



NETCALL

Top 3 challenges

IN DIGITAL TRANSFORMATION

(and how low-code can help you solve them)

We asked over 50 IT and Change leaders for their most pressing challenges within digital transformation.

Continue scrolling for our findings. Or to watch the videos from these events go to www.netcall.com/whats-next-best-bits



Integration of legacy IT

Your business can't get by without big, powerful enterprise solutions



But often these systems become data prisons. This ageing, legacy tech wasn't designed to talk to other systems in your IT stack. It's a recipe for disconnected processes and data silos, not to mention poor user and customer experience.

In a Forrester survey which asked "Which of the following technology initiatives is your IT organisation prioritising over the next 12 months?" 26% of mature businesses are looking to replace legacy applications/systems and simplify IT. Does this align to your IT strategy too?



Simplify and optimise legacy IT.

Low-code lets you automate processes and create new apps to address inefficiencies. You can take manual paper-based processes online or create new, more efficient ways of getting things done.

“Mature businesses are focused on replacing legacy systems and simplifying IT infrastructure”

Which of the following technology initiatives is your IT organisation prioritising over the next 12 months?

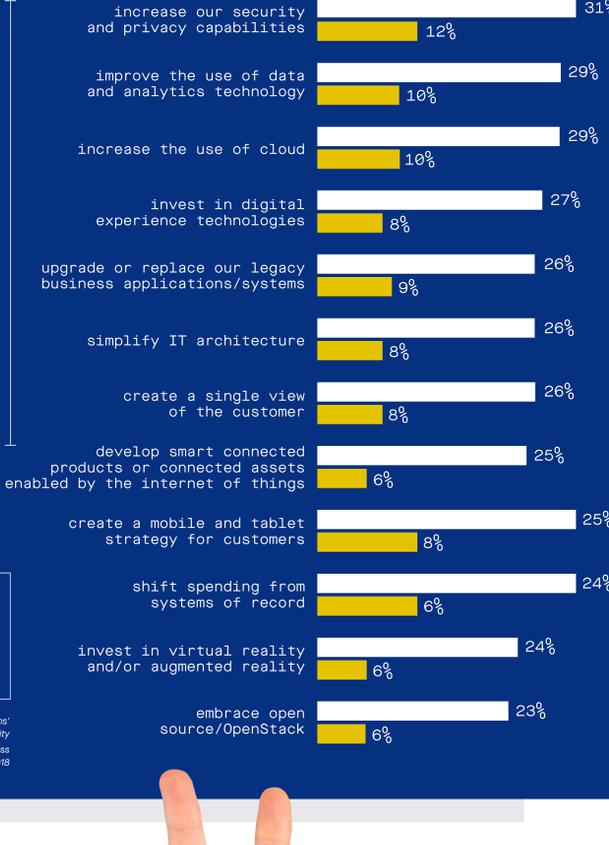
How mature is your technology leadership in its ability to meet your firm's customer-obsessed business needs? 1

High priority, mature, as % of total

High priority, not mature, as % of total

Base: 9,959 manager and above asked about their firms' IT leaders' maturity

Sources: Forrester Analytics Global Business Technographics' Priorities and Journey Survey, 2018



Lack of resource

Mind the gap – the digital skills gap that is.

More than three quarters of executives are experiencing challenges in digital recruitment (Ignite Digital, 2019²).

So if you have a lack of developer talent to call on, be assured that you're not alone.

Grow your own developers with low-code.

Ever-growing IT queues mean slow progress for your business. Low-code can help you share some of the development burden with business users, without compromising on IT standards or security.

“Low-code has given us the tools we needed to build a team who can tackle these challenges for us. We've seen significant time and cost savings from adopting this approach.”

CIO, Hampshire Trust Bank (HTB).



Resistance to change

Change is difficult for all of us – it's human nature.

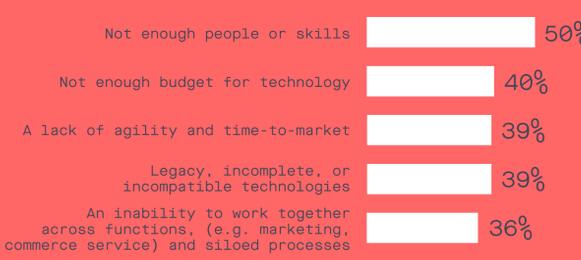
We've all experienced large scale, slow-moving transformation projects that don't align to what our teams or business actually need.

Forrester reports that 7 of 11 financial services organisations surveyed cited 'cultural obstacles' as a single key reason for failed digital projects.³

Our survey said...

We've highlighted the top 3 challenges discussed by Senior IT and Change leaders at our recent 'What's Next?' events. Here's how they compare to a recent Forrester report.

When it comes to delivering digital customer experiences, what are your organisation's biggest barriers to success?⁴



Base: 109 digital executives
Source: Forrester's Q1 2018 Global Digital Business And Experience Online Panel Survey

Netcall's CTO Richard Billington suggests,

“We've seen that often, when organisations start with smaller projects and move quickly, there's a better chance of overall success. Low-code lends itself to this approach. It's a lot easier to take people on the journey with you when they can see iterative change for themselves.”

Introducing Liberty Create

Hear from our customers about the challenges they're facing and how our Liberty Create Low-code solution is helping them to deliver change, fast. Watch the videos here.

Achieve your transformation goals and improve customer experience rapidly, iteratively and cost-effectively.

Low-code means you don't have to rip and replace legacy systems or hire an army of developers. IT is liberated to focus on its priorities and doesn't lose control or visibility.

“Using Liberty Create was a massive step change. It was an opportunity to empower our business partners to become the 'change agents'. It was spot on.”
Solution Architect, Network Rail.

For more information go to netcall.com

1. The State Of IT Maturity, 2018, Forrester, February 2019
2. The UK Digital Skills Gap Infographic, Ignite Digital, 2019
3. How To Avoid A Banking Platform Transformation Disaster, Forrester, 2018
4. Coming Soon: Agile Content Curation And Orchestration Will Redefine CMS, report, Forrester, 2018



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