



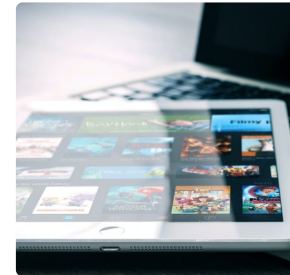
# Intelligent Automation

Humanizing artificial intelligence for better process automation



# Table of Contents

3	Foreword
4	Introduction
5	Three reasons companies have had limited success with their automation efforts
6	Adopt a people-first mindset
7	Take an end-to-end approach
8	Rapidly iterate
9	Low-code is the intelligent automation enabler
10	OutSystems IA Low-code Framework
11	OutSystems on Amazon Web Services
12	Get started with OutSystems today
13	About OutSystems





## Foreword

Intelligent Automation is not about replacing people. It's about taking uniquely human strengths—like intuition and judgment—and combining them with intelligent tools like artificial intelligence (AI) and robotic process automation (RPA) to deliver superior organizational outcomes.

A low-code application development platform is an essential enabler of intelligent automation (IA). OutSystems is the world's #1 Low-code Platform™ for enterprises wanting to optimize how their staff interface with increasingly intelligent internal systems and better manage their business.

Identified as a leader in the 2021 Gartner® Magic Quadrant™ for Enterprise Low-Code Application Platforms, the OutSystems platform delivers intelligent automation through three key capabilities:



Low-code application development platform



UX/UI templates to improve staff interactions with applications



Pre-built connectors to facilitate access to data and services



Secure and agile change management

# Introduction

While many companies have started automating business processes, particularly in the context of digital transformation, most have seen mixed results and limited success.

Today, many of those same companies assume that intelligent automation will provide better results. But without an intelligent approach, they're likely to once again fall short of their expectations.

Do not think of intelligent automation as replacing people. Think of it as enhancing the value your employees deliver to your organization.



# Three reasons companies experienced limited success with their automation efforts

## 1 Not putting people first


A poorly-advised belief prioritized eliminating people instead of capitalizing on their value to the organization. Employee involvement continues to fuel the organization's evolving needs. Failures arise when humans cannot effectively interact with digital systems and automated processes.

## 2 Taking a disconnected approach

Organizations limited their success when applying a shortsighted focus on automating process islands only, and not recognizing the need to orchestrate processes end-to-end. They often forgot to manage their white spaces (the areas between organizational silos) and merely shifted inefficiencies from one area to another instead of taking a holistic, integrated approach to optimizing their business.

## 3 Not iterating

Understand that digital transformation is an evolution, and there is a need to learn from individual efforts, to understand what can be done better and how to improve continuously. Be mindful of misguided thinking that you can do it once, and you're done.



OutSystems is the practical approach for enabling intelligent automation to realize its full potential to the organization



## Adopt a people-first mindset

Humanizing artificial intelligence (AI) can make intelligent automation (IA) efforts better. The OutSystems low-code people-first solution helps you do this with pre-built UX/UI components that improve how people interact with software applications.

Digital tasks and procedures that can be standardized and automated should be. Cloud-based robotic process automation (RPA) and AI deliver solutions for repetitive tasks in many organizations today. But they have their limitations. In practice, people will continue to provide significant value as RPA and AI are developed and implemented.

Use OutSystems to automate digital tasks and procedures that continue to require human intervention and constantly evolve them to meet changing business needs. Improving how staff interacts with their specialized departmental applications will result in process improvements for multiple departmental workflows and increased organizational productivity.



## Take an end-to-end approach

Looking at business processes holistically ensures you're optimizing across your entire organization, and not just improving one department at the expense of another. The OutSystems low-code end-to-end solution comes with connectors for integrating data, and tools for orchestrating your islands of automation.

Well-intentioned managers trying to improve departmental operations, coupled with organizational silos, can pose challenges for organizations seeking to optimize cross-functional business processes. Limited information and poor visibility can result in suboptimal decision-making.

Use OutSystems to bring together the necessary data from across your organization - from individual departmental databases, to corporate systems of record. Use its visual frameworks and builders to quickly design, monitor and improve your cross functional business processes. With greater transparency, you can evaluate trade-offs, and take a more integrated approach to optimizing globally vs. locally.



Assets & inventory	Development tools	Human resources
Compliance	Events & scheduling	Operations & logistics
Consumer apps	Field services	Productivity & utilities
Content & marketing	Finance	Sales
Customer services	Helpdesk & support	Workflow & processes



## Rapidly iterate

Improving large, complex projects is easier if you can break them down into smaller steps and take an iterative approach. The OutSystems low-code iterative solution includes the tools, automation, and governance necessary to support agile, efficient, and secure change management, and to easily incorporate feedback for continuous improvement.

Taking a step-wise approach to business process improvement and leveraging lessons learned, is an intelligent way to implement process automation. But for it to be practical, the change management processes must also be agile and efficient. It's not enough to build apps fast. You also need to quickly modify them, assess the impacts, and then make more changes - all while simultaneously keeping your environment secure and minimizing technical debt.

Use OutSystems to rapidly assemble and modify the applications to intelligently automate and orchestrate your core business processes. It's model-driven approach to managing workflow logic, UI and data access, combined with AI powered automation to check and manage application dependencies and code vulnerabilities, helps you understand performance issues and address design bottlenecks in near real time.

### The OutSystems low-code platform delivers three key components



AI-powered platform services



Security validation



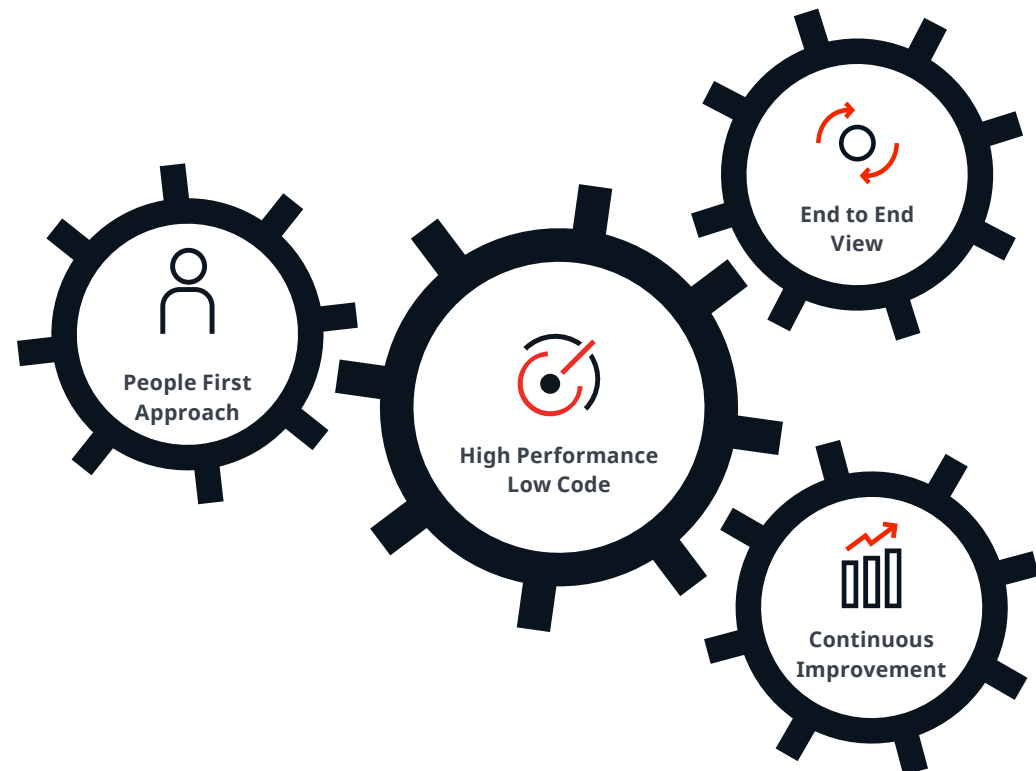
Application monitoring





## Low-code is the intelligent automation enabler

Using low code allows developers to evolve UI/UX into more powerful and reliable applications, automate access to data, and rapidly apply application modifications, benefiting the entire organization.



# OutSystems IA Low-code Framework

OutSystems offers an extensive library of specialized low-code interface elements, connectors to popular third-party services, and change management tools.

<h2>UX/UI</h2> <p>100+ responsive visual components</p>	<h2>INTEGRATION</h2> <p>Integration Builder Connectors</p>	<h2>CHANGE MANAGEMENT</h2> <p>Platform features that enable and facilitate</p>
<p><b>Web and mobile app screen templates:</b></p> <ul style="list-style-type: none"> <li>Dashboards      Galleries</li> <li>Details          Lists</li> <li>Forms            Onboarding</li> </ul> <p><b>UI patterns:</b></p> <ul style="list-style-type: none"> <li>Adaptive          Numbers</li> <li>Content          Utilities</li> <li>Interaction      Widgets</li> <li>Navigation</li> </ul> <p><b>Design kits and plugins:</b></p> <ul style="list-style-type: none"> <li>Figma</li> <li>Sketch</li> <li>Live style guide</li> </ul>	<ul style="list-style-type: none"> <li>Amazon Aurora</li> <li>Dataverse</li> <li>IBM DB2</li> <li>Microsoft Dynamics 365</li> <li>MongoDB</li> <li>MySQL</li> <li>Oracle</li> <li>PostgreSQL</li> <li>Salesforce</li> <li>SAP</li> <li>Sharepoint</li> <li>SQL Azure</li> <li>SQL Server</li> </ul>	<p><b>LifeTime</b> Unified console for OutSystems application lifecycle management (CI/CD)</p> <p><b>OutSystems Platform Server</b> Automated deployment</p> <p><b>TrueChange</b> Impact analysis</p> <p><b>Code Generator</b></p> <p><b>Service Center</b> Performance monitoring, viewing logs</p> <p><b>App Feedback</b></p> <p><b>Architecture Dashboard</b> Technical debt monitoring tool</p>



## OutSystems on AWS

OutSystems works closely with Amazon Web Services (AWS) to make AWS services easy to integrate into the applications built with the OutSystems low-code platform. Furthermore, OutSystems and AWS certify and support those services running on AWS.

By leveraging OutSystems and AWS, organizations can quickly and easily orchestrate their islands of automation, and implement comprehensive, integrated, end-to-end intelligent automation solutions that provide both innovation and value throughout every department.

The shortest distance to intelligent automation for the cloud is through OutSystems and AWS.

**SUPPORT**  
for 170+AWS services including  
AWS AI/ML/RPA

**APPS**  
supported on AWS Cloud



**AWS Partner Network Awards honor OutSystems for both Technology Innovation and Social Impact 2020**

## Get started with OutSystems today

Learn more about OutSystems and how it can add value throughout your organization:

[Learn more about OutSystems IA by visiting the website.](#)

Easily—and quickly—create mind-blowing software using the speed of visual development with OutSystems on AWS. Visit OutSystems on AWS Marketplace:

[AWS Marketplace](#)

Let's talk low-code and IA. Speak to an OutSystems human:

[aws-partner-team@outsystems.com](mailto:aws-partner-team@outsystems.com)





## About OutSystems

OutSystems was founded in 2001 with the mission to give every organization the power to innovate through software. The OutSystems low-code application platform's high productivity, connected, and AI-assisted tools help developers rapidly build and deploy a full range of applications anywhere the organization requires. With over 584,000 community members, approximately 1,600 employees, more than 400 partners, and active customers in 87 countries and across 22 industries, OutSystems is recognized globally for helping organizations change the way they develop applications.

OutSystems is named a Leader and positioned highest for its ability to execute. Gartner® Magic Quadrant™ for Enterprise Low-Code Application Platforms, 2021

[Download the report](#)

