



# Your Guide to Embarking on **Digital Transformation** with Kissflow



## This Guide is for You if:

1. You're looking for a work platform that can achieve exceptional time-to-value, shape a new way of development at scale, and encourage process compliance all while increasing IT productivity savings.
2. You need a platform that can enable business and IT users to solve the highest challenge in their purview, collaboratively.
3. You want to empower business users or citizen developers to create secure and straightforward business applications and automate processes which can expedite business transformation.

Most importantly, you're inundated with too many low-code options in the market but are not sure what exactly to implement to achieve an optimal ROI.



## Why Should You Read this Guide?

When it comes to digital transformation, most companies have two default reactions in general - Either to adopt as many tools as possible or adopt none as it's inexpensive and easy to stick to what they know.

However, both of them are problematic. A lot of businesses err when it comes to evaluating the right low-code platform for their business.

Through this guide, we'll give you an overview of how a unified low-code no-code work platform like Kissflow can be implemented in your organization, and how it can enable your digital transformation journey for greater objectives.

## The Missing Link in Some of the Leading Low-Code Platforms in the Market

The challenge with the low-code platforms these days is that they resist business and IT teams to build apps collaboratively. Essentially, this is factored by the complexity of the low-code no-code platforms which assume the citizen developers to have some amount of prior coding knowledge.

On one hand, you have all the efficient but complex low-code platforms in the market. One of the major downsides of investing in these is that they are not compatible with the usage style of citizen developers. Let alone their exorbitant pricing. These platforms expect their users to have some amount of prior coding experience.

On the other hand, no-code only platforms have very simple but straight jacketed apps that just get the job done but don't come in handy when it comes to customisation and scale.

### The BUY Vs BUILD Conundrum

#### Adopting off-the-shelf tools for specific use cases

- Leaves employees confused as communication, data sharing, and other core functions will be siloed, unevenly spread across platforms, and hard to manage.
- Scaling these individual apps could weigh down on IT productivity.

#### Building your own custom solution

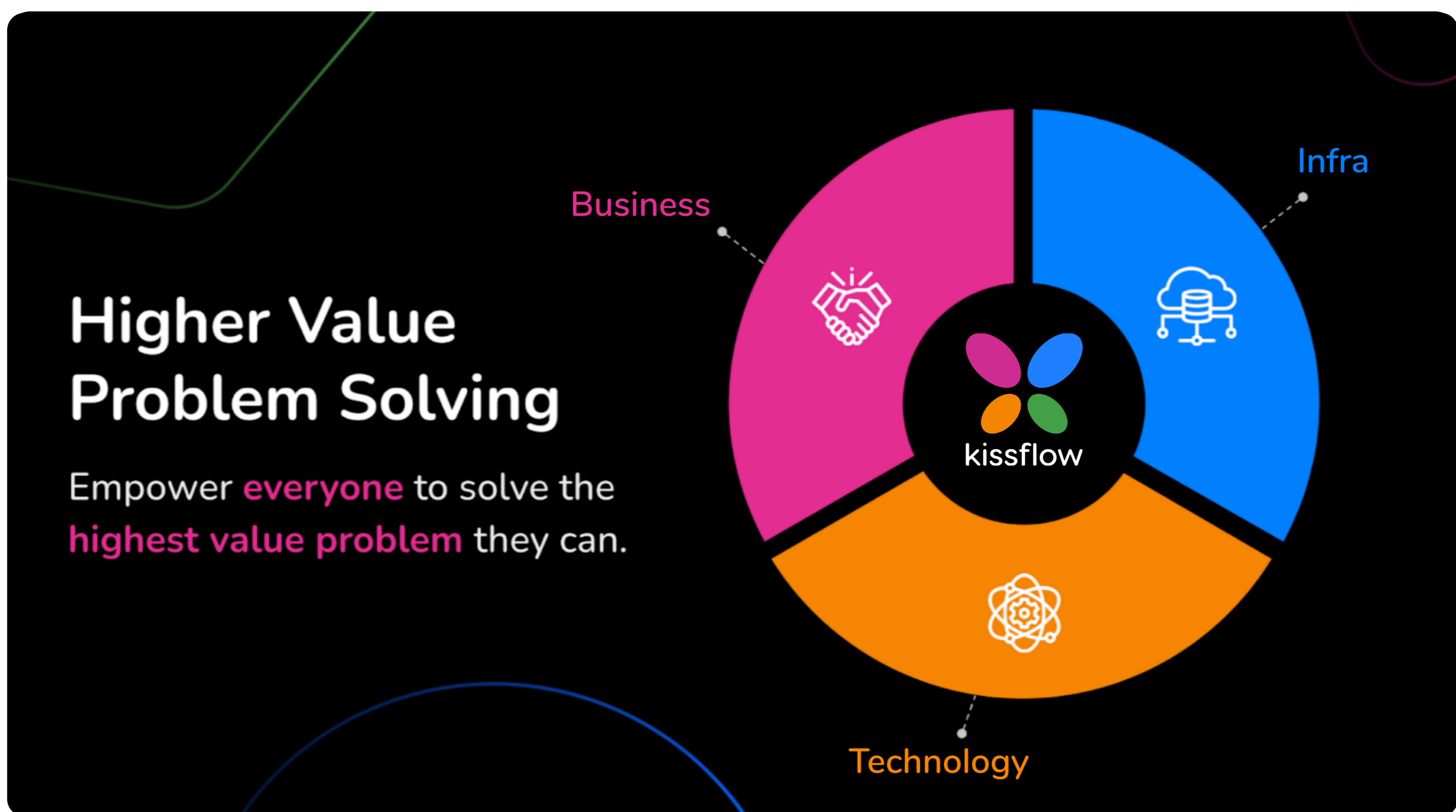
- Complexity of the existing low-code no-code platforms leaves citizen developers staggered at the complexity involved in using the platform.
- Further increases the burden on IT operations when it comes to ensuring security, and sometimes scalability.

Common Bottlenecks During Implementing Tech for Digital Transformation Needs

## Nobody Promises a Unified Platform for Both Business and IT Teams.

The best solution is to have a single platform to centralize operations. Through a unified platform, you can assemble a systematized group of applications (current/legacy apps, new apps in the market, or custom apps) on a single platform. It delivers diverse strengths such as **data, collaboration, business intelligence, and other operational applications**—to keep up with varying business needs and equip teams with the most suitable business apps.

Here's where Kissflow can plug the gap.



Kissflow is a unified work platform that fuels digital transformation in simple ways. Our low-code no-code platform connects the key capabilities needed to get work done faster - Apps + Process + Collaboration + Integration + Analytics, into a single unified platform. Our platform breaks barriers, supercharges development, and uplifts every citizen developer to create transformational solutions irrespective of their coding knowledge.

## Who is Kissflow for?

By applying the low-code/no-code paradigm, Kissflow opens up development to everyone in an organization. Citizen developers can create no-code automated workflows, and developers can add low-code custom integrations and scripts to add advanced functionality.



### Digital Transformation Heads

Enable citizen developers with simple drag-and-drop functionalities to automate processes so the IT team can focus on building custom apps to address business needs



### IT Heads

Bring all functional areas of the business into a unified platform, making it the new paradigm for collaboration and teamwork



### Line-of-Business Managers

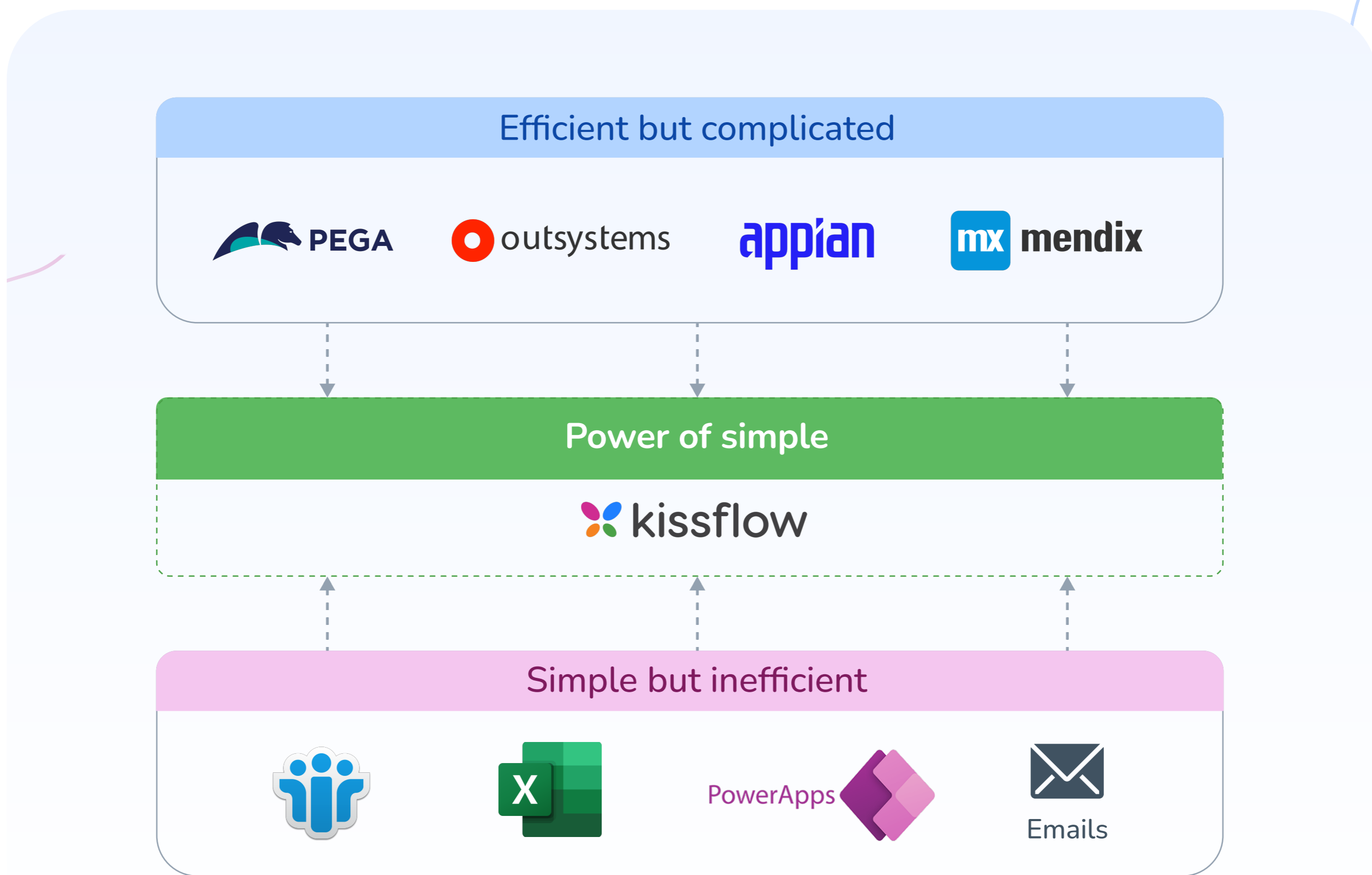
Track projects, streamline approvals, eliminate bottlenecks, monitor trends, and make better business decisions all from a unified platform

## Implement Kissflow Strategically

### If you're using a simple but ineffective solution

You can either upgrade from your regular Excel, MS PowerApps, Emails, or Lotus Notes to Kissflow to build a fully functional end-to-end suite of custom work apps.

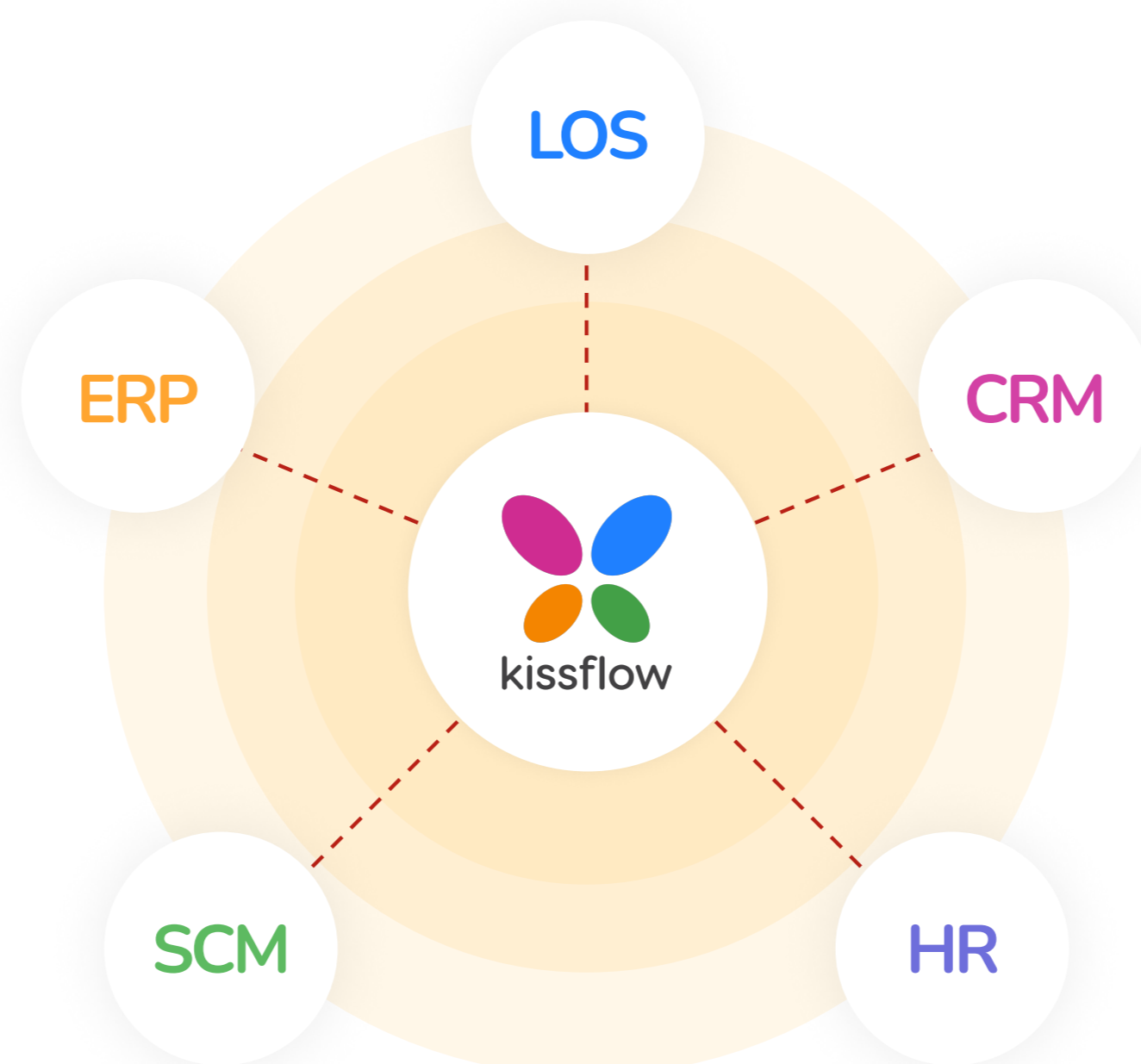
Powered by rule based no-code workflows, forms, and low-code app builder, Kissflow lets you build a custom HRMS that will be capable of managing employee onboarding and offboarding, sending our documents for approval, enabling employees to self-serve by updating details on their own and much more



### If you're using an effective but complicated solution

Another interesting way of implementing Kissflow is that you can let it co-exist with your complex low-code platforms hence you don't have to depend on IT to build simple work apps.

In addition, if you already have existing core systems, you can use Kissflow to extend the capabilities of them. For example, you can build a custom onboarding workflow with your CRM, ERP, HRMS, etc.



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For expense and travel reimbursements, we were using Concur, and it was pretty expensive. The software fee was a few hundred dollars per month for a few licenses so we are saving a lot of money now. It's pretty complicated too. Thanks to Kissflow we are not using it anymore.

**Oliver Umehara**

IT Manager - SoftBank

 SoftBank

Either way, Kissflow lets you address two main challenges concurrently through a single platform:

1. Enable your business users to drag and drop and build custom apps on their own
2. Bring your IT teams to add minimal coding and have them do advanced customizations for the apps they build



**It's a win-win for both business and IT teams as they can save a huge amount of time in iterations.**



# Two Approaches

## Approach 1

### To accelerate time to development for a specific use case

You can automate/modernize any use case to improve business efficiency. For example, you may need to automate your claims management to bypass delays. Through our solution, your claims can be automated and routed to relevant stakeholders for review. It can also be holistically integrated into other core systems for employee convenience. This is just one use case. You can automate anything from HR & recruitment, finance & billing, and IT management, to approval management.



## CASE STUDY

### Automating Registration to Use Resources Effectively

The first application that World Vision International built for its Communications and Public Engagement team to be agile in responding to emergencies, crises and sudden surges in demand for communications expertise, resources and products by making it easy and quick to sign up communications experts (internal and external to World Vision) and identify them for consideration when needed. For example, if a project needs some photography or videography expert for a day or a week for an assignment the app can help instantly find someone nearby who can be called upon.



The app starts off like a basic registration form, and then moves the request through a manager and subject-matter expert verification to ensure that the person signing up truly has the communications expertise/standards that World Vision is looking for. The manager verification also ensures that managers are happy to lend their staff to different offices when there is need. This is part of World Vision's 'Twin Citizen Principle'. Before Kissflow, they used a non-user friendly database and "a guy who knows a guy" strategy to find someone, and relied on a number of excel sheets. This strategy was very unreliable and also affected the speed of delivery.

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“We now have visibility into the talent that's out there that we wouldn't have known before. Our previous system was so difficult to use that we lost a lot of potential candidates.”

**Amy Davey**

Project Manager.

**World Vision** 

## Approach 2

### You want to build a whole suite of end-to-end functional apps

The second way is to use Kissflow as an end-to-end work platform. From building custom apps, creating case boards, and team collaboration, to data analysis you can employ it across multiple use cases. You can easily migrate from your old Lotus Notes or Domino to Kissflow as part of your application development landscape. This way, you can move from traditional development methods to a better agile development using Kissflow.

## CASE STUDY

### Automating Registration to Use Resources Effectively

Landmark Properties, a leading real estate real estate firm based in Athens, Georgia, started using Kissflow in 2015 to track marketing requests as they came in. Kissflow offered a way to streamline requests and made it easy to track all communication within the platform. After the success of their first process, they used Kissflow in other departments within the company, creating and automating more of their process functions. Their current processes include marketing graphics requests, customer service communication approvals, bonus approval requests, write-off authorization requests, and concession approval requests.



Today, Landmark Properties manage **74** properties within Kissflow.

## Final Note

Kissflow's unified work platform helps organizations embrace agile at their speed and convenience. But, planning a low-code/no-code rollout requires conscious effort. When it is executed in the right manner, it will inspire users and deliver the full benefits of the transition. Whether it's an employee onboarding workflow or an end-to-end inventory management app, Kissflow low-code no-code work platform can help you spearhead your digital transformation journey in your organization.

## Get in Touch

We understand you may have a plethora of questions as to how to evaluate low-code platforms, their claims, the dogmatic assertions prevailing in the market, etc. Feel free to reach out to us. Experts at Kissflow can help you with your concerns and suggest the best approach for you.

[Talk to Us](#)



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