

# Opportunities with Low Code

HITACHI

*What you said*

## Core Benefits:

- **Reuse & Standards:** Reusable components, templates, and best practice frameworks.
- **Automation & Streamlining:** Automating repetitive manual tasks (e.g. inbox management, approvals, timesheets, document scanning / summarisation, licence assignments).
- **Efficiency & Accuracy:** Reducing duplication and enabling one-click reporting/visualisation.

## Business Function Opportunities:

- **Correspondence & Case Management** (FOIs, briefings, public enquiries).
- **Finance & Administration.**
- **Project Management / PMO.**
- **HR / Staff Engagement** (In-Year Rewards, Local Recognition Awards).

## Strategic Value:

- Supports digital transformation and **rapid prototyping**.
- **Empowers non-IT staff** (citizen developers).
- **Promotes consistency** across processes.
- Increases organisational **agility** by reducing reliance on traditional IT delivery.

# Challenges and Barriers with Low Code

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*What you said*

## Adoption & Culture

Change management required (new ways of working, staff reassurance on job security).

Short-term time and learning investment needed for long-term gain.

Trade-offs between reducing admin tasks and preserving meaningful / cerebral work.

Union considerations where automation impacts workforce roles.

## Strategic, Solution & Security Risks

Vendor lock-in and interoperability issues.

Business resilience concerns if reliant on third-party expertise.

Ensuring sustainable, clear support models.

Confidence that platforms and solutions operate as expected.

DPIAs, information security, business continuity.

Risks from scale of mistakes or poor data quality.

## Platform, Process & Data Challenges

Need to move beyond “old ways” of working with data.

Capture once, re-use in multiple contexts.

Legacy systems used as an excuse for inaction.

Integration and secure access remain barriers.

Need for stronger guidance, compliance knowledge, and governance models.

Maker support to avoid duplication and waste.

## Value & Benefits Realisation

Issues with licensing and developer access.

Balancing upfront IT costs and ongoing licence costs against organisational value.

Off-the-shelf solutions sometimes appear faster/cheaper.

Significant upfront investment required.

“Fail fast” approaches not always supported.