



Pulpstream

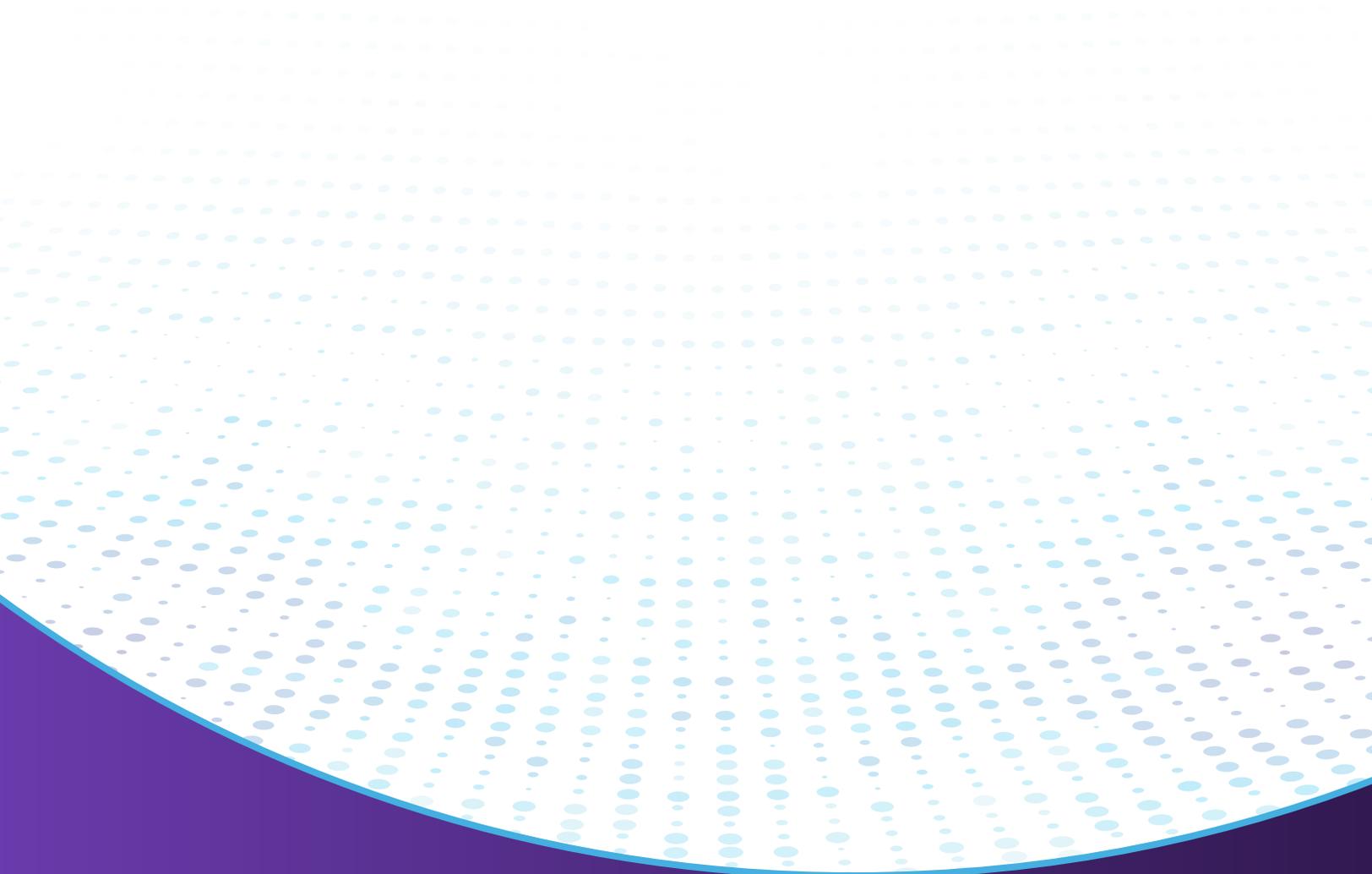


**Why No-Code
Is the Best Approach to
Digital Transformation**



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Introduction

We may think of your company or customer operations in terms of outputs, products and services, forms, reports, or any other range of deliverables. However, that's not what your business is really about.

In fact, it's your processes—the way that your organization uniquely handles its workflows, processes end user needs, and produces value—that actually sets your brand apart from the rest.

Yet, as we go about our business day, it's easy to become accustomed to the “usual” way of doing things and not question if there is a better, faster, or easier way to get the same work done—let alone in a more impactful way.

This is the usual challenge that business process owners face: They are experts in delivering for their customers, but they may not always have the most nimble, efficient, and innovative tools to get their work done.

That's where digital transformation and business process automation comes into play.





Use digitization to redesign and reinvigorate how business gets done.

The idea of dissecting each part, step, and piece of your business process sounds like time-consuming work, but for those that make that investment, the results can be very real—especially in how much time can be saved in the long run.

Just think about your typical workday: According to one report, managers revealed that they spent about eight hours per week on manual tasks such as structuring and handling data; 25 percent of those respondents said they can spend up to 20 hours per week handling tasks such as these that could be automated.

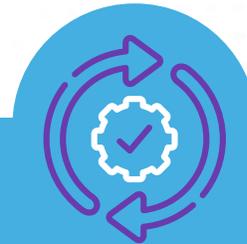


However, if your teams could instead harness the power of automation; logic-driven routing; built-in notifications and communications; and digitized forms, reports, and outputs, so much more of their time that used to be spent handling tasks would instead be focused on more strategic initiatives. This is especially important as business leaders increasingly focus on building value while simultaneously streamlining operations.

Fortunately, the success organizations have with digital transformation builds upon itself; one survey found that [57 percent](#) of respondents have either begun to pilot or fully adopt automation. Of those using business process automation, more than 50 percent said automation had seen success or met targets, and they wanted to continue to scale efforts further. And, with the power of an industry-leading solution such as Pulpstream, many businesses are already digitizing many of the core processes that keep their operations moving forward.



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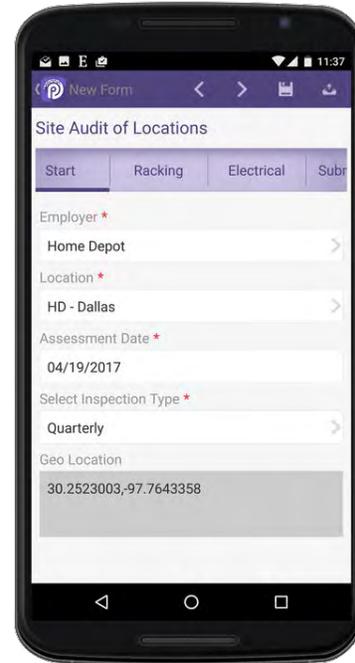


57 percent of respondents have either begun to pilot or fully adopt automation.

For example, organizations have been able to transform clunky, inefficient, and inconsistent processes into interactive and powerful ways to take control of their operation.

These processes include:

- Employee onboarding and absence management
- Employee relationship management
- Audits and inspections
- Incident management
- Insurance claims management
- Customer or client onboarding
- Customer service management
- Report generation and distribution



In other words, processes such as these are a representation of how your organization serves its customers, partners, and employees. By bringing them into a digital future, you are not only improving the delivery, visibility, and consistency of your work, but you are laying the foundation for continued innovation.





Understand the power of no-code digital transformation.

Once an organization makes the decision to tap into the benefits of digital transformation, it can go one step further by leveraging the power of a no-code environment.

In the early phases of the digital transformation, business process owners didn't have a choice: They had to either understand how to code and customize their process automation solution or they needed significant—and ongoing—support from those in the technology community that did.

Add in the number of system integrations, customizations, and unique aspects of each organization, and process and code development and programming can soon become a large part of the digital transformation initiative. Unfortunately, the reverse can often be true too: When another system that interacts with your code-intensive business process is updated or patched, its code could wreak havoc

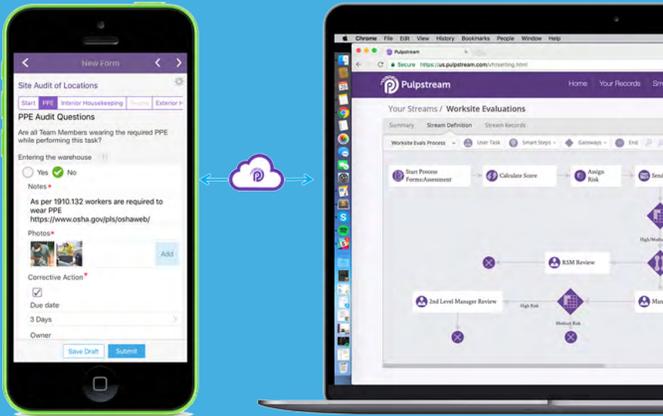


on downstream processes. This is the case even with low-code solutions. With a low-code platform, the coding is often cobbled together and inconsistent, meaning the code still needs to be audited and can easily become compromised as adaptations are made to the process.

However, today organizations now have the option to truly be “no-code.” For example, within Pulpstream, business process owners can use a component library, built-in configurable alerts and notifications, and flexible logic—combined with predefined schedules and rules—to re-create any process. That process can be executed and its progress monitored from anywhere and anytime on any device, offline or online, all without coding. This is done with drag-and-drop logic features that anyone with basic computer skills can accomplish!

Identify an enhancement to the process? Want a new automated email to trigger to your customers with each status update? Have a new form to add to your management process? Instead of waiting for custom code, complicated regression testing, and a lengthy timeline, process owners themselves have the real-time flexibility to make the necessary changes on their own within Pulpstream’s intuitive tool.

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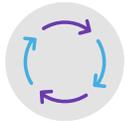


Learn how no-code digital transformation enhances your business.

While the driver for some organizations to explore no-code digital transformation can be cost-related, it certainly isn't the only benefit that your team and your customers are going to experience.



Here are six more ways no-code digital transformation enhances your business:



1. Streamline workflows.

If your organization is still relying on pen and paper, spreadsheets, and legacy systems to handle your key business process, your business is losing out on valuable time, resources, and results every day. Enable faster response times, customize workflows that track performance, generate automated alerts, and generate communications based on rules to keep work flowing.



2. Remove data silos.

It's said that every living person created [1.7MB of data every second](#) in 2020. Does your organization know how to harness all of that data to its advantage?

With the power of digital transformation and an industry-leading solution, your organization can not only use native enterprise integrations to integrate data but also leverage powerful built-in analytical tools to generate insights into your operations and make data-driven corrective actions.





3. Increase accessibility.

Most processes that lack digitization involve paper forms, email, phone calls, hand-delivered documents, and files full of supplemental information.

With no-code digitization, your organization's work moves to the cloud, giving your staff the ability to work anywhere on any device—even offline. A tool such as Pulpstream even allows end users to capture the signatures, data, attachments, geotags, and other information they need with the click of a few buttons.



4. Help to implement the structure that maintains compliance.

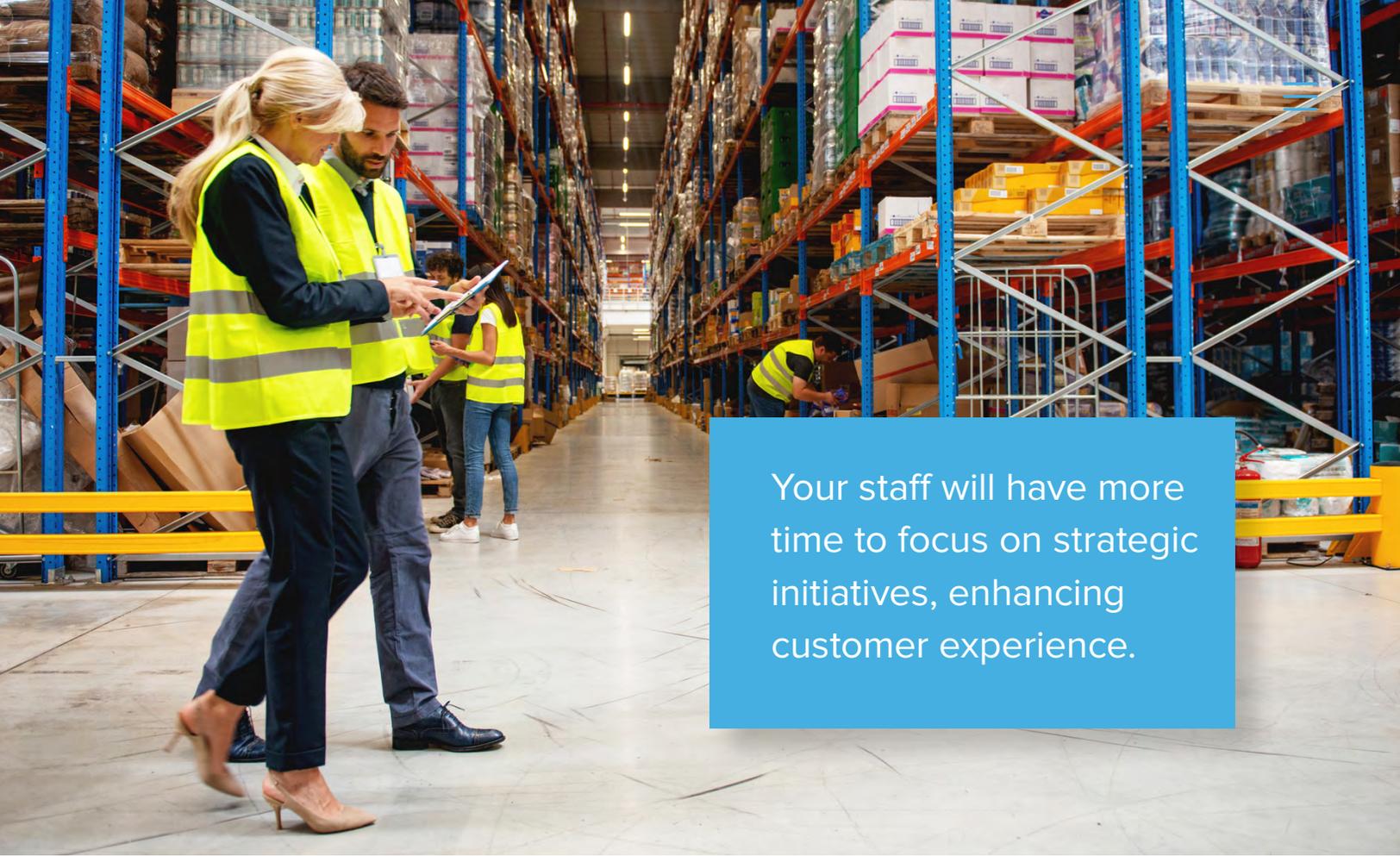
Whether it's inspections, mandatory audits, insurance claim investigations, or work to ensure compliance regulations are occurring as required, no-code digital transformation can help your team decrease time to resolution, improve accuracy, and generate more meaningful analysis.



5. Improve stakeholder engagement.

Automation and digital transformation of your key processes ensure the key end user and customer touch points are happening with the timeliness, quality, and consistency that they expect.

At the same time, through the power of automation and the agility of no-code, enhancements to processes and the removal of pain points can be handled as they are identified. This results in processes that are more responsive, transparent, and innovative than those organizations that rely on rigid, manual processes.



Your staff will have more time to focus on strategic initiatives, enhancing customer experience.



6. Support business innovation.

By improving the core processes, tools, and the quality and consistency of your outputs as well as establishing a method to make them nimble in the face of change via no-code, your business is also introducing more productivity and efficiency into your employees' days. In turn, your organization is also improving its competitive advantage.

With less time focused on manual work-arounds or spent waiting on tasks to be completed, and with automation handling predefined decisions, routings, and notifications, your staff will have more time to focus on strategic initiatives, enhance customer experience, and handle the high-level activities that set your organization apart.

Get started with digital transformation in a no-code environment.

With all of these benefits of digital transformation and the flexibility of a no-code solution such as Pulpstream, your organization is probably ready to jump in and start realizing all of these benefits for itself.

Here is a quick checklist to get your team started with digital transformation.

Identify a use case.

From new-hire onboarding, claim forms, and regulatory compliance to order fulfillment, [inspections and audit reports](#), and much more, there are plenty of processes that are ripe for digitization once you pause and look at the actions that are driving your business forward.

Once you identify some processes that could serve as a use case for a successful digital transformation, you can use some key questions to help prioritize your work:

- Is the workflow, including its inputs, outputs, and participants, repeatable?
- Are there manual processes, forms, or actions that constantly introduce hurdles or delays?
- Is the creation of reports or status reports of key tasks difficult?
- Does the process help your organization stand out from the competition in what it enables, produces, or tracks?

○ Transform and streamline your process.

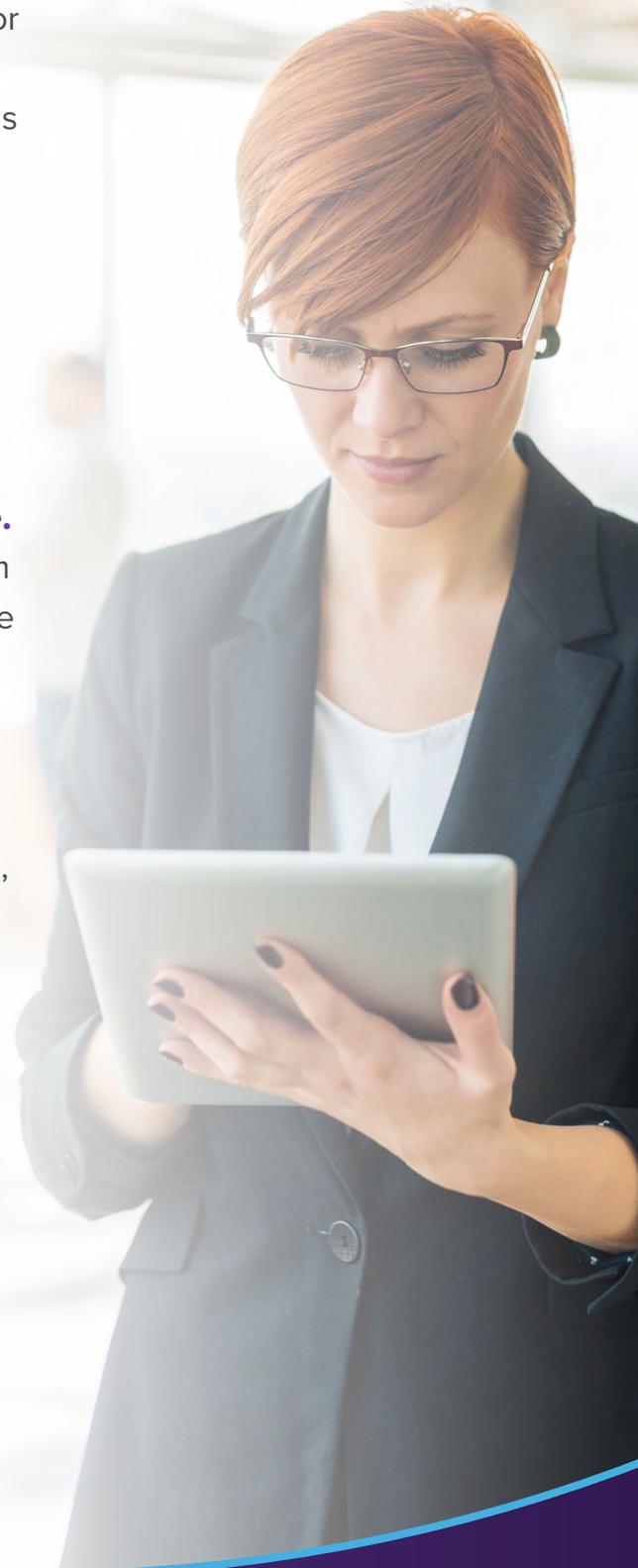
The first step in digitizing your chosen process is to capture it as it is now, including all of the system touch points, user and system inputs, document or data outputs, internal and external stakeholders, decisions, and all other paths and communications the workflow includes.

During this process, identify the actions, documents, reports, and other touch points where issues commonly occur, especially when turnaround time has slowed.

○ Build a new frictionless digital experience.

Using the built-in component library, native system integration capability, data and attachment capture flexibility, and a [no-code process automation platform](#) (such as Pulpstream), your team can then begin the process to re-create the process.

Take advantage of automation, logic-driven gates, attachment fields, customizable reports, data and system integrations, and user notifications and alerts to build your new ideal process flow. When a form or piece of data was previously manually prepared and sent, for example, use automation to trigger the process to happen automatically, keeping your work moving forward.





Pulpstream can even give your team the power to have a process kick off an API data call, initiate an FTP file upload, route a message or phone call, or generate an email in an email client. With an intuitive, no-code platform such as Pulpstream, enterprise orchestration is seamless.

Next, assign owners to each part of your process. Use this time to also consider any offline or device-specific inputs that may be needed so work can be done when and where it needs to occur. With your data and process enabled through a secure cloud environment, logging, backups, and access control are equally stress-free.

Because your team chose a no-code solution, the process to initially build, refine, and launch can take significantly less time and resources to begin to reap the benefits.

With an intuitive, no-code platform such as Pulpstream, enterprise orchestration is seamless.

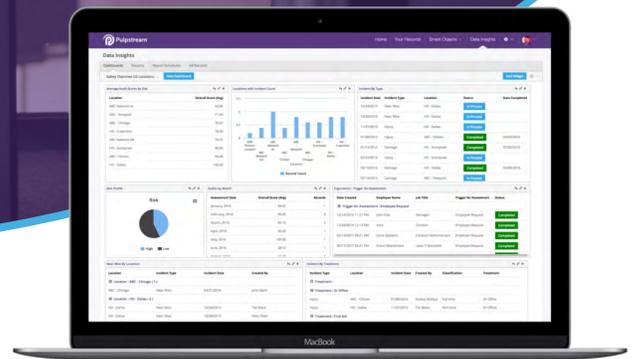
○ **Maintain, iterate, and evolve.**

As with other solution implementations, maintaining the efficiency of your digitized process within Pulpstream will be a shared responsibility with your technology and professionals and the business process owners.

While the process owners ensure that the process is continuing to meet evolving customer needs, your technology professionals will appreciate the ability that the no-code platform will eliminate the need for complicated development, fragmented code, and complicated work-arounds across your technology ecosystem. Instead, they can focus on helping to seamlessly roll updates and designs into production environments.

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Let's get to work.

When so much of your business and how your employees and customers view your brand is defined by processes, it's clearly worth your investment to streamline, automate, and digitize them to maximize your productivity and impact.

For organizations looking to take this important step, Pulpstream was built specifically for you. No matter your industry, process, or size, Pulpstream is here to help organizations digitize, automate, implement, and continuously refine processes in a truly no-code environment. This not only gives the power to manage and refine business processes to those who interact with them each day, but it gives an organization new levels of flexibility and visibility that lays the foundation for them to maintain their competitive advantage.



If you and your business want to learn more about how to bring true no-code workflow optimization to your organization and increase the collaboration and productivity of your staff, we welcome you to get your own free demo of Pulpstream.

[Schedule a Demo](#)

