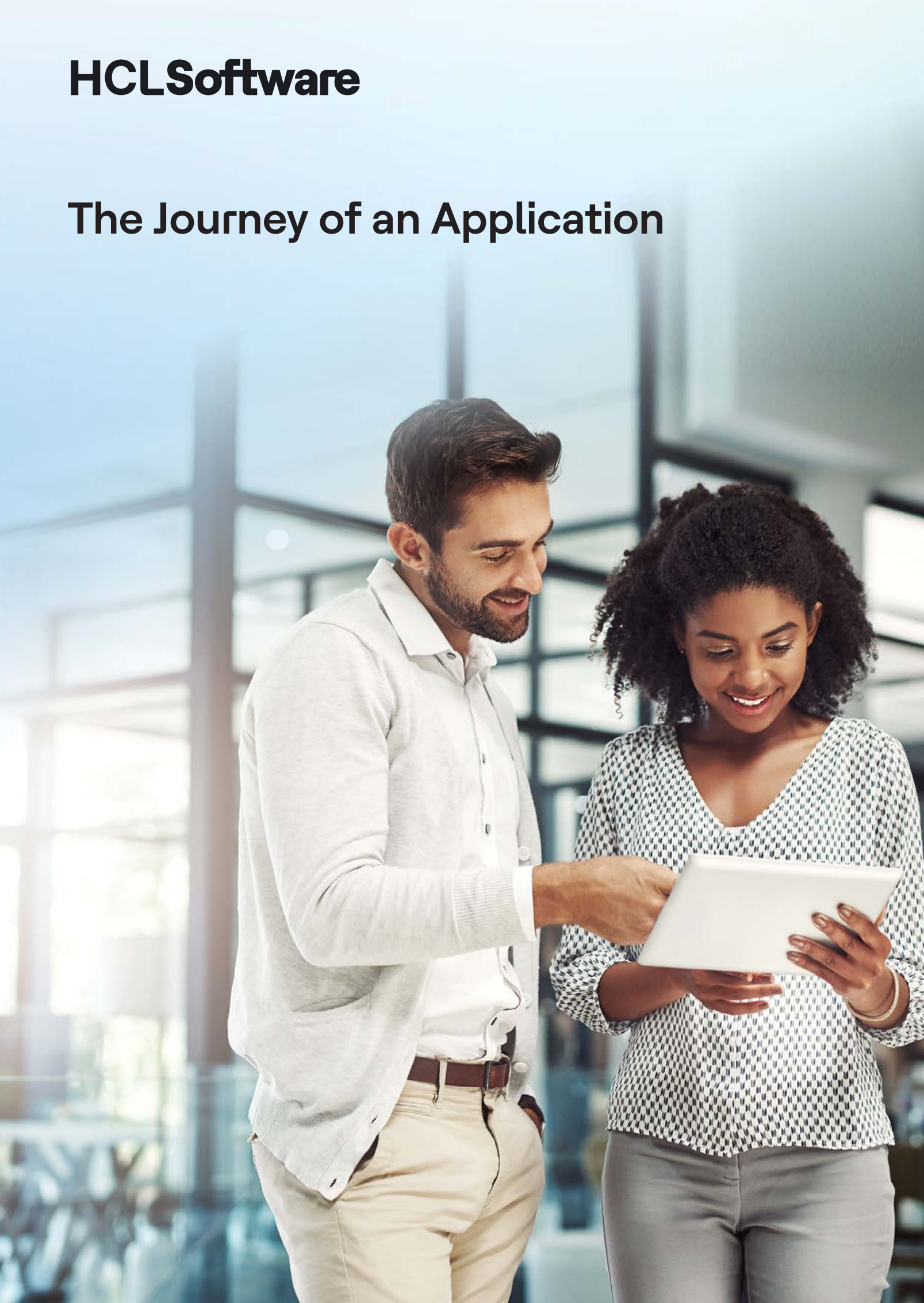


HCLSoftware

The Journey of an Application



The Journey of an Application

Learn how to tackle the developmental journey of an application — its progression from a spreadsheet to an enterprise-grade AI-powered app — with one tool.

Gone are the days when an organization would spend resources to improve its user experience (UX), but paid less attention to the employee experience (EX). Now, **Gartner experts** estimate companies providing a total experience (TX) out-perform competitors by 25% in satisfaction metrics for both customer experience (CX) and EX.

Companies providing TX
out-perform competitors by

25%

in CX and EX satisfaction metrics.

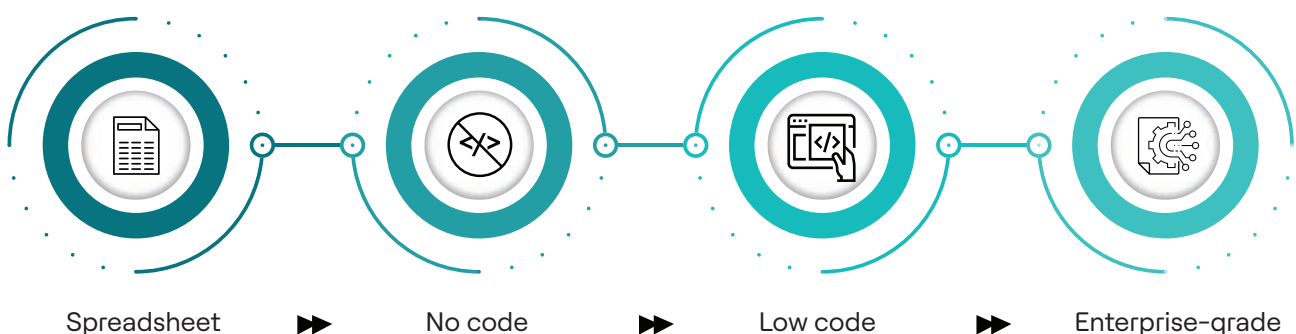
TX encompasses four transformative experiences — multi-experience (MX), CX, EX, and UX — delivering value to businesses seamlessly, across every touchpoint. According to **Gartner**, TX “uses technology to address critical interactions, empowering both customers and employees, with the goal of driving greater confidence, satisfaction, loyalty and advocacy.” The challenge is finding the right technology to realize these goals.

That’s where a TX platform comes in. It delivers interconnected experiences and breaks down silos.



A TX platform delivers interconnected experiences and breaks down silos.

Here’s how a TX platform can help along the developmental journey of an application — from a spreadsheet to an enterprise-grade app:



From spreadsheet to no code

Most applications begin as a spreadsheet. For such tasks as managing operations, performance reporting, office administration, or strategic analysis, organizations leverage spreadsheets. They're easy to share, correct mistakes, and enter data.

However, in many cases, instead of a spreadsheet, businesses would benefit from using a dedicated application.

It's time to journey away from a spreadsheet, making it more valuable and compliant, if these questions come up:

- ▶ Is the spreadsheet up-to-date?
- ▶ When was it updated and by whom?
- ▶ Is the data compliant with industry standards and regulations?

You're ready to evolve an app from, a spreadsheet when you have questions such as:

- Is the data up-to-date?
- Who updated it and when?
- Does it comply with industry standards/regulations?

That's when no-code is introduced into the development cycle. It allows users to quickly build and deploy compelling, interactive data collection apps — without writing any code, transforming a spreadsheet into a user-friendly interface.

With a no-code solution like **HCL Leap**, create an up-to-date app which includes tracking of changes and basic compliance capabilities. The simple app's data is now centralized and many users can access it, adding value and efficiency to the organization. Once business requirements change, users can easily modify it to accommodate the changes.

From no-code to low-code

As more users begin to leverage the data, the app's requirements grow. Depending on the app, it might require backups and versioning, access controls and improved security, or better data governance and reporting.

Once an organization decides to add more enhancements to the app, it's time to journey from no-code to low-code.

Low-code platforms, like **HCL Volt MX**, provide a unified development experience for professional and citizen developers to collaborate and build engaging experiences — all with IT oversight.

Now, the app has moved to an enterprise-grade environment with out-of-the-box connections to backend systems (like SAP, Salesforce, or other SaaS solutions), additional functionality, and simple workflow editing. Using low-code, developers can leverage AI to speed up development, simplify adding integrations, proactively find problems, and optimize efficiency.

Low-code also opens up the world of MX. From progressive web apps (PWAs) to native mobile apps, reach users wherever they are across any device, even wearables and kiosks — all on a single code base.



From low-code to enterprise-grade

With MX covered, businesses can transform their apps to the next level by delivering the right experience at the right time. That's when a solution like **HCL DX** can help. By blending content, data, systems, and processes together using a single digital experience platform, organizations can create true total experiences for their customers, employees, and business partners.

What's more, building a true total experience means a business can benefit from the evolved app's improved security and compliance, as well as advanced features such as personalization, omnichannel functionality, or conversational interfaces.

An enterprise-grade app can allow business users to digitize existing manual processes, capture data more efficiently, or integrate two or more systems to form an approval process without IT. Leveraging AI components can help organizations build more efficient apps, explore data easier, or boost developers' and business users' productivity.

With no-code and low-code, it's easy to develop and deliver an enterprise-grade app in minutes, ensuring IT oversight, data governance, visibility, and security. With enhanced collaboration and personalization, such an app can empower both customers and employees, break down silos, and unlock innovation.



Total experience with HCLSoftware

Using just one tool, you can tackle the journey of an application, from its humble beginnings as a data spreadsheet to an engaging, enterprise-grade application providing unified, connected experiences.

HCL Total Experience platform provides consistency across all channels, ensuring seamless experiences for employees, business partners, and customers. It tailors interactions by leveraging predictive analytics and AI for a personalized user journey, and it enables business users — with IT support and governance — to achieve impactful outcomes, cost-effectively and quickly.



The logo for HCL Software, featuring the text "HCLSoftware" in a bold, black, sans-serif font. The background is a light blue gradient with faint, stylized mountain peaks in the upper half.

HCLSoftware

hcl-software.com