



**5** *Reasons Why  
Enterprises Need  
Workflow Automation*





# Five Reasons Why Enterprises Need No-Code Workflow Automation

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# Why Workflow Automation?

As digital transformation efforts top the strategic priority lists for many Fortune 500 enterprises worldwide, workflow automation enables organizations to improve customer experiences, achieve competitive advantage and accelerate innovation.

**The ability to adapt to today's rapid rate of change is the number one driver for workflow automation**, according to the 2018 State of Enterprise Automation, followed by *driving new revenue, freeing strategic resources and reducing labor costs*.

Organizations use workflow automation to design business processes, automate routine decisions and orchestrate day-to-day activities between systems and team members based on recurring, well-defined business rules.

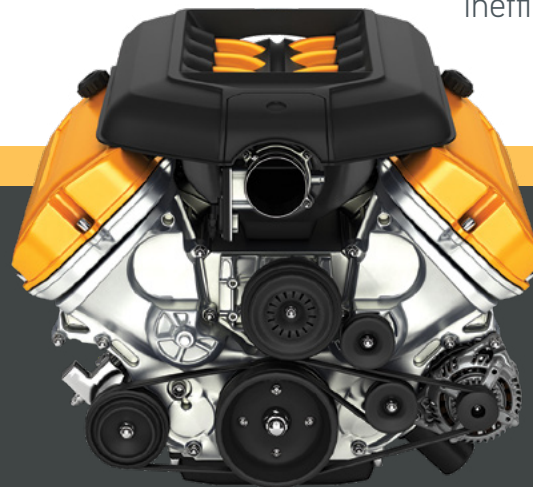
Research shows significant productivity gains within reach, with abundant low-hanging fruit. According to McKinsey & Company, "among business processes, **60 percent of occupations could save up to 30 percent of their time with automation.**"

No-code workflow automation platforms empower everyday business users with the tools to reduce manual processes, eliminate redundant tasks, minimize tedious, time-consuming work and focus their time on high-value business activities.

This executive reference guide provides five reasons why enterprises should implement no-code workflow automation now to dramatically streamline operations, reduce inefficiencies and achieve digital transformation.



**Vaughn Thurman**  
Chief Executive Officer,  
HighGear



"The ability to adapt to the rapid rate of change is **the number one driver of workflow automation.**"

*State of Enterprise Automation*





# 1. Agility



# Achieve Operational Agility.

Many organizations have trouble moving fast enough to keep up with the rapid pace of change, struggling to address shifting customer demands and responding to competitive industry challenges. Without agility, digital transformation fails.

From designing new customer experiences to modernizing internal business operations, **no-code workflow automation delivers unprecedented flexibility, speed and agility to adapt to continuously changing market conditions.**

The benefits of organizational agility “include a 25-30 percent increase in capacity creation, a 50-75 percent reduction in time to market and a greater than 50 percent reduction in failure rates,” according to McKinsey & Company.

Instead of waiting six to twelve months for the IT department to build custom, homegrown solutions, **business analysts can now leverage no-code solutions to design, publish and modify custom workflow applications** without writing a line of code.

Business users with close, hands-on experience with the operational challenges facing their business units are able to rapidly prototype, test and deploy new workflow solutions all on their own, without unnecessary development delays.

This agility has sparked innovation across every industry, leading to faster time to market, bigger network deployments, fewer digital publication processing errors and smoother investment fund operations.



## 1. Agility:

- Respond to competitive challenges
- Build visual workflow applications
- Achieve faster time to market

The benefits of organizational agility “include **a 50-75 percent reduction in time to market.**”

*McKinsey & Company*



## 2. Accuracy





# Improve Accuracy.

Everyone makes mistakes. It's what makes us human. But it takes more than creating policies, procedures and training to ensure organizations are continuously improving the performance of departments, teams and individuals.

Workflow automation helps organizations **standardize day-to-day business operations, codifying best practices into consistent, repeatable processes** that ensure best practices are practiced the same each time, no matter who is involved.

"Over the next five years, workers will be doing less predictable physical work, data processing and information collection," according to Forbes, with "people spend[ing] time making decisions ... and applying expertise."

This **results in greater accuracy, fewer mistakes and smaller delays as the probability of human error is dramatically reduced** by automatically assigning tasks, distributing documents and requesting approvals.

Assigned work queues take the guesswork out of which tasks to work on next, required form fields ensure essential information is collected and automatic notifications route tasks to the next team member when work is completed.

Not only does workflow automation provide quality control, but managers can also **demonstrate compliance with industry regulations** through a comprehensive, non-repudiable audit trail of all workflow activity.



## 2. Accuracy:

- Standardize operations
- Improve quality and consistency
- Reduce delays, errors and rework

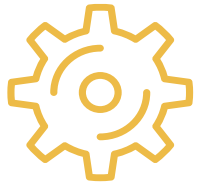
"Over the next five years, **workers will be doing less predictable physical work.**"

*Forbes*

# 3. Productivity







# Increase Productivity.

Workflow automation standardizes and accelerates ongoing, day-to-day work activities performed by specific departments, while also integrating occasional, ad-hoc work activities performed by teams for one-time projects.

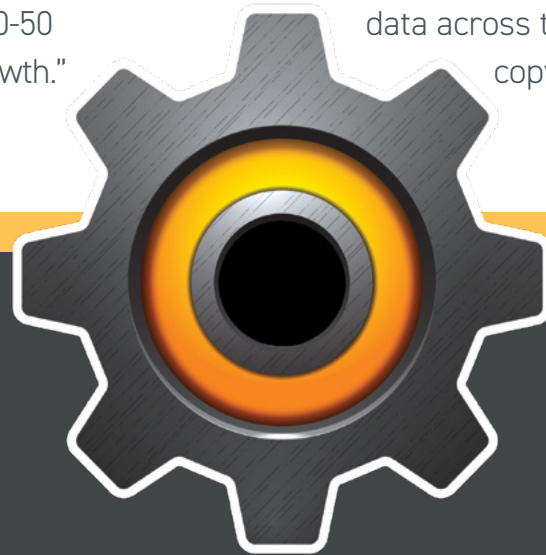
Because these recurring work activities are central to core business functions, such as finance, sales, marketing and HR, **continuously optimizing these repeatable business processes significantly improves enterprise productivity.**

“The best companies are more than 40 percent more productive than the rest,” according to Bain & Company, with “significantly higher profits, operating margins 30-50 percent higher than industry peers and faster growth.”

**Workflow automation increases productivity by allowing lines of business to get more work done in less time without additional headcount,** in order to generate more work output from the same amount of inputs: labor, hours and resources.

This is achieved by automating simple and complex workflows, streamlining the flow of communications between team members, collaborating on the completion of work tasks and fast tracking review and approval processes.

Workflows also integrate with enterprise systems of record, such as ERP, CRM and IT systems, to seamlessly share data across the organization without duplicating data entry, copying and pasting text or exporting spreadsheets.



## 3. Productivity:

- Automate manual processes
- Focus on high-value activities
- Get more work done in less time

“The best companies are more than **40 percent more productive than the rest.**”

*Bain & Company*

# 4. Efficiency







# Maximize Efficiency.

If productivity is about doing more with the same, efficiency is about doing the same with less, according to Harvard Business Review, with **enterprises seeking to maximize efficiency by decreasing inputs, reducing waste and cutting costs.**

Organizations everywhere waste precious minutes, hours and days each month on status meetings, project updates, document distribution and approval processes, manually trying to make sure work gets done quickly and correctly.

But it's hard to get ahead when your team is falling behind. Searching through e-mail. Updating spreadsheets. Not knowing what to work on next or trying to recover from what got missed yesterday.

For example, **68 percent of employees waste an average of 3.5 hours each week waiting for information from their co-workers** before being able to make progress on specific work tasks, according to SIS International Research.

Even worse, employees spend an average of 4.1 hours checking e-mail each day, according to an Adobe survey, which adds up to “20.5 hours each week, more than 1,000 hours each year, and more than 47,000 hours over a career.”

By identifying these bottlenecks, organizations can reduce costly delays by automating the routing, notification and approval process between departments, teams and individuals.



## 4. Efficiency:

- Identify bottlenecks
- Minimize recurring delays
- Reduce operating costs

**“68 percent of employees waste an average of 3.5 hours each week waiting for information.”**

*SIS International Research*



# 5. Visibility







# Gain Real-Time Visibility.

Organizations that still rely on e-mail, phone calls, meetings and spreadsheets to manually keep track of status updates spend several hours each week gathering information that becomes quickly outdated as colleagues complete new tasks.

While shared applications with simultaneous editing and file syncing services like Office 365, Google Docs and Dropbox may help team members collaborate on documents, these tools lack enterprise-wide reporting, analytics and control.

“By 2022, **90 percent of corporate strategies will explicitly mention information as a critical enterprise asset and analytics as an essential competency,**” according to Gartner, to provide real-time context for decision making.

By deploying a single, unified workflow management platform, instead of several, individual, siloed business applications, organizations gain real-time visibility into the status of day-to-day operations across dozens of departments.

No need to spend hours manually compiling reports each week, month or quarter anymore, when **managers can assign tasks, track progress and report status in minutes from one central location** with real-time dashboards.

This at-a-glance visibility allows executives to view key performance indicators, access in-depth analytics or quickly create reports about the volume, frequency and duration of activity in every workflow stage.



## 5. Visibility:

- Access workflow analytics
- View real-time dashboards & gauges
- Drill down into key performance metrics

“By 2020, information will be a critical enterprise asset and analytics an essential competency.”

*Gartner*



**Start Your Engines.**





# The Only Way to Workflow.

As enterprises continue to innovate, reinvent and compete with each other for new customers, market share and revenue streams, **workflow automation is a proven solution to reduce costs, improve profitability and accelerate growth.**

Enterprises that have deployed workflow automation have generated significant return on investment by achieving agility, improving accuracy, increasing productivity, maximizing efficiency and gaining visibility into operations.

For 15+ years, HighGear has empowered some of the world's leading financial services, banking, investment and insurance companies to design visual business processes, automate workflows and streamline operations.

These global enterprises have leveraged workflow automation to **achieve productivity gains of 30-50 percent for back office functions and 20-25 percent for knowledge worker functions**, with outliers exceeding 120 percent.

The value of workflow automation is clear and compelling, leaving organizations to decide which processes to automate first, which software vendors to short list for evaluation and which solutions fully meet enterprise-grade requirements.

To determine if our visual, no-code workflow automation platform is the right fit for your enterprise, department or line of business, please [contact HighGear today](#), [watch our explainer video](#) or [schedule a product demo](#).



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“Enterprises have leveraged workflow automation to **achieve gains of 30-50 percent.**”

*HighGear Customer Data*



## The No-Code Workflow Automation Platform

HighGear is the leading, visual no-code platform for business analysts to rapidly build enterprise-grade workflow applications. The world's leading companies depend on HighGear to manage work, improve visibility, streamline operations, meet compliance requirements and achieve digital transformation. **Your workflow awaits.**



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