HFS Horizons Report

Low-Code Services, 2023

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Excerpt for KPMG

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The fundamental issue for organizations regarding software development is the time software development teams require to develop solutions that can deliver the business outcomes their requirements gathering defined.

The move from the Waterfall software development lifecycle model to Agile changed how development teams engage with businesses and how rapid application tools improve development velocity. Still, business and software development often remain separate.

Low-code, no-code, and now generative code (prompt engineering) are crossing this chasm as coding can now be rendered as visual drag-and-drop activities and with generative AI (GenAI) tools as natural language. This seismic shift in software development allows teams and business users to collaborate throughout the software development lifecycle.

Services providers play an essential role in this evolution as they bring development tools, frameworks, governance, and training to enable enterprise adoption and a renaissance in software development, prioritizing speed to business outcomes.

Joel Martin, Executive Research Leader, HFS Research

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Introduction and the HFS value chain

Introduction

- This ***HFS Horizons Report: Low-Code Services, 2023*** report is a snapshot of leading software development practices by leading service providers that offer low-code solutions developed both in-house and with partners. HFS believes software development is experiencing a renaissance, driven by automation and the increasingly visual user experience when creating software applications, workflows, and analysis tools.

- The ***HFS Horizons Report: Low-Code Services, 2023*** report examines 12 service providers across a defined series of value propositions, execution and innovation, go-to-market strategy, the voice of the customer, and alignment with the HFS OneOffice™ criteria. The report highlights the strategic direction each service provider is taking across low-code offerings and how their partners and customers are part of their journey.

- **Low-code services provider insights**: This report includes detailed profiles of each service provider, outlining the provider's facts, strengths, and development opportunities.

- **Sourcing insights**: Prospective customers of low-code services can learn from each provider's value proposition, customer and partner feedback, and HFS' view of where each provider has room to improve their offerings.

Executive summary

1	**Adoption of visual code development tools and generative AI is a must for modernizing the SDLC**	Today's firms must adopt a software development lifecycle that uses low-code, no-code, and GenAI tools to change how they develop and deliver software-based solutions by enabling faster, easier, and more customized creation of applications and workflows. Service providers use low-code platforms to provide developers and non-developers with tools and frameworks that can quickly create applications without writing much or any code. Additionally, GenAI tools use artificial intelligence to generate content, context, code, or design frameworks based on natural language inputs and other data sources.
2	**KPMG, Infosys, and EY have developed expertise centers that are creating game-changing solutions for their customers**	By developing expertise centers that productize next-generation software engineering services, including low-code and generative AI, services firms combine their intellectual capital, development frameworks, governance, and managed services to bring domain and industry knowledge to drive business outcome-based software development. Using their tools and those from partners like Appian, Pega Systems, Unqork, Outsystems, and more, they can collaborate and train customers on adopting, deploying, and supporting multiple solutions tailored to their business and employee needs.
3	**As software development tools and models change, it's important to no longer think of SDLC as a linear process**	Succeeding with low-code (and other emerging coding tools like no-code and generative AI) will require firms to abandon linear software development methodologies. Linear software development processes like Waterfall assume each SDLC phase can be completed as a sequence before moving to the next step. This model limits stakeholder engagement, making adapting to changing business requirements challenging and delaying final deliverables. Adoption tools that allow for a non-linear SDLC iteration happen in development sprints (as in Agile methodologies) and across multiple code-to-release stages. Services firms, software development teams, and business stakeholders can iterate as a collective organization rather than as dependents.
4	**Combining pro-code, low-code, no-code, and generative coding (GenAI tools) accelerates SDLC velocity**	Combining pro-code, low-code, no-code, and generative coding (GenAI tools) accelerates software development life cycle (SDLC) velocity by enabling faster, easier, and more customizable creation of applications and workflows. These services can also reduce the complexity and costs associated with traditional software development. Finally, adopting these services, combined with training and collaborative models, can increase the productivity of both the technology and business teams by reducing repetitive tasks, automating the creation, testing, and documentation of code, and making coding a visual rather than language-based medium.
5	**Rethink how your firm applies its governance model before it's too late**	As the responsibility of developing applications becomes collaborative between the business and its technology teams, firms need to define how they can sandbox their investments to create space for innovation and experimentation. As solutions are developed, they must monitor and put their efforts into improving code that can impact the business. By rethinking their centers of excellence and their governance models based on data that can be collected on adoption, usage, impact, and complexity, they can place the right resources into reviewing, improving, and securing the applications or workflows that can have the most significant impact in driving business or technology outcomes.

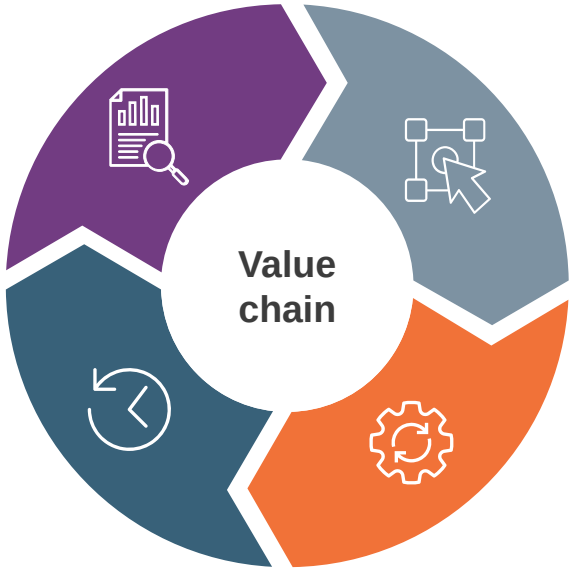
Low-code services value chain

Assess and get ready

- Low-code strategy and vision
- Low-code business case and benefit realization plan
- Business and IT readiness
- Low-code governance model
- Target operating model blueprint
- Target technical architecture definition
- Technical feasibility and prototyping
- Education and awareness

Scale and improve

- Roll-out and expansion of low-code practice and adoption
- Integration and engineering
- Automation and orchestration
- Partnerships and alliances
- Proprietary technology and IP development
- Marketplace and monetization
- Co-innovation and co-creation between employees, partners, and customers



Design and deploy

- Low-code operating model
- Low-code processes and procedures
- Low-code security and control
- Data and process readiness
- Center of excellence enablement
- Community of practice enablement
- Learning and training program

Maintain and support

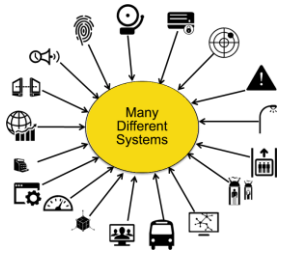
- Technical monitoring and quality assurance
- Benefit-realization tracking and measurement
- Low-code platform maintenance
- Low-code platform operations
- Application development support
- Support model for outsourcing and managed services

The research focuses on the five capabilities needed for a services firm to provide successful low-code services

HFS' *Low-Code Services, 2023* research focuses on low-code software development as an enabling agent for enhancing productivity across IT and business through the co-design, co-development, and co-creation of new software solutions.

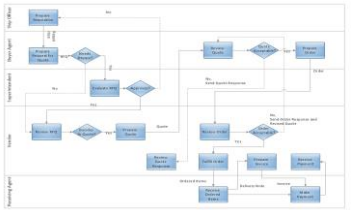
Identification | **Assessment** | **Strategy** | **Design, build, run** | **Results**

Challenges



- How are your services enabling customers to overcome challenges as information comes from many systems?
- How are you providing talent, partnerships, and IP to transition from legacy development to a more modern visual-based SDLC?

Workflow assessment

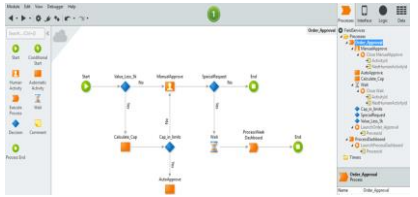


- How do you help technology or business leaders assess the current state of their application architecture and software estate to identify dependencies on data, information, and application integrations?
- What process do you have for triaging low-code needs over using pro-code, no-code, or generative AI solutions?

SDLC methodologies

- What programs or practices do you bring that help clients apply low-code to enhance their Agile SDLC, bring software development efforts closer to the business, and accelerate co-creation efforts?

Tools and services



- Where do you leverage low-code tools to allow IT and business to create, adapt, or change information or data flow to better represent how the business works?
- What unique low-code platform, industry, or software solutions do you offer?

Business outcomes

- How have your efforts helped clients achieve business outcomes in software development?
- Can you demonstrate how business users can collaborate to create, modify, and run low-code developed solutions to improve business results and transform culture?

Key definitions

For this Horizons study, HFS used these definitions for “low-code” and “low-code services”:

Low-code

- Low-code application development relies primarily on graphical user interfaces, pre-built templates, and other tools to allow people to build and customize software applications faster than traditional programming languages.
- Low-code solutions use visual elements to represent coding concepts, allowing technical or non-technical individuals to build and modify applications without writing text-based code.
- Low-code solutions are being developed by traditional software vendors, SaaS firms, and new market entrants offering software design and development tools.

Low-code services

- Low-code services for application development refer to services provided by companies or professionals specializing in using low-code platforms to build and customize software applications.
- These professional services include consulting, design, development, and support.
- Low-code professional services are used by organizations wanting to expedite the development and delivery of applications using low-code platforms.
- These services are helpful to organizations seeking to leverage the benefits of low-code platforms without requiring them to hire and train specialized staff.

2 Research methodology

Low-code service providers covered in this report

Note: All service providers are listed alphabetically

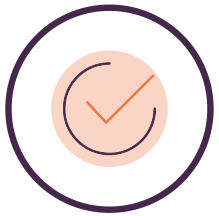
Sources of data

This report relied on myriad data sources to support our methodology and help us obtain a well-rounded perspective on low-code services providers in our study. Sources are as follows:

RFIs and briefings

Each participating vendor completed a detailed **RFI**.

HFS conducted briefings and used web research to develop profiles for each vendor named in this report.

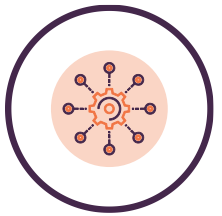


Reference checks

When possible, we have conducted reference checks with **active clients** of the study participants via detailed surveys. We have also used previous studies, case examples, and research to further support the data in this report.

HFS vendor ratings

Each year, HFS fields multiple demand-side surveys in which we include detailed vendor rating questions. For this study, we leveraged existing low-code studies from the past 24 months.



Other data sources

Public information such as press releases and websites.

Ongoing interactions, briefings, virtual events, etc., with in-scope vendors and their clients and partners.

Horizons assessment methodology—Low-code services

HFS Horizons Report: Low-Code Services, 2023 evaluates the capabilities of service providers across a range of dimensions to understand the ***Why, What, How, and So What*** of their **low-code** service offerings. We based our assessment on inputs from clients, partners, employees and augmented with analyst perspectives. The following illustrates how we assessed capabilities.

Distinguishing supplier characteristics

Assessment dimension	Assessment sub-dimension	Horizon 1 service providers	Horizon 2 service providers	Horizon 3 service providers
Value proposition: The Why? **(25%)**	Strategy and execution for low-code tools, partnerships, and optimization Development of skills to support co-development across business and IT within customers Competitive differentiators	• Ability to drive **functional optimization outcomes** through cost reduction, speed, and efficiency (e.g., faster development, citizen developers, collaborative development, task automation, process automation)	• Horizon 1 + Enablement of the **OneOffice™ model** of **end-to-end organizational alignment** across the front, middle, and back offices to drive **unmatched stakeholder experience** (EX, PX, CX)	• Horizon 2 + Ability to drive **OneEcosystem™ synergy** via collaboration across multiple organizations with common objectives around driving completely **new sources of value**
Execution and innovation capabilities: The What? **(25%)**	Breadth and depth of services across the low-code application development and associated delivery and support capabilities Programs for centers of excellence, communities of practice, and training of IT and non-IT developers Use of partner ecosystem to differentiate application development with low-code solutions for back-office, middle-office, and front-office usage Co-creation capabilities where partner, business, and IT teams are effectively using low-code solutions to define, design, and deliver applications development needs faster.	• Functional domain expertise for segments of the HFS low-code value chain • Primarily focused on either technology services or business services • Offshore-focused with strong technical skills and emerging ecosystem of partners • Limited industry-specific IP	• Horizon 1 + • Ability to support clients on their end-to-end low-code transformation journey • Global delivery presence • Comprehensive coverage across the HFS low-code value chain • Strong industry-specific talent pool across IT and operations domains • Well-rounded capabilities across all value creation levers: talent, domain, technology, data, sustainability, and change management	• Horizon 2 + • Comprehensive coverage across the low-code value chain and beyond • IT and business services capabilities with strong consulting skills • Robust ecosystem of partners integrated into the offerings • Differentiated IP, frameworks, and technology assets
Go-to-market strategy: The How? **(25%)**	Nature of investments in your low-code or no-code IP or products (organic, M&A, R&D) Co-innovation and collaboration approaches with customers and partners Innovative governance, optimization, support, and integration frameworks Voice of partners	• Established low-code practice • Clearly defined go-to-market strategy • Mainly effort-driven client relationships • Investments aligned to functional optimization outcomes • Optimization and point solutions	• Horizon 1 + • Low-code specific investments • Outcome-driven client relationships	• Horizon 2+ • Investments aligned to Horizons 1, 2, and ecosystem enablement • Horizon 1, 2 + co-creation with customers and partners • Horizon 1, 2 + new value creation • Purpose-led relationships driving growth and innovation for clients
Market impact: The So What? **(25%)**	Scale of low-code business—revenue, clients, and headcount Growth of low-code services business—revenue, clients, and headcount Demonstrable client case studies (multi-industry, magnitude, nature of outcomes) Voice of the customer	• Proven scale and growth driven by functional optimization focus • Referenceable and satisfied clients • Strong execution credentials • Primarily a vendor-client relationship	• Horizon 1+ • Referenceable and satisfied clients for ability to innovate and execute • Strategic partner	• Horizon 2+ • Referenceable and satisfied clients driving new business models • Perceived as a thought leader

Low-code services: Independent software vendor partnerships

The following independent software vendors (ISVs) were interviewed for the *HFS Horizons Report: Low-Code Services, 2023* study. By capturing partner insights, HFS can determine how each low-code services firm engages with a partner ecosystem to deliver low-code platform integration, development, automation, and industry-centric solutions.

Research methodology

HFS interviewed services providers, advisory firms, low-code software vendors, and customers as part of this research. We collected data from interviews, RFIs, publicly available websites and media, case studies, and blogs.

In-scope providers of low-code services for this research exhibited the development of internal low-code solutions, strong ecosystem partnerships, dedicated low-code service lines, and embedded low-code practices within traditional software engineering teams.

The extent of case examples collected by research allowed scoring of each services provider's capabilities to deliver

- **Functional outcomes**: Firms were scored based on case examples, partner interviews, product and service roadmaps, and the ability to apply intellectual property and frameworks to improve technology and software development teams' ability to accelerate delivering SDLC-based solutions to the business.
- **End-to-end transformation**: In addition to functional outcomes, services providers gave examples and metrics where the adoption of low-code had a measurable impact on reducing the friction or time it took the business to design and build new systems, insights, analytics, or functionality. Low-code became a transformative agent for IT and business teams to co-create solutions that improved employee and customer experiences.
- **Ecosystem creates sources of value**: In addition to end-to-end transformation, service firms exhibit client proof of their ability to use low-code to re-think how software-based technologies and workflows are designed, built, and then deployed to add cross-business and cross-ecosystem functionality for employees, clients, and partners.

HFS Horizons: Outcomes, experience, and synergy

SYNERGY is Horizon 3

Horizon 3 service providers demonstrate

- Horizon 2 +
- Ability to drive a **OneEcosystem™ synergy** via ability to create **new sources of value**
- Strategy and execution capabilities at scale to re-think software engineering from a employee or customer point of view
- Ability to improve release cycles and business readiness
- Well-balanced capabilities across all value creation levers: talent, domain, technology, data, and innovation
- Driving co-creation with ecosystem partners and clients to create citizen developer culture
- Referenceable and satisfied clients driving new business models

EXPERIENCE is Horizon 2

Horizon 2 service providers demonstrate

- Horizon 1 +
- Ability to drive a **OneOffice™ model** of **end-to-end business transformation** across front, middle, and back offices to improve **employee and customer experiences**
- Ability to deliver impact across IT and business stakeholders
- Global capabilities with strong consulting and software engineering skills
- Developed IP and frameworks that include industry and domain capabilities
- Proven ability to bring low-code solutions for complex automation and integration between back-office and front-office applications
- Referenceable and satisfied clients for ability to co-create

FUNCTIONAL OUTCOMES is Horizon 1

Horizon 1 service providers demonstrate

- Ability to drive **functional outcomes** that improve the speed of solution delivery
- Driving cost reduction, speed and efficiency
- Ability to modernize legacy systems to meet changing line of business needs
- Strong IT skills to augment client capabilities during complex application and data migrations efforts
- Provide robust fundamentals when using Agile methodologies for software development

3

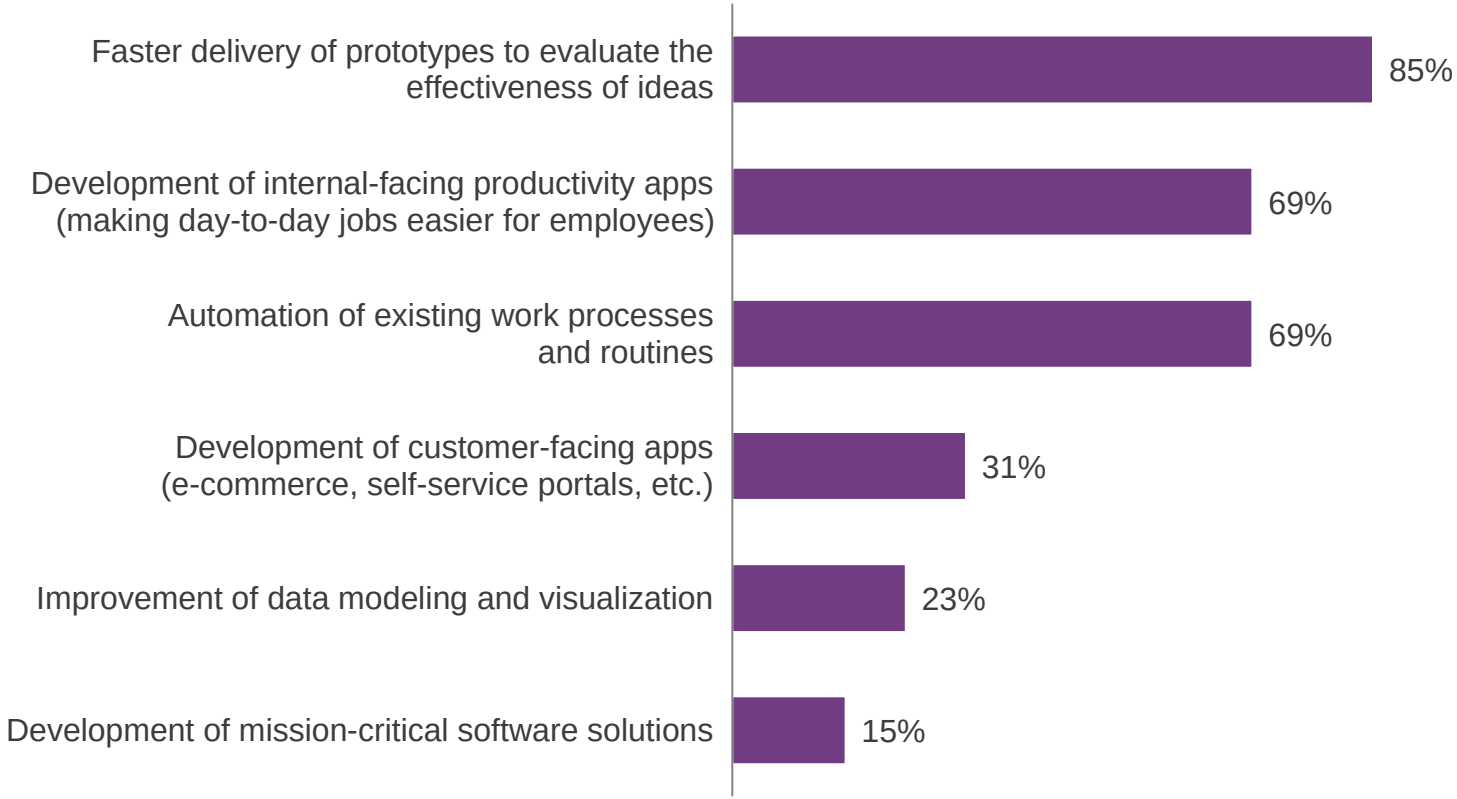
Low-code market trends and dynamics

Low-code solutions enable an accelerated go-to-market capability and are a key competitive differentiator

Throughout our research across services firms, low-code software providers, and end-users, the following themes continued to be present:

- Low-code is an impactful way to speed the integration of applications, data, workflows, and platforms.
- Low-code helps technology teams deliver solutions quickly and create value by allowing them to iterate alongside the business more dynamically.
- Low-code can play a significant part in boosting user productivity, and it improves employee experiences using software to innovate workflow, business processes, and insights.
- Firms adopting low-code are likelier to outperform those still on the fence about using this software for development and solution delivery.
- IT services partners with low-code services practices can help with low-code solutions, processes, and domain expertise. They bring skills, capabilities, and deep relationships with SaaS and low-code tool providers to harmonize how these address strategic and managed services.

Where did you get the most value out of low-code?



Sample: 2022, n= 150 Global 2000 enterprise decision makers
Source: HFS Research, 2023

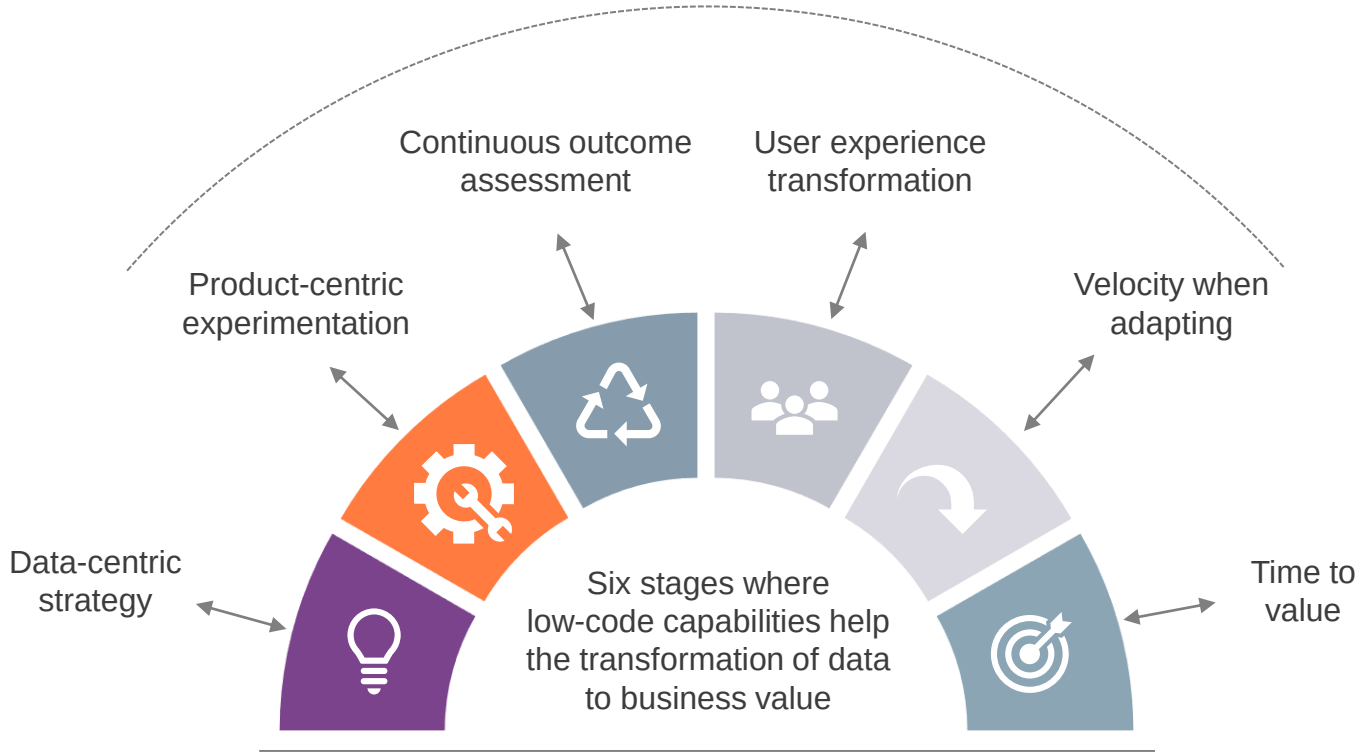
Enterprises point to low-code as an important enabling agent for ongoing operating model transformation

In our ongoing research into how enterprises are adopting low-code solutions, HFS collected insights on how low-code is part of the digital transformation journey from bringing data-centric strategy into application and user experience to improving the time to value of creating applications, workflows, and automations that can have employee, customer, and business impact.

Leaders that showed Horizon 2 and Horizon 3 capabilities provided case studies and service delivery that resulted in

- Using low-code to help application development teams become active participants in accelerating business transformation and change.
- Using low-code frameworks and methodologies to help clients evolve toward a co-creation model where business and technology teams create and customize the software in near real time.
- Establishing how traditional coding models can work alongside low-code tools to enable both agility and sustainability of quality coding practices.
- Applying low-code services to help customers improve experiences through continuous development.

Software-driven operating model transformation

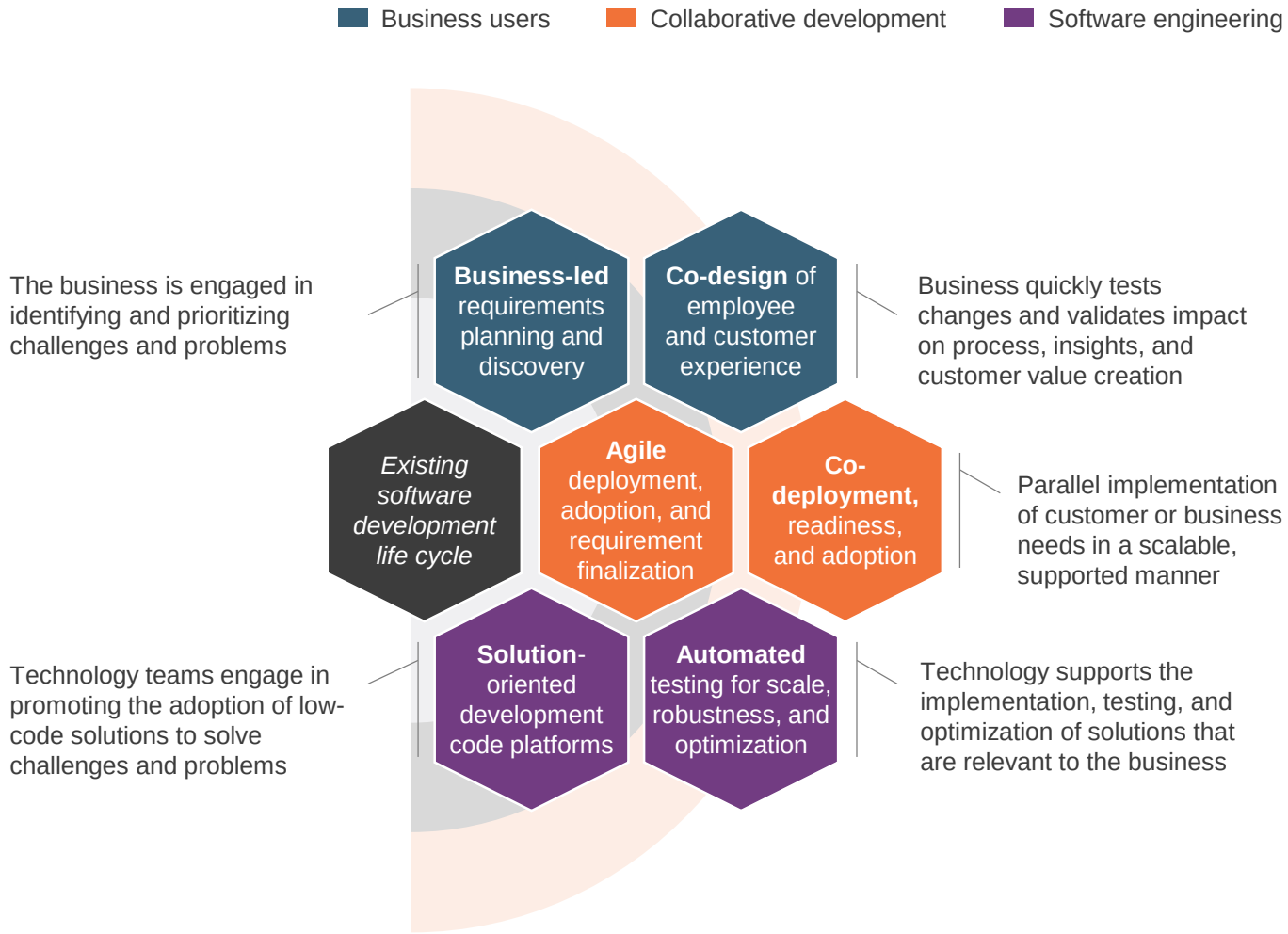


As low-code becomes a trusted tool for software development, the software development life cycle is changing from linear to modular

New software development models require a non-linear model for software development. Using low-code allows each SDLC stage to become more dynamic, allowing software development experts to improve within the software development sprints rather than wait for in-stage gates as in traditional SDLC methodologies.

As such, low-code is a catalyst for change in an organization's operating model. HFS research shows IT services firms are helping clients modify their SDLC approach from technology-driven software development to a co-creation model of business and technology. With low-code, the SDLC is evolving into an interdependent model because

- Legacy software development can now be replaced by interlocking activities based on real-time co-creation of user-, process-, and job-centric solutions.
- Low-code allows for visual tools that accelerate business, technology, and development teams to see how workflow, access, and process needs are being adapted.
- Lagging tasks like testing, QA, and security validation no longer have to be idle waiting for project endpoint. They can operate as part of a matrix of activities to validate requirements, user acceptance, and proofs of concept in real-time.

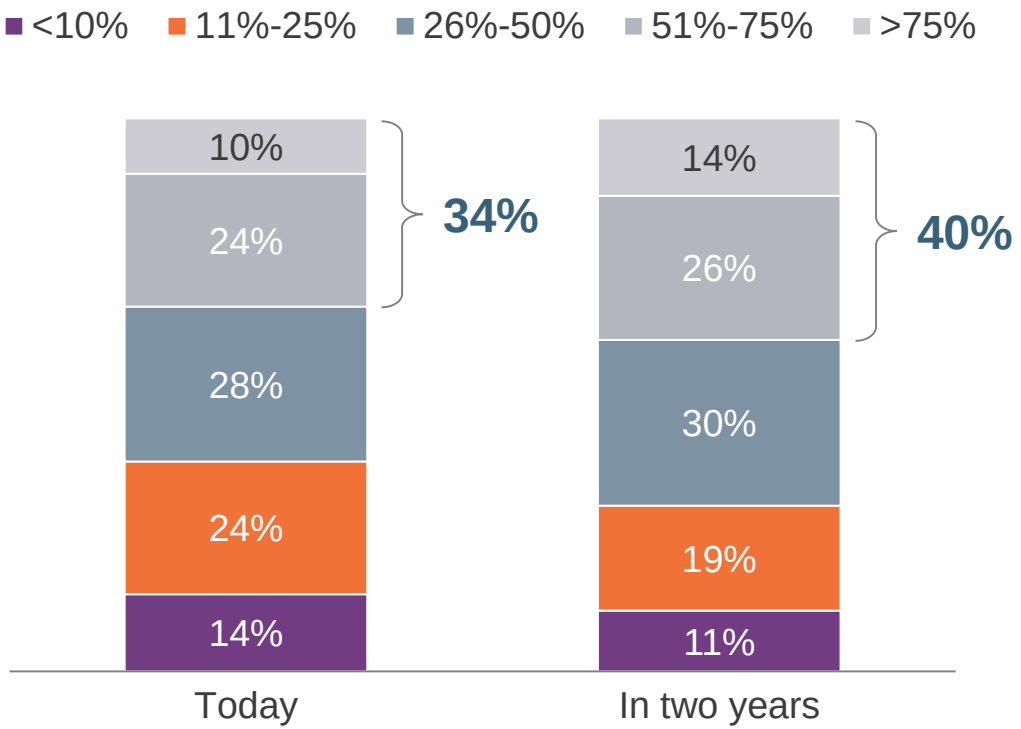


Low-code isn’t just about custom code; it is part of bigger-picture software-driven business capabilities

HFS found that SaaS vendors like Salesforce, ServiceNow, and others are driving low-code create adoption in many ways:

- New research features, integrated workflows, and app and data connections are increasingly facilitated by low-code from the SaaS vendors.
- SaaS firms like Salesforce, ServiceNow, Oracle, and Workday are applying their low-code solutions to improve the speed at which customers can adopt and configure their solutions, thus creating more value and adoption.
- IT services firms supporting a firm’s complete applications management solutions are aiding IT partners in developing holistic solutions built on developing, delivering, and supporting based on low-code.

What percentage of your overall enterprise applications are delivered via a software as-a service (SaaS) model?
(Percentage of software development and testing applications)



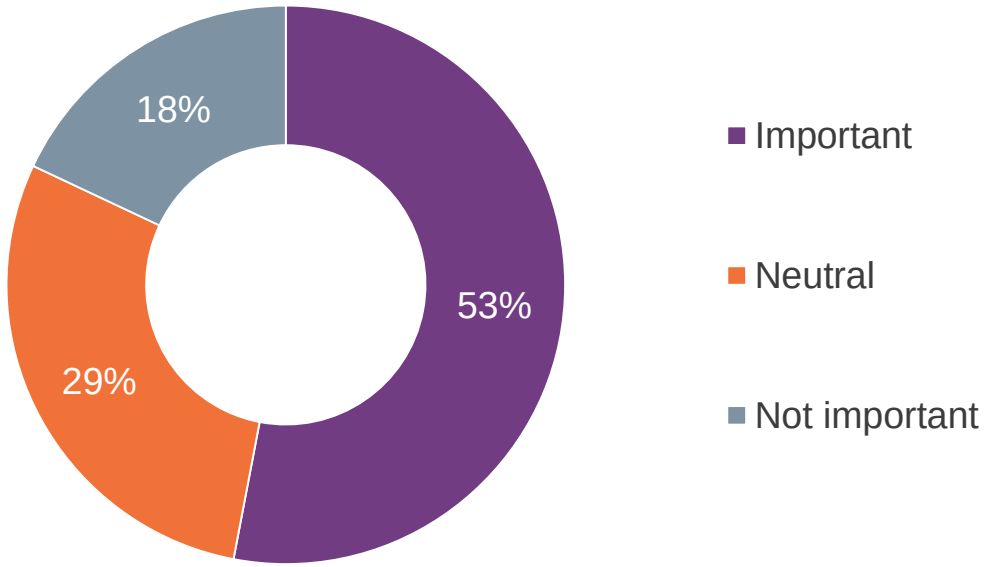
Sample: Q2 2023, n=624, IT and business respondents, Global 2000 firms
Source: HFS Research, 2023

More than half (53%) of users say low-code influences their software investment choices

Low-code's usability for enabling software is crucial to justifying its value for ongoing investments. HFS observed:

- Low-code services help enterprise IT expedite the connection of workflow and data dependencies to improve how enterprise software platforms, including SaaS and customized on-premises solutions, enhance the adoption of new tools tailored for business outcomes.
- Through partnerships and global capabilities, services firms can use low-code to connect global systems and processes to augment the needs of enterprise business and technology teams.
- Adopting low-code improves employee experience as collaboration improves across software development, software engineering partners, and business usage.

How important are each of the following on influencing your firm to upgrade its SaaS solutions?
(Answers for new low-code or customization capabilities)



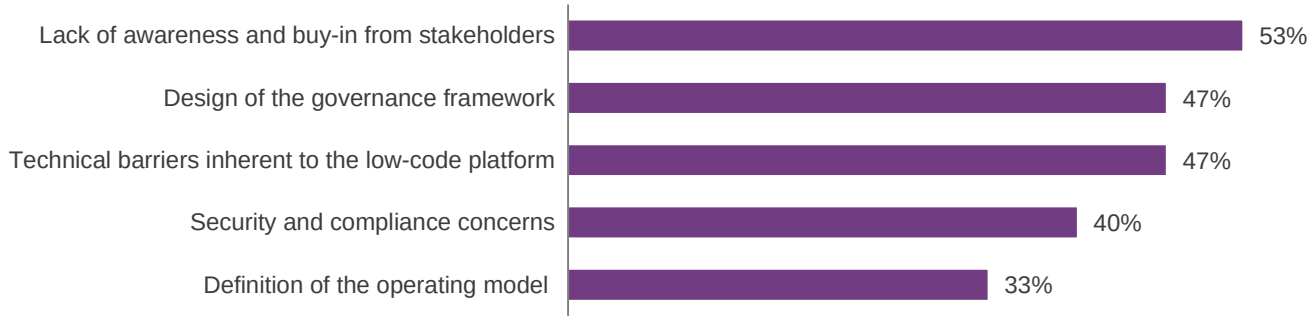
Sample: Q2 2023, n=624, IT and business respondents, Global 2000 firms
Source: HFS Research, 2023

Low-code makes software development more dynamic, but awareness and governance models must also be considered to achieve success

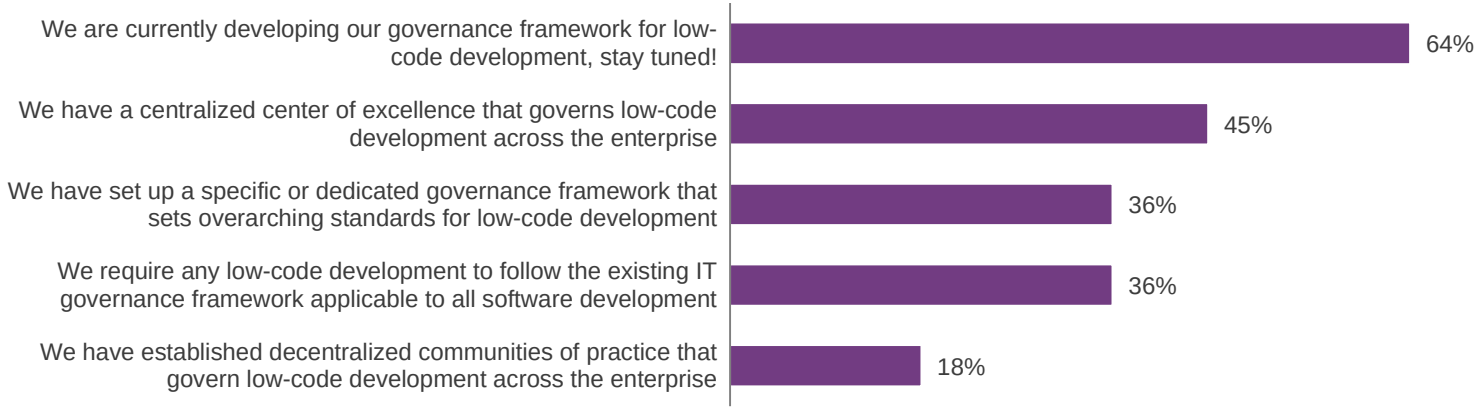
For successful low-code adoption, consider the following:

- Firms must build awareness and training programs for low-code adoption in their business.
- Low-code is not a silver bullet; instead, it is an augmentation tool for software development and engineering teams to work more actively with their business partners to deliver software solutions quickly and effectively.
- Low-code adoption requires harmonizing data workloads and application integration mesh across hybrid software development platforms.
- As the business becomes more fluent in creating applications, workflows, and insights, low-code visualization tools will attract a more vibrant, creative class of employees that will increasingly blur the role of traditional IT and traditional business models.
- Low-code adoption can challenge the existing governance models and centers of excellence but don't use this as a reason to block low-code adoption or usage. Instead, realize this is a "crossing the chasm" moment for how to break down silos between technology and business for good.

Top five challenges organizations face in adopting low-code



Organizations are still sorting out how to evolve their governance framework



Sample: 2022, n= 150 Global 2000 enterprise decision makers
Source: HFS Research, 2023

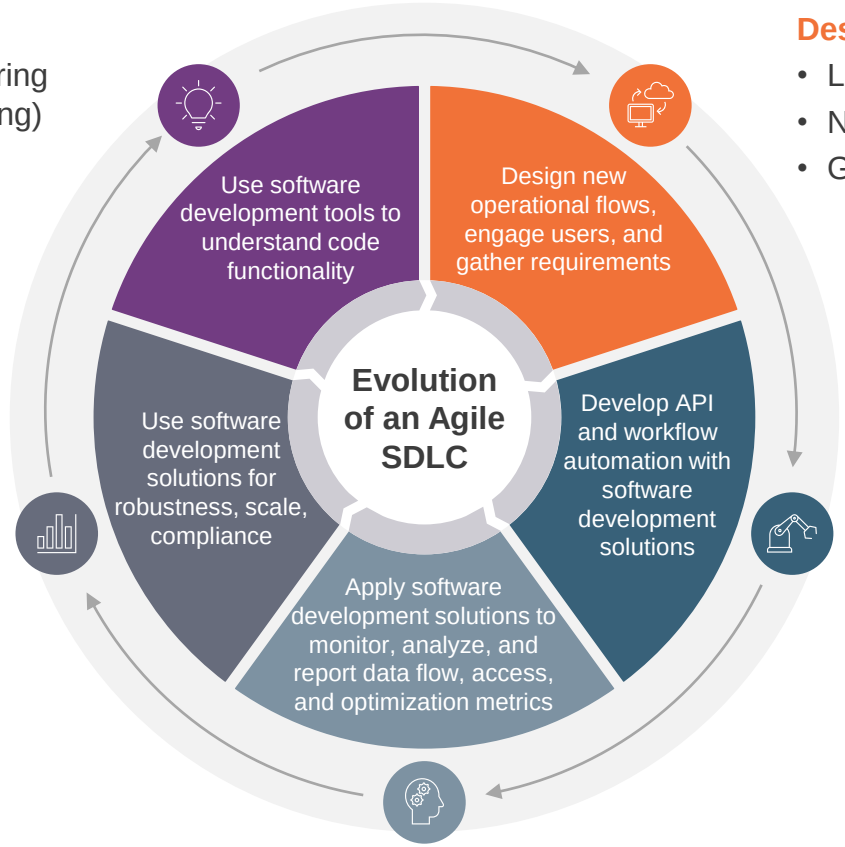
IT services partners are crucial to helping customers apply the benefits of low-code and rethink how enterprises use software development to transform their operating model

The adoption of low-code is a watershed moment for change in how software is developed and customized and workflows are improved. Low-code facilitates operational change, potentially helping firms incorporate all new coding platforms into their SDLC. As your firm considers how to use tools, consider these points:

- Low-code services are at the tipping point of the evolution of software engineering and development services.
- Low-code is part of a complex solution of pro-, low-, no-, and generative-coding tools that allow the right tool to be applied to assess, document, develop, test, deploy, and repeat software development efforts.
- Low-code, combined with new solutions like no-code and generative AI, can bring the business and technology teams closer as fluid teams, turning innovations into products.
- The SDLC remains complex; leverage services partners and their ability to help business and technology teams evolve to be more agile and improve how software delivers business outcomes.

Discover, Assess
- Prompt engineering (generative coding)
- No-code tools

Design, Plan
- Low-code tools
- No-code tools
- Generative coding



Deploy, Maintain, Optimize
- Pro-code
- Low-code tools

Develop, Integrate
- Pro-code
- API-centric low-code tools

Test, Analyze
- Generative coding
- No-code tools

4

Horizons results: Low-code services, 2023

HFS Horizons—Low-code services, 2023

SYNERGY is Horizon 3

Horizon 3 service providers demonstrate

- Horizon 2 +
- Ability to drive a **OneEcosystem™ synergy** via ability to create **new sources of value**
- Strategy and execution capabilities at scale to re-think software engineering from a employee or customer point of view
- Ability to improve release cycles and business readiness
- Well-balanced capabilities across all value creation levers: talent, domain, technology, data, and innovation
- Driving co-creation with ecosystem partners and clients to create citizen developer culture
- Referenceable and satisfied clients driving new business models

EXPERIENCE is Horizon 2

Horizon 2 service providers demonstrate

- Horizon 1 +
- Ability to drive a **OneOffice™ model** of **end-to-end business transformation** across front, middle, and back offices to improve **employee and customer experiences**
- Ability to deliver impact across IT and business stakeholders
- Global capabilities with strong consulting and software engineering skills
- Developed IP and frameworks that include industry and domain capabilities
- Proven ability to bring low-code solutions for complex automation and integration between back-office and front-office applications
- Referenceable and satisfied clients for ability to co-create

FUNCTIONAL OUTCOMES is Horizon 1

Horizon 1 service providers demonstrate

- Ability to drive **functional outcomes** that improve the speed of solution delivery
- Driving cost reduction, speed and efficiency
- Ability to modernize legacy systems to meet changing line of business needs
- Strong IT skills to augment client capabilities during complex application and data migrations efforts
- Provide robust fundamentals when using Agile methodologies for software development

Note: All service providers within a “Horizon” are listed alphabetically

Introducing HFS Horizons Trailblazers—Best-in-class low-code service providers, 2023

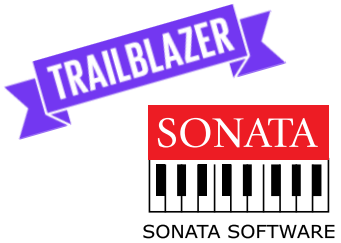
The **Trailblazer** designation is reserved for best-in-class providers in any Horizon that exemplify the why, what, how, and so what assessment criteria yielding truly **exceptional value for enterprises** and partners.

HFS recognizes **Coforge** as a Horizon Trailblazer because

- Coforge has created centers of excellence for each of its hallmark low-code partners. By offering Pega and Medix COE, its customers can quickly apply Coforge's knowledge to accelerate their adoption of low-code services.
- Coforge has infused generative AI as a natural extension of its low-code practices, skilling up its low-code developers and teams with skills in using GenAI tools to complement their low-code conversion, allowing its teams and customers to analyze, assemble, and action app development.
- Its Autonomous Business Enterprise brings over 25 use cases, helping business users understand how low-code and help transform their business and ready their teams to compete at an increasingly agile pace.

HFS recognizes **HCLTech** as a Horizon Trailblazer because

- HCLTech offers the most robust portfolio of in-house developed solutions and partnerships, allowing low-code to support clients' back-office, front-office, and global process automation needs.
- HCLTech's low-code services value proposition touches four key pillars in many of today's businesses: digital transformation, cloud adoption, legacy modernization, and talent scarcity.
- HCLTech provided the largest number of examples of customer success and covered many industries, thus showing how it leverages IP, partnerships, and frameworks to bring low-code services to almost any type of opportunity.



HFS recognizes **Sonata Software** as a Horizon Trailblazer because

- Sonata Software recognizes its capabilities and limitations and focuses on using low-code to help clients unlock the potential of their Microsoft Dynamics and data estates.
- Sonata Software focuses on small tactical wins for clients looking at improving process outcomes that create operational efficiency wins for its clients.
- It offers clients its Lightning Build Platform to quickly harness innovations across data pipelines, application integrations, and data analysis.

HFS Horizons low-code services—summary of low-code service providers assessed in this report

Providers (alphabetical order)	**HFS point of view**
Coforge	Focuses on assessing where to make low-code investments to accelerate how software development can meet customer-defined outcomes
Deloitte	Provides flexible, pre-built solutions, creating application foundations offering reusable functionality and accelerating system deployment
EY	Provides low-code solutions bringing technology and business teams together to co-create applications and deliver business outcomes
Globant	Uses low-code to optimize the delivery of software development while reducing development overhead
HCLTech	Provides a portfolio of internally developed and third-party solutions to allow customers to tailor solutions to business and technology requirements
IBM	Leverages innovation labs to bring IT and business users together to co-create software and workflows by adopting low-code tools and Agile practices

Providers (alphabetical order)	**HFS point of view**
Infosys	Brings a new approach to help clients use low-code to build solutions that transition from traditional coding toward a visual-centric approach to the SDLC
KPMG	Brings a low-code led mentality to business transformation that incorporates automation, agility, and assurance across a modernized application architecture
Softtek	Applies low-code to its application management services for rapid solution development for domain-specific outcomes
Sonata Software	Provides low-code services that adopt a cloud-native mindset for application and data development and integration
TCS	Makes it easier to adopt low-code by providing pre-configured solutions to accelerate the delivery of technology or industry-specific solutions
Wipro	Enables low-code solutions for rapid application development by offering pre-built components for converting legacy application estates

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KPMG profile: Low-code services, 2023

KPMG: Brings a low-code led mentality to business transformation that incorporates automation, agility, and assurance across a modernized application architecture

Strengths	Development opportunities
• **Value proposition:** KPMG's low-code solution is based on a business-led transformation need to empower employees with the tools they need while shedding legacy IT-centric approaches. • **Differentiators:** KPMG offers its low-code solution (Sofy) for governance. It brings domain knowledge to provide a combined software development and deployment model for converting legacy software architectures into more adaptable to business platforms. • **Outcomes:** KPMG helped a global bank rearchitect its legacy software applications using low-code tools to replace nearly all the custom-build solutions with packaged SaaS and composable applications and used low-code to provide workflow integrations and microservices tailored to the functionality needed by employees. • **Customer kudos:** KPMG has helped several European customers fix how their data is accessed and crafted into composable workflows to iterate building new applications and features quickly. • **Partner kudos:** The Appian Partner Award recognized KPMG's outstanding results in global strategic program delivery on the Appian Low-Code Platform. KPMG pushes the boundaries of low-code to innovate and help customers rapidly unlock value.	**What we'd like to see more of:** • KPMG needs to show it can ensure that the systems it helps clients invest in will run globally. Winning with the business leader may not translate to IT outcomes and adoption of its services. • KPMG must clarify how it sees emerging generative AI solutions and the need to support legacy code as part of its application engineering services.

Key offerings

- **Connected Enterprise:** Integrated solutions for the front, middle, and back offices for creating user-centric digital solutions, legacy modernization, unification of siloed digital experiences, and automation of new or existing processes
- **Governance:** KPMG Sofy is a low-code solution enabling customers to use pre-configured modules that can monitor, integrate, and provide risk assessment insights
- **Partner co-developed solutions** between KPMG, Appian, OutSystems, Unqork, and Microsoft to allow industry-, domain-, and technology-led application and workflow engineering innovation
- **KPMG low-code center of excellence:** An international competence center providing low-code best practices and orchestrating multiple KPMG member firms' resources, client experiences, and internally developed solutions and accelerators to provide to customers

Ecosystem

Partnerships
- ServiceNow, Microsoft, OutSystems, Appian, Mulesoft, unqork, Pega, Salesforce

Key clients

Key clients
- Leading healthcare provider in the US
- Large financial services company in the US
- Large retail bank in the US
- Large financial services company in the EU
- Large development bank in the Middle East
- Large retail bank in the Middle East
- Department store retail chain in the US
- US Department of Transportation
- Large global investment bank in the US
- Global mobile network provider
- Global food and beverage provider

Global operations and resources

Headcount
- More than 3,800 partners and KPMG-certified professionals
- 13,000+ AI and data specialists

Locations
- Low-code expertise and COE in the US, Canada, Portugal, Germany, Italy, Nordics, ANZ, and the UK

Flagship internal IP and solutions

Low-code frameworks
- Security and privacy
- Data governance
- Blueprints and delivery framework
- Test automation
- DevSecOps
- Data Quality and migrations
- Adoption framework

Solutions, assets, and industry accelerators
- Banking: customer onboarding, credit rating, e-banking
- Pharma: HCx monitoring, field sales support
- Telco: Field force management

6 HFS Research authors

HFS Research authors

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