

# App modernization on low code

A faster, smarter way to develop or modernize business-critical applications



Low code is arguably one of the most disruptive technologies to hit the enterprise since the cloud. The technology's simple graphical interface minimizes the need for arcane programming skills, enabling organizations to modernize their applications with unprecedented speed.

Creators at all skill levels can build mission-critical apps, boosting efficiency and propelling innovation across the enterprise. Solutions that fill process gaps in the technology ecosystem can be created by combining, enhancing, and presenting data from discrete, siloed systems.

KPMG joined forces with ServiceNow, an industry leading enterprise workflow platform, to help clients develop low-code applications that can be used to create or modernize existing apps in functions across the enterprise.

**These low-code capabilities enable organizations to:**



**Fuel productivity.**

Apps can be built four times faster,<sup>1</sup> in hours instead of weeks.



**Engage users.**

Equipped with out-of-the-box components, creators can develop intelligent, frictionless consumer-grade employee experiences.



**Integrate efficiently.**

Provide employees, suppliers, citizens, and customers a single pane of glass where all applications can serve up information for a cohesive experience.



**Scale confidently.**

While driving business agility and strategic adoption, built-in guardrails support app quality, security, and accountability.

<sup>1</sup> Forrester Consulting, "The Total Economic Impact™ of App Engine Powered by the Now Platform," January 2021 study commissioned by ServiceNow.

## Key use cases

Whether organizations need customized applications on premise or in the cloud, low code allows rapid development. Consider the following use cases:



### Finance, supply chain, and procurement

ServiceNow is well suited to creating apps for accounts payable, sourcing operations, and supplier lifecycle management. These apps reduce cycle time, drive smarter spending, enable collaboration between functions, and support a simplified supplier and employee experience.



### Risk management

Low-code apps created on the ServiceNow platform connect line of business, security, and information technology (IT) in an integrated governance, risk, and compliance model. Organizations can mitigate disruptions through the system's unified continuity, recovery, and risk program, which runs on a single platform. For processes that aren't automated with out-of-the-box ServiceNow applications, low-code apps can help sunset legacy specialty processes.



### Legacy application migration

ServiceNow was launched initially as a low-code platform. IT service management was layered on top as the first suite of out-of-the-box applications for clients wanting the full power of the Now Platform® for enterprise service management. Modernizing legacy applications on the platform allows for tighter integration and automation with other out-of-the-box applications.



### ERP modernization

Organizations can use the ServiceNow low-code platform to modernize legacy processes and extend workflow automation. [ServiceNow](#) provides an enterprise resource planning (ERP) environment with a clean core—a system that is manageable, easy to upgrade, and scalable to meet emerging business needs.

## Technology enhancements

Further leverage low code through two innovative capabilities of the ServiceNow platform:



### Generative AI

Now Assist for Creator, ServiceNow's generative artificial intelligence (AI) component, helps automate code generation from text, dramatically accelerating app delivery. By eliminating syntax errors, the tool helps drive simplified coding experiences. Recently added capabilities help organizations manage IT, customer service, field service, and human resource functions. KPMG helps clients implement AI enhancements and offers supporting services such as our Trusted AI governance framework.



### Migration accelerators

KPMG is able to migrate applications to ServiceNow's platform in a rapid fashion. Our capabilities allow us to move more applications faster and provide an enhanced end user experience with more features and functionality.



### Integration hub

ServiceNow workflows can be connected to hundreds of critical business systems in minutes with the platform's integration hub, which reduces cost, complexity, and risk while simplifying process automation throughout the enterprise.

# How KPMG can help?

Named ServiceNow's Creator Workflows Partner of the Year 2024, as well as Americas Transformation Partner of the Year 2022 and 2023, KPMG is a Global Elite partner with extensive implementation experience across the platform. Our industry and functional specialists apply their skills to support clients before and after implementation as well, including strategy and roadmaps, governance frameworks, change management, and managed services.



## Our teams include:

15+

ServiceNow Certified  
Master Architects

3,800

professionals with  
deep experience in  
low code

13,000

dedicated AI specialists  
and data scientists  
worldwide



Our business-led, tech enabled approach and platform experience combined with ServiceNow's leadership in enterprise low-code application platform<sup>2</sup> can accelerate organizational performance, enable a consumer-like experience, automate complex workflows, and deliver superior services while driving greater productivity.

Together with ServiceNow low-code technology, KPMG helps clients achieve more value and deliver game-changing economics across all functions of the enterprise.

<sup>2</sup> 2023 Gartner® Magic Quadrant™ for Enterprise Low-Code Application Platforms

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

To learn more, connect with one of our team members.

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