

How Low-Code Integration Helps Agencies Transform and Modernize

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1

**THE NEED
FOR SPEED**



The Need for Speed

Transformation and modernization initiatives are underway at private-sector enterprises and government agencies. Today's users, whether employees, customers or constituents, expect multichannel experiences and increasingly look to digital channels first when interacting with organizations. As a result, many of these modernization initiatives focus on improving user experiences, streamlining processes and connecting digital channels to legacy backend systems and business processes.

One factor these efforts have in common is speed. Organizations that are transforming and modernizing are doing so because they need to move faster. They're trying to improve:

- The speed with which users can complete tasks
- The speed with which new services are created and deployed
- The speed at which they can make changes and pivot when necessary

Many government agencies cannot respond rapidly to change. This poses a significant problem because change impacts their missions in substantial ways. New legislation and new regulations directly affect government agencies. New administrations mean new people in leadership roles, executing on new policies and priorities. Emergencies and other unexpected events force government agencies to change plans and divert resources without warning.

Transformation and modernization strategies attempt to improve the speed of government agencies. These strategies often include cloud migrations that aim to increase resilience and agility, and application rationalization initiatives that help agencies chart a path for the future and identify the tools and capabilities they'll need along the way.

When these strategies are properly executed, government agencies hope to run more efficiently, increase their agility and deliver better services to their users in a faster time frame. A significant roadblock that prevents many agencies from achieving these goals, however, is integration, especially when it comes to connecting systems of record.

Many legacy software applications were not designed to connect to other systems. Over the years, a number of integration approaches have been used, including extract, transform and load (ETL), service-oriented architecture (SOA), microservices and application programming interfaces (APIs). These approaches are often complex and require sometimes scarce IT resources to bring them to fruition. Low-code platforms help ease these burdens.

2

**USING LOW-CODE
TECHNOLOGIES TO
EASE INTEGRATION**



Using Low-Code Technologies to Ease Integration

Many transformation and modernization initiatives suffer from a lack of resources. Software development resources, in particular, are in high demand, making it difficult to fill open positions and leading to lengthy project queues for the resources available.

The adoption of low-code software development tools is helping organizations devote more resources to application development without having to hire and train full-time developers or overburden their existing team. Low-code platforms remove much of the complexity of software development by using graphical interfaces and drag-and-drop functionality in place of coding. Low-code platforms are finding a home in areas of organizations where business processes need automation and where relatively simple, repeatable workflows can be digitized without much coding experience.

A low-code approach can also help organizations overcome the challenges and complexity of integration.

Removing application and data silos is essential to helping government agencies transform and modernize. To increase speed and agility, systems need to communicate. Legacy systems that were not designed to connect to other, more modern applications are one challenge. But even among more modern applications, the integrations no longer connect one system with another. This presents another challenge: everything needs to be connected to everything in order to achieve the goals of speed and agility government agencies seek.

Low-code tools can help government agencies integrate multiple commercial off-the-shelf (COTS) applications. They can also help improve and enhance the COTS applications' functionality by feeding them data from other applications and data stores.

By adopting low-code tools with graphical user interfaces and drag-and-drop functionality, government agencies more quickly address their modernization and transformation challenges by inviting other roles in the organization to participate. Low-code tools allow roles that sit closer to critical processes and workflows to have a hand in their modernization and integration. This puts more resources at the agency's disposal and speeds up the progress of modernization and transformation.

3

**LOW-CODE
INTEGRATION
WITH SOFTWARE
AG GOVERNMENT
SOLUTIONS**



Low-Code Integration with Software AG Government Solutions

Software AG's webMethods is an established platform for connectivity in both public-sector enterprise and government agency environments. With webMethods, government agencies can enable the free flow of data across their environments, connecting applications, data, clouds and systems.

The low-code capabilities built into webMethods include a drag-and-drop interface that easily integrates different systems. These integrations are the foundation for the speed and agility that can help agencies respond to shifts in policy, new demands from policy makers and constituents and unexpected events like natural disasters.

With more than 300 adapters to connect popular applications, webMethods can help integrate systems of record and legacy applications and other COTS applications to each other or to new cloud-native and software-as-a-service (SaaS) applications. For applications without a pre-existing adapter, webMethods allows software developers to drop down to the code level to build custom integrations.

Software AG Government Solutions and the webMethods platform have a long history of helping agencies overcome their integration challenges. The webMethods platform supports integrations with microservices and APIs, as well as protocols like REST, SOAP and OData.

As government agencies continue with their efforts to modernize and transform their IT infrastructure, establishing an integration strategy that works for legacy applications, mainframes, on-premise and cloud-based applications is a requirement. Software AG's webMethods is a single platform that can support these various integrations and includes the low-code capabilities that

relieve professional software development resources of the burden of manual coding.

With webMethods removing the complexity and time that stalls many integrations, agencies can have their data flowing and workflows optimized quickly, better preparing them for planned and unplanned events that impact their missions.

To learn more, visit:

<https://www.softwareag.com/>

