State of Low-Code Report 2022:
Public Sector

Market research firm Reputation Leaders conducted a survey in July 2022, commissioned by Mendix, a Siemens business and global leader in low-code application development for the enterprise, to ascertain the state of low-code use in five verticals including financial services, insurance, manufacturing, public sector, and retail. The respondents included senior business leaders who make software and app purchasing decisions.

The public sector is unique because it still relies heavily on Excel spreadsheets despite the increasingly digital nature of modern society. Quite often, massive spreadsheets, which are easily corrupted, are still used to manage information at federal, state, and local levels. Yet, creating modern applications from scratch using traditional software development techniques is often prohibitively time-consuming and expensive.

Low-code enables digital transformation

Low-code is increasingly viewed as a digital transformation enabler because it can be used on the backend to improve internal efficiencies and on the frontend, to quickly deliver better customer experiences with relative ease.

Reusable functionality is a critical benefit because it enables a single organization to build more applications faster. Additionally, creations can be shared with other departments or third parties. For example, some large cities and counties are building applications with third-party use in mind so smaller cities or counties with limited resources can simply customize the application instead of building their own from scratch.

Low-code priorities are evolving

During 2020 and 2021, government organizations primarily used low-code to create innovative solutions that addressed COVID-19 lockdown restrictions. Those digital experiences have been preserved, where possible, so that citizens can accomplish more tasks from the comfort of their home or office, which also reduces the cost of providing government services.

In 2022, the focus has shifted to using low-code to handle the growing volume of data, and securing that data and applications. In 2023 and beyond, respondents envision a user-centric government that can connect users to their data across silos and evolve with regulatory requirements.

Essentially, low-code has evolved from a crisis management technology during technology in 2022 and beyond.

Key Findings

Top 3 low-code benefits

Improved, centralized and standardized citizen ID authentication (52%)
Improved access to services (48%)
Improved planning and management of budget and physical resources (47%)

Expanded use cases

Reduces security issues (30%)
Helps organizations cope with the growing volume of data (28%)
Better integrates data and processes (26%)

Growing adoption

47% are starting or midway through low-code adoption
22% already adopted low-code