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The Low-Code
PERSPECTIVE

INSIGHTS FROM ENTERPRISE IT LEADERS

Contents

Introducing The Low-Code Perspective

Low-code has transformed enterprise application development. The market and technology have matured at light speed; tech teams are now faced with building a strategy for low-code adoption with an ever-expanding list of options.

Leaders know the potential for low-code, but must ensure it's effectively delivered – at low risk and with the right guidelines in place – which is becoming an increasingly complex issue for technical and non-technical leaders alike.

This is the inaugural run of an annual survey of technical C-suite and IT leaders. We're asking questions about the unique pressures and issues they deal with in enterprise software development. We'll also dig into the tensions they experience with non-technical members of the C-suite. We want to examine and understand the trends shaping low-code adoption and its potential to power the future of development.

Our research, in partnership with Coleman Parkes, aims to provide clear insights so tech teams can implement low-code effectively, based on their unique organizational needs.

Who we spoke to

- **Number of respondents:** 2,000, including 30% members of the technical C-suite and 70% senior IT decision-makers
- **Organization size:** Enterprises with a minimum employee size of 1,500
- **Sectors surveyed:** Manufacturing, FSI, public sector and retail
- **Countries surveyed:** US, UK, Germany, Benelux (Belgium, the Netherlands, Luxembourg) and Japan

Useful definitions

Technical C-suite
CTOs, CIOs, CDOs, CISOs

Non-technical C-suite
CFOs, CEOs, COOs, etc.

C-suite
Technical + non-technical C-suite

Senior IT decision-makers and IT leaders
A broad term that covers "head of" / "director of" titles –
excluding the technical C-suite

Tech teams, technical staff, and IT teams
A catch-all for all people who build and maintain technology
in a company, so developers, IT leaders, and also technical
C-suite

Developer and development teams
Part of tech teams

Non-technical employees
Everyone else at a company where building and maintaining
technology is not their core role

Fusion teams
A term coined by Gartner for multidisciplinary teams that
blend technology, analytics and domain expertise

Executive Summary

Here's a snapshot of what technical C-suite and senior IT decision-makers are thinking about innovation, AI-assisted development, and low-code adoption.

Cost is still the most important factor when vetting a low-code platform (49%)

What the non-technical C-suite thinks about low-code, according to IT leaders:

75% believe low-code is the only option for coding in the future.

BUT

80% are concerned with risk and compliance when it comes to low-code.

98%

are using low-code platforms, tools. or features as part of their development process

The two non-technical C-suite members most frequently involved in making decisions around low-code adoption:

1. **COO**
2. **CEO**

69%

use 2–4 low-code platforms or tools

Digital transformation

is the top use case tech teams are using low-code for (53%)

Results powered by low-code

80% find low-code improves the tech team's productivity

79% report low-code reduces operational costs

73% say low-code improves time to market

There is growing trend towards AI-assisted coding, with 34% already using it extensively and 47% experimenting.

85%

suggest that more training needs to take place to ensure developers are using AI-assisted coding properly

CHAPTER 1

# The state of low-code in 2024

Low-code has come a long way. When low-code development tools appeared on the scene in the early 2000s, they were often used as a tactical 'quick fix' solution. But that's no longer the case. Now, low-code is seen as a strategic enterprise enabler that supports digital transformation for organizations around the world.

Over half (53%) of survey respondents reported they use the low-code to address digital transformation. It was the leading use case for low-code. By comparison, the second most common low-code use case is integrating novel technologies (e.g. GenAI) at 46%.

Low-code holds the potential to enable innovation in organizations, but it's how the software is being used by tech teams that's making it possible.
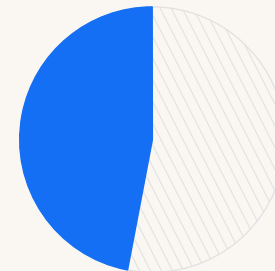
For example, **building applications faster (48%) and cost reduction (45%)** are the top two ways technical C-suite and IT leaders say low-code development has benefited their organizations.

LEADING USE CASES FOR LOW-CODE
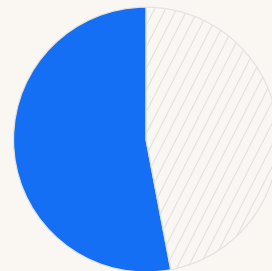
Address digital transformation

53%

Integrating novel technologies

46%

LEADING BENEFITS OF LOW-CODE

Building applications faster   48%

Cost reduction   45%

Development decision-making: who's involved?

The shift from tactical solution to strategic enterprise enabler for low-code has meant **non-technical stakeholders are now increasingly involved** in decision-making on digital transformation and other large-scale, IT-led initiatives.

When asked which members of the non-technical C-suite are most involved in decision-making about low-code adoption, the COO came out on top. The CEO came second.

Chief Operations Officer

Chief Executive Officer

But the involvement of non-technical stakeholders is causing friction.

Tech teams want their non-technical C-suite to understand low-code better: **two in five (41%) of those surveyed agree that their non-technical colleagues lack the technical knowledge** to understand the potential of low-code for their organizations.

So much so, that **39% think their non-technical C-suite wants to use low-code to replace developer talent** – highlighting the seismic gap between stakeholders when it comes to understanding the ways low-code development works. Low-code helps professional developers and fusion teams be more productive, but by no means is a replacement for developer talent.
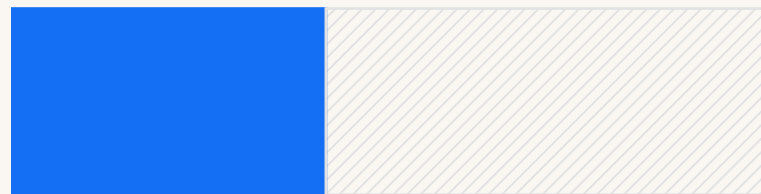
Improving visibility on low-code benefits

Technical leaders strongly agree that they want the non-technical C-suite to understand the key benefits of low-code and how low-code can benefit not just IT, but also the wider organization.
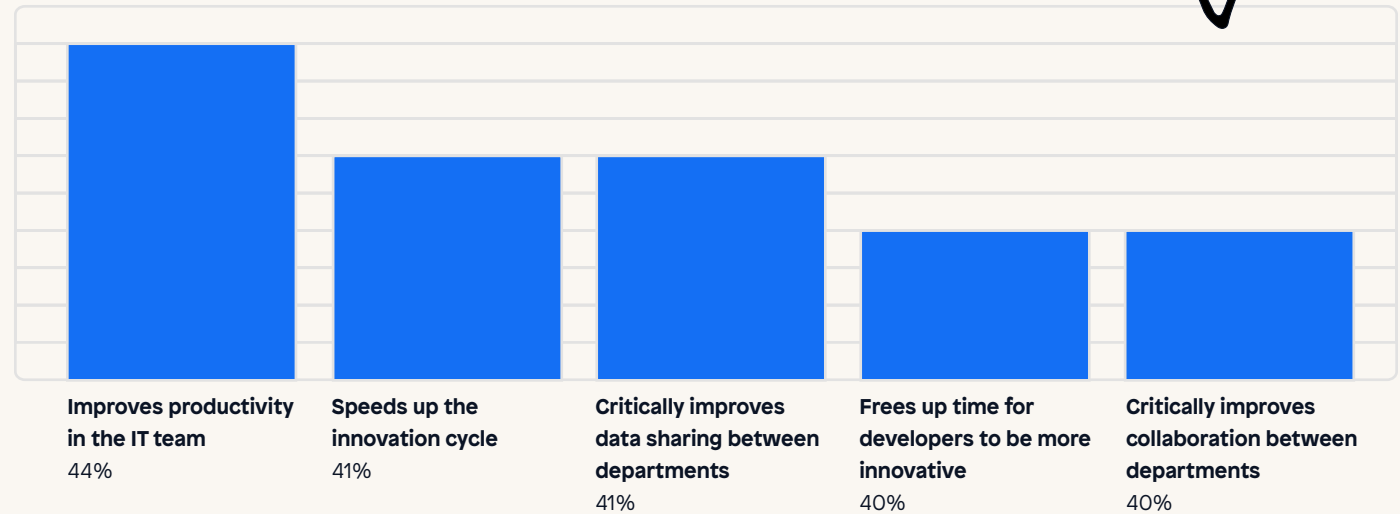
While it's clear IT teams see the benefits of low-code, these results demonstrate **a need for non-technical stakeholder education** around the technology and what it's really capable of.

KEY BENEFITS OF LOW-CODE

| **Improves productivity in the IT team** 44% | **Speeds up the innovation cycle** 41% | **Critically improves data sharing between departments** 41% | **Frees up time for developers to be more innovative** 40% | **Critically improves collaboration between departments** 40% |

KEY TAKEAWAY

41% report their C-suite lacks the technical knowledge to understand the potential of low-code for their organizations.

Misconceptions around low-code are creating tensions between technical and non-technical C-suite. And they are unlikely to vanish any time soon unless tackled head-on.

As non-technical C-suite stakeholders become increasingly important decision-makers in IT capital expenditures and programs, continued conversations between these two stakeholders groups will help create a fuller understanding of low-code benefits.

WHAT LOW-CODE USERS ARE SAYING:

"More colleagues from different departments are joining us. They're able to play around with the platform and come to us with questions and we can give them specific answers, because we're speaking more of the same language."

Marcian Petrut Bondoc-Popescu
Mendix Developer, Schwarz IT

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CHAPTER 2

The innovation opportunity for 2025

Low-code is delivering benefits across the enterprise, even in unexpected places.

As organizations drive forward digital transformation efforts, two main benefits are coming out on top for tech teams using low-code: productivity and collaboration (inside and outside of specialist teams).

Productivity = biggest development benefit
One of the biggest benefits identified by respondents was productivity – especially for tech teams.

Approximately **80% report low-code improves their tech team's productivity.** And 64% are already using low-code to increase developer productivity.

Those surveyed also say their non-technical peers are aware of the benefits of low-code on productivity in their workplace: 80% report their colleagues have implemented – or want to implement – low-code to improve productivity.

That's because, when it comes to building applications with low-code, **48% say low-code helps build applications faster** – climbing to 50% specifically for technical C-suite executives surveyed. And it encourages collaboration, with 43% saying low-code supports end users and developers to collaborate on software projects.

80%
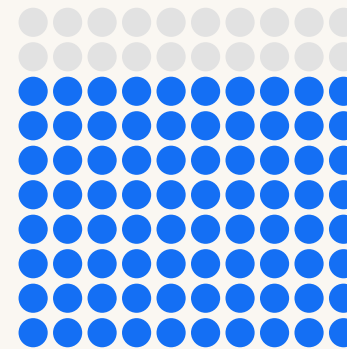
report low-code improves their tech team's productivity

48% say low-code helps build applications faster

POWER-UP:
# Enterprise application development and (AI)

Whether organizations are reaping the rewards of increased productivity or collaboration, one thing is clear: **low-code is a critical enabler of innovation.**

For example, 75% of respondents say low-code enables development teams to innovate at scale. And **combining low-code with AI has the potential for even more powerful outcomes**, according to technical C-suite and IT leaders.

Beyond just automating manual processes, AI combined with low-code facilitates the speed and scale of innovation, with technical C-suite and IT leaders agreeing that combining AI and low-code helps their organization:

Innovate faster

85%

Innovate at scale

82%

Speed up innovation cycles

74%
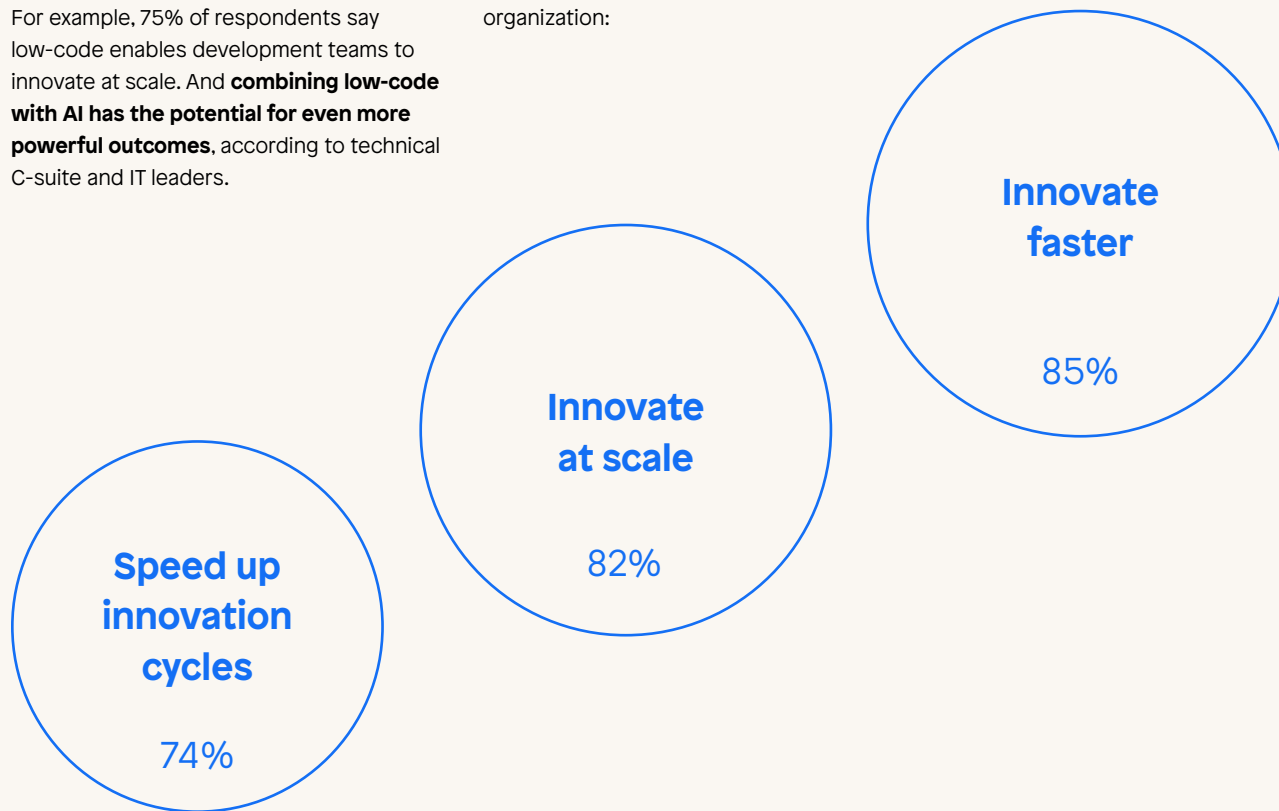
KEY TAKEAWAY
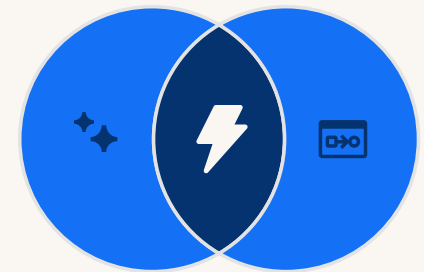
85% report combining AI and low-code helps their organization innovate faster.

The potential for digital transformation enabled by low-code and AI-assisted development is huge for organizations. But, despite the benefits, not all are making the most of what low-code has to offer.

To unlock future opportunities for innovation, both the non-technical and technical C-suite must be aligned with a clear roadmap for their digital transformation journey to be successful – ensuring investments in technology and developer training are right for now and the future.

Now we can create modular applications almost like Legos. We can build them all to scale and tackle the larger, more complex goals we have. In addition to our new rapid development capabilities, we can innovate because we don't need to worry about things like security that are inherent to the platform."

Aristóteles Terceiro Neto
Industrial Transformation Manager, Vivix Vidros Planos

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"We've entered the new era of digitally transforming processes. Low-code is not just a buzzword at SWICA, but something that really helps us get to a better quality of services."

Fabian Ringwald
CIO, SWICA

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CHAPTER 3

Getting AI and digital transformation right:
People and governance

While technical C-suite and IT decision-makers are enthusiastic about the strategic potential and value of low-code, **there are still concerns around risk, governance, and complexity.** And the introduction of AI into coding practices plays a big part in these concerns.

How AI is being used in development

Of the IT leaders and technical C-suite executives surveyed, **71% say they are concerned about the governance of AI-assisted coding.** IT leaders noted that many non-technical C-suiters (80%) also have concerns about risk and compliance regarding low-code.

When it comes to the integration of enterprise-wide tools, there is an acceptance between tech teams that it's not just about the right tech; it's also about the people and the right approach that prioritizes skills, governance, and security.

As enterprises look to the future of digital transformation, **leaders are becoming more aware of the importance of education** – centered on upskilling and reskilling – to address knowledge gaps, especially around

using AI for low-code development where there is still hesitancy around risk and complexity.

Tackling these concerns to drive sustainable innovation starts with **upskilling employees to use low-code effectively** – which also opens new avenues for both technical and non-technical employees to contribute to the success of their organization and their roles.

A massive **84% say low-code empowers more people to be involved in app development.** Low-code builds collaboration into the software development lifecycle. However, for collaborative software development to thrive -- thoughtful, tailored training and education are necessary.

34%
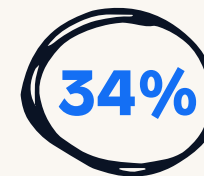
use AI-assisted coding extensively

47%
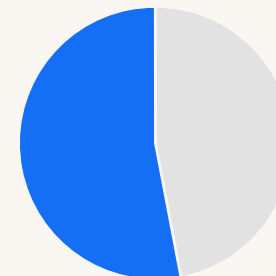
are still in the experimental phase of AI-assisted coding

The upskilling opportunity

85%

say more training needs to take place to ensure developers are using AI-assisted coding properly

83%

find the C-suite in their organization understands they will need to upskill their technical staff to capitalize on the potential of low-code

Yet, there is some resistance

Nearly a third (31%) state their C-suite **doesn't want to invest in upskilling** their IT team to use low-code

73% report the C-suite in their organization understands **they will need to upskill non-technical staff** to create cross-departmental fusion teams that capitalize on the potential of low-code.

WHAT LOW-CODE USERS ARE SAYING:

"Initially low-code was not fully understood in all layers of our organization: it was perceived as a development flavor that is easy to learn and master by anyone. This is, however, not true. Low-code software development still requires a good understanding of application development to build high quality solutions that are easy to maintain. If you don't invest in upskilling your IT teams, low-code is just a means to build bad software faster..."

Mark Bus
Product Owner Rapid Application Development, ABN AMRO

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Despite the pressing need for training, most technical C-suite and senior IT decision-makers agree that low-code platforms can actually contribute to a strong governance framework.

68% reported low-code reduces risk and increases compliance with the latest regulations.

This is a clear contrast with how the non-technical C suite views low-code and risk - and is another opportunity for education. Governance has become an increasingly important decision-making factor, as **41% of respondents ranked governance and security as one of their three defining criteria** for vetting a low-code platform.

So much so that low-code is **"the only option"** for decision-makers since it is seen as both mission-critical and people-critical, with 75% agreeing the C-suite in their organization believes low-code is the only option for coding in the future.

75% agree that the C-suite in their organization believe low-code is "the only option for coding" in the future.

KEY TAKEAWAY

84% say low-code empowers more people to be involved in app development.

But, 73% report the C-suite in their organization understands they will need to upskill non-technical staff to create cross-departmental fusion teams that capitalize on the potential of low-code.

Companies are finding low-code to be a mission-critical technology that supports a very people-critical

initiative – digital transformation.

But businesses are still working through their low-code strategies in two key areas: people and governance. Both require the right skills and tools to enable employees to get the most from low-code for their organizations – and drive forward innovation.

CHAPTER 4

Future-proofing application development to deliver ROI

Decision-makers are still hyper-focused on the **short-term cost of adoption** as the core driver for low-code platform or tool purchase.

In fact, **for almost half (49%) of respondents, cost sits well above all other considerations** when vetting a new low-code platform.

By comparison, the **stability and viability of vendors ranked lower**, with less than a third (31%) reporting it as an influence when considering a low-code platform.

For almost half of respondents, cost sits well above all other considerations when vetting a new low-code platform.

WHAT LOW-CODE USERS ARE SAYING:

Transport and logistics businesses are pretty thin on margin, so everything is looked at from a cost perspective. What we deliver has to be commercially viable. We need to meet customer and employee experience objectives, but more effectively, we need to differentiate ourselves. Where we can innovate and digitize processes outside of that remit is in the low-code space."

Stuart Robertson
Head of Digital
Technologies, Toll Group

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WHAT LOW-CODE USERS ARE SAYING:

"We implemented Mendix already a long time ago, but cost will stay an important topic always. By replacing old legacy systems, the implementation of Mendix has been cost-effective till now. Every euro invested delivers more euro. But as low-code becomes more mainstream, price will be an important part of making decisions."

Alex van den Berg
Principal Software Engineer, PostNL

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"It is a mistake to evaluate the cost of low-code platforms with the cost of other (traditional) development options by comparing license costs. Faster time-to-market, one low-code developer vs. a full development team and reusable components translate to more value compared to most other development options."

Mark Bus
Product Owner Rapid Application Development, ABN AMRO

Read more

While cost comes out on top for tech teams vetting a new low-code vendor, **41% also believe their non-technical C-suite think low-code is too expensive.**

However, tech teams understand that **low-code drives long-term ROI** and acknowledge the role of the right software in **strengthening operations** and ways of working – ultimately, future-proofing organizations and enabling them to work faster and smarter.

Helping to cut costs (45%) is number two in ways that building applications with low-code has benefitted organizations. And **79% say low-code reduces operational costs.** Low-code establishes new ways of working for tech teams, but benefits are being recognized enterprise-wide.

At its base function, low-code helps enterprise work faster and smarter, not harder:

48%
find low-code has enabled their organizations to build applications faster

44%
say that low-code has helped to automate and improve legacy processes

37%
use low-code for workflow automation

73%
report low-code improves time to market

38%
have reduced their backlogs through low-code

41%
already use low-code to accelerate development across their organizations

KEY TAKEAWAY

79% say low-code reduces operational costs. 73% report low-code improves time to market.

Organizations need to look at the long-term benefits that low-code can provide, alongside the upfront costs. At the core of this is knowing the low-code platform in use will help bridge the gap between business and IT– so collaboration between the two can realize those benefits.

Understanding the full value of the project and being able to communicate or explain the value to non-technical stakeholders is the first step to driving critical change.

Conclusion

Low-code has established itself as a critical enabler of digital transformation for large enterprises – becoming a technology even non-technical C-suite executives see is key to the future of their organization.

However, with this shift comes a need to rethink approaches to ongoing learning and development in a way that future-proofs careers for developers and non-developers alike. As well as increasing knowledge on low-code governance and using AI to support app development in a secure way.

As increased education across the workforce enables more non-technical C-suite profiles to improve their knowledge of low-code, it will be interesting to see if cost remains a driving factor for choosing a vendor – or, if the C-suite will focus more on the intrinsic organizational impact of low-code to make well-informed purchasing decisions.

The appetite for low-code at a C-suite level, led heavily by the COO and CEO personas, means that true, long-lasting transformation can be implemented throughout organizations with the right approach being driven by skilled people.

Afterword –
Ray Kok, CEO, Mendix

Low-code isn't the new kid in enterprise application development any more, and this survey shows how it's become increasingly more critical to the landscape. Low-code unlocks an enterprise's ability to innovate and scale. With it, you can upgrade legacy software and integrate novel technologies. In a constantly changing space, low-code's decades-long track record is undeniable.

So now, the key isn't to ask what one-off use cases low-code can help with but to take a step back and think about the enterprise as a whole. In the last decade, technology has been advancing faster than ever, but productivity in the business hasn't kept pace. To truly advance, we need a holistic approach that's not solely technology but the combination of technology, an inquisitive mindset, and a commitment to change. When you can challenge tradition and use technology to back that up, you can maximize resources, scale, and innovate

across the enterprise in ways you couldn't have imagined before.

Low-code helps to drive that shift.

With that in mind, low-code has evolved to encompass a varied market, and not all solutions and platforms are created equal. Some excel at certain use cases, and others can help more broadly. As Frank Slootman put it in his book Amp it Up, "A tool is a one-trick pony, but a platform is broadly capable of many different uses."

To make the most of low-code, enterprises need platforms that do more than just help develop applications faster. They need platforms to help keep pace with the current tech revolution and be prepared to leverage the potential of the next big thing. Low-code helps reimagine operations, integrate the newest technologies, and keep pace with the scale enterprises need. In a technology

space perpetually on the edge of chaos, low-code can be both the steady hand and the enabler of innovation.

Low-code continues to evolve as it matures, but we're still just scratching the surface of its true potential. I can't wait to see how enterprises worldwide continue to use low-code to fuel the next generation, create meaningful change, and turn ideas into outcomes.

Actions you can take

Looking to implement low-code or improve application development in your organization?

Here are five actions you can take to make a start:

1. Educate yourself on the benefits, **risk management,** and governance of low-code

2. Talk to your tech team if they've begun to use or experiment with low-code

3. Assess the changes in **speed, scale, and productivity** your organization could gain from using low-code

4. Learn how low-code can impact how you **integrate new technologies and systems**

5. Identify key personnel who would benefit from **using low-code while collaborating in fusion teams**

Contact Mendix to find out more.

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