forms wander from desk to desk or office to office and employees type up hand-written information and log in to multiple, disparate systems to collate data. Processes often become bottlenecked by misplaced forms, lost connectivity or unsupported mobile access.

These manual and paper-based processes cannot keep pace with the digital world, where users expect (and usually get) information on demand. Already, 90 percent of employees use cloud services like Skype and LinkedIn for their work, while 79 percent use cloud-based file sharing and collaboration tools, such as Box, Dropbox or OneDrive.¹

WHY DO EMPLOYEES BRING THEIR OWN DEVICES AND DOWNLOAD THEIR OWN APPS TO GET WORK DONE AT THE OFFICE?

The modern worker is tech savvy, and employees will find ways to work around infrastructure limitations and rigid, outdated processes. In the move toward modernized business processes, mobility is a high-visibility goal. When users bring their own devices and apps to work, it is seen as a step in the right direction. IDG reports that organizations expect consumerization of IT in the enterprise to improve user satisfaction and productivity, process efficiency, collaboration,

and business agility.¹ In fact, data shows that companies are eager to keep users productive no matter where they go and when they choose to work:

55% percent of manufacturing professionals expect to increase their use of mobile technologies²

74% percent of businesses that deploy mobile devices are motivated by a need to accelerate communication³

63% percent deploy mobile devices to let employees work away from their desks³

WHAT IS THE IMPACT OF A MOBILE WORKFORCE?

“Workflow” magazine reports that 88 percent of C-level executives surveyed by “The Economist” say that mobile technology positively affects collaboration, and 86 percent say that mobile technology positively affects productivity.³

And, survey respondents expect mobile solutions to bolster their bottom lines by accelerating the flow of data to the right people through capabilities like granular reporting, expanded insight into business operations and customizable alerts.⁴

However, there are certainly caution signs on this road to modernization. It is crucial to remember that the ability to read documents on mobile devices is hardly modern. To remain productive, users need to interact with business systems and data, whether at their desks or not. It does a user no good to receive an email on her phone about a required approval if she must then return to the office to access the system and sign a paper authorization.

¹ IDG. *IDG Enterprise Consumerization of IT in the Enterprise Study 2014*. (2014.)

² Szal, Andrew. *Survey: Majority of manufacturers plan to bolster mobile app use*. (Manufacturing Business Technology. February 2015.)

³ Workflow Magazine. *IT Managers' Views on Mobile Tech and Workflow*. (September 2014.)

⁴ Food Manufacturing. *5 Ways a Mobile Services App Increases Manufacturer Efficiency*. (March 2015.)

Modernization should include business applications that allow users to complete their tasks in the office, in the field and on the go, from everything from invoice processing to contract management to leave requests.

Traditional mobile-app development typically costs at least \$250K and takes more than 6 months for a single app.⁵

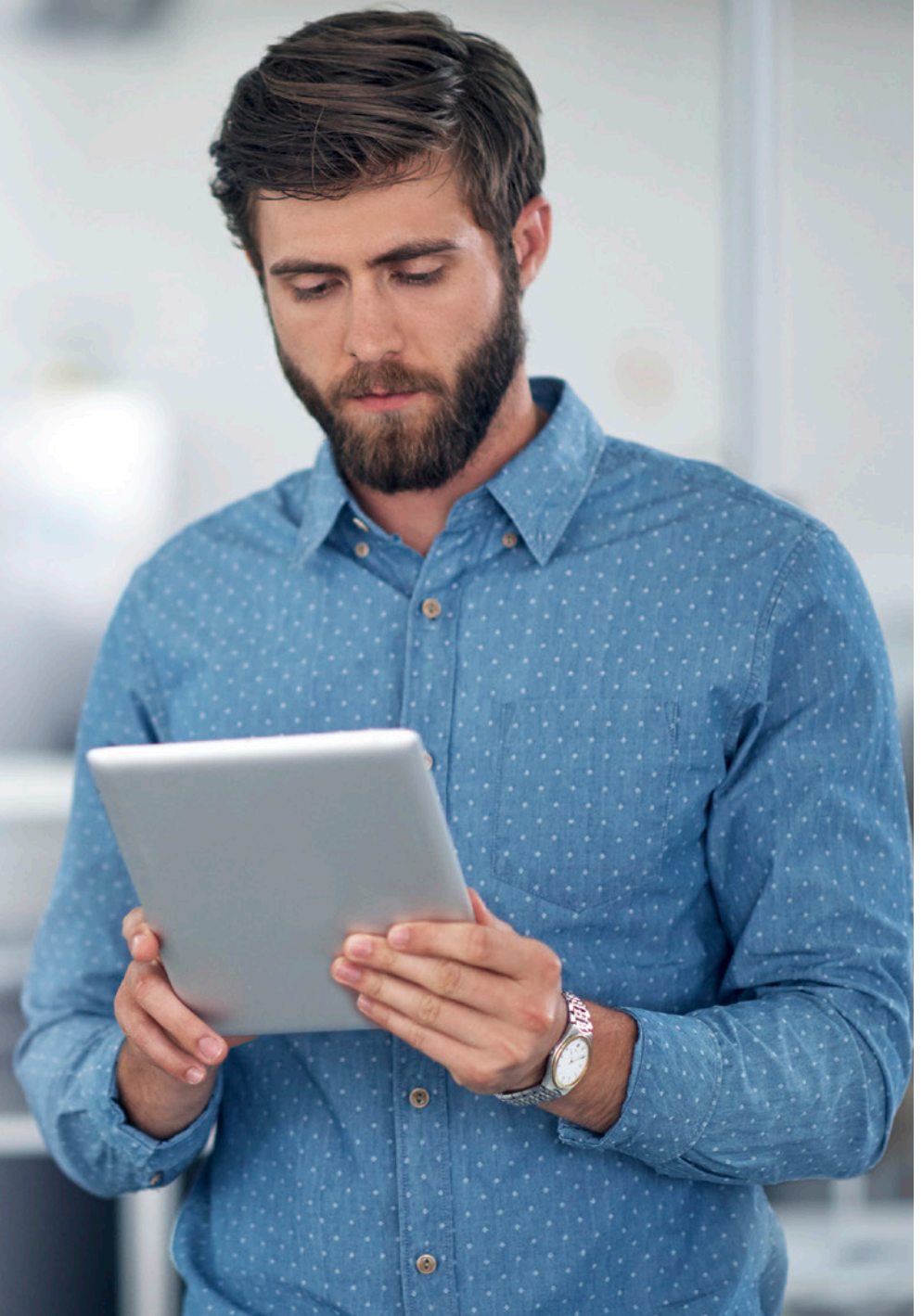
Companies are well aware of the benefits of business process automation (BPA), but they are frequently frustrated by the high costs and long timelines involved with developing workflows and forms to support that automation. Those costs are especially daunting for businesses that want to extend workflows to their mobile users. In fact, traditional mobile-app development typically costs at least \$250K and takes more than 6 months for a single app.⁵

It is true that the costs of BPA can be considerable, but the alternative – outdated, manual processes – are worse. In today's highly competitive business environment, companies need every advantage possible. Efficient processes can provide the edge that companies need to thrive. In fact, according to a study by Cognizant's Center for the Future of Work, respondents are automating 25 to 40 percent of their workflows today.



⁵ Benedict, Kevin. [Mind the Gap — Enterprise Mobility and Digital Transformation](#). (January 2014.)

*With a custom, low-code business app,
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Slow, paper-based processes are now
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efficiency of the business.*



The study also found that *businesses that automate are reducing costs by 15 percent year over year*.⁶ Organizations that do not automate and improve will likely be left behind.

The business-app dream: build fast, access any data, and run on any device

To edge out the competition, many companies are turning to custom, easy-to-use business applications that users can run at any time, on any device – from a browser to a smart phone. Business apps address specific LOB needs, such as internal auditing and budgeting, in a way that can dramatically increase efficiency. Companies that rapidly design and roll out applications can transform their businesses because they can:

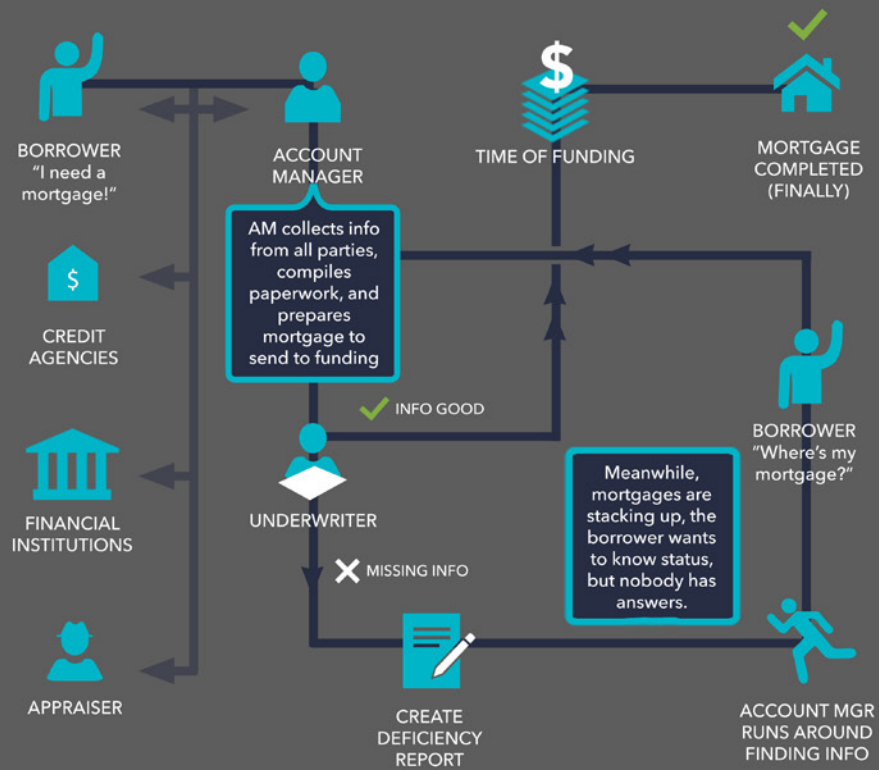
- + Streamline processes
- + Empower mobile workers
- + Gain powerful insights into business trends
- + Make better business decisions driven by data

To get there, organizations need a way to work smarter. They need to more easily create forms that can span multiple department systems and get info where it needs to go so that people can do their jobs productively. Workflows for onboarding, for instance, might need to span cloud file-sharing services, such as Box, customer relationship

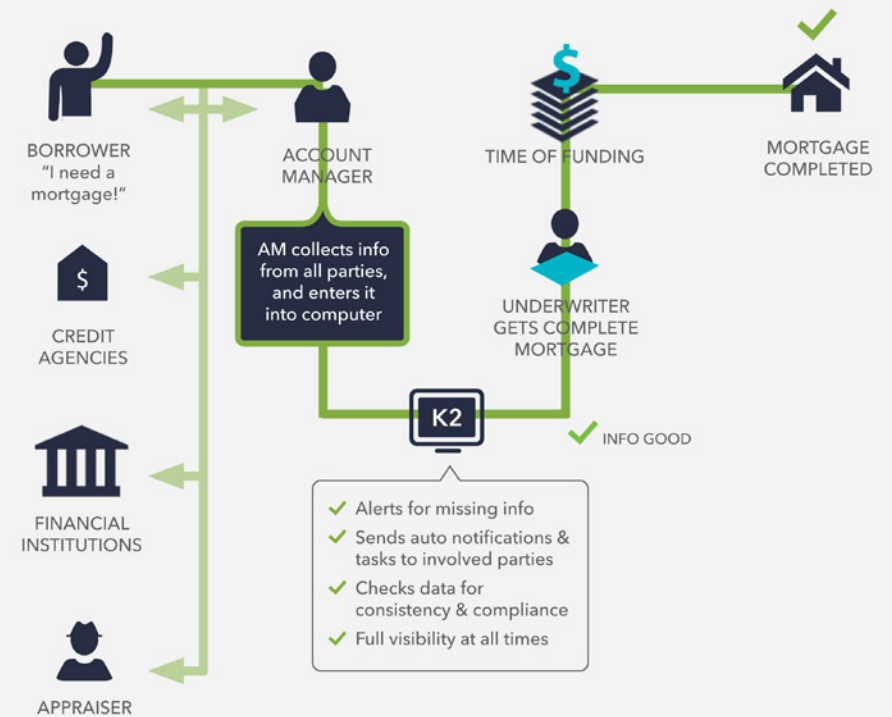


⁶ Cognizant. *The Robot and I: How New Digital Technologies Are Making Smart People and Businesses Smarter by Automating Rote Work.* (January 2015.)

THE OLD WAY BEFORE K2



THE NEW WAY WITH K2



management (CRM) systems and Microsoft SharePoint, whether on premises or in the cloud. To be effective, business apps should accommodate any software or system that users rely on and should not require complex coding.

For example, CareFlight, an Australian aero-medical retrieval service and charity, uses a BPA platform to automate their processes and connect the dots between their siloed software systems.

Unfortunately, most companies can't afford to design and maintain multiple, customized versions of every app to accommodate different form factors and needs. Every small update would require another round of development changes, testing and distribution.

Instead, better tools are needed that support fast, responsive app design, so companies can roll out new or updated apps rapidly, when needed, for all form factors. Low-code, drag-and-drop design tools can simplify and accelerate app creation. These new development environments allow departments like human resources, finance, operations, purchasing, sales and marketing to

create the apps they need themselves, without the help of IT. With business app features such as those, First West Credit Union transformed their member banking process from multiple hour-long sessions to one session that's now less than forty minutes. Slow, paper-based processes are now streamlined and increasing the overall efficiency of the business.

Managing and reporting capabilities are also needed to increase insight and efficiency. A management dashboard allows managers to view and manage all tasks from a central location, while detailed out-of-the-box reporting capabilities show users how their processes are performing. A dashboard can also help them identify trends or efficiency gaps that could help with risk management and forecasting.

A business application platform with these characteristics can deliver value to end users in days or weeks instead of months, and help companies reduce their development costs considerably. For example, Kinross Gold Corporation, a global mining company based in Canada, saved thousands of dollars by automating its capital request process. The solution implementer states, "Users love the ability to complete their tasks on the go from any mobile device. This is a key feature for a company that travels extensively."⁷ Another organization, the UK's Leicester College, estimates that its automation of three processes saves 550 staff hours per year.⁸

⁷ K2. Kinross Gold K2 Case Study.

⁸ K2. Leicester College K2 Case Study.

THE FUTURE OF BUSINESS APPS

The benefits of automating processes are clear. In a study by Cognizant, about half of the respondents anticipated automation would significantly improve their business processes within three to five years.⁶

Well-designed platforms and simpler tools are allowing more people to participate in the process of creating business apps, and process automation is getting faster, easier and more affordable. To learn more about how you can modernize and mobilize your workflows in days or weeks, instead of months or years, [visit K2.com](http://K2.com).



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