Accelerating Digital Innovation and Connected Experiences
Low-code Application Development with Boomi Workflow

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Digital Innovation is Driven by the Connected Customer

Be where the customer is.
At any time.
In any place.
Digital Transformation is a Business Imperative
But the Challenges are Real

Siloed Experiences
- People
- Processes
- Systems & Data

Connected Experiences
- Web
- Mobile
- Social
- Analytics
- Employees
- Partners
- Community
- Cloud
- On-premises
- Gateway Devices
- IoT
- Devices
- Community
- Customers
Device Revolution adds Cross Platform + Cross Device

1024 x 768
Connected Experiences Need a Unified Platform

Engage

- Web
- Mobile
- Social
- Analytics
- IoT

Connect

- Applications
- Database
- Big Data (Hadoop)
- Things

Deploy

- Cloud/SaaS
- IaaS/PaaS
- On-premises
- Gateway Devices

- Build Customer Journeys with Low-code App Development
- Deliver a Seamless Experience with API Mediation
- Synchronize Data across the Ecosystem
- Connect Applications and Data (A2A, B2B/EDI, …)
Simplify App Development with Automated Workflows
Fastest Way to Connect Everything and Engage Everywhere

Dell Boomi Platform
- Build once, Run anywhere
- One-click deployment
- DevOps built-in

Engage
- Web
- Mobile
- Social
- Analytics
- IoT

Connect
- Applications
- Database
- Big Data (Hadoop)
- Things

Deploy
- Boomi Cloud
- IaaS/PaaS
- On-premises
- Gateway Devices

Dell Boomi Platform
- Low-code | Workflow Automation
- API Management
- Master Data Management
- Application/Data Integration | EDI Management

Crowd Sourced Intelligence
Boomi Workflow Automation
Build applications with low-code and automated workflows

- Drag & Drop Flows
- Dynamic Forms
- Responsive UI
- Multi-User Workflow
- Social Collaboration
- Data Connectivity
- Full API Access

Field Service
- Site survey
- Equipment leasing

Customer Service
- Claims approval
- Technical support

Sales
- Order provisioning
- On-boarding
## Time to Value: Comparing Low-Code Results with Coding Results

**Vendor Landscape: The Fractured, Fertile Terrain of Low-Code Application Platforms**

<table>
<thead>
<tr>
<th>Enterprise</th>
<th>Result</th>
<th>Code</th>
<th>Low-code</th>
</tr>
</thead>
<tbody>
<tr>
<td>US government (Affordable Care Act)</td>
<td>Document compliance module</td>
<td>100 person-months</td>
<td>5 person-months</td>
</tr>
<tr>
<td>British insurance provider</td>
<td>Agent portal</td>
<td>Unknown*</td>
<td>10 days to minimum viable product (MVP)</td>
</tr>
<tr>
<td>Call center operator</td>
<td>Customer-specific app</td>
<td>4 months</td>
<td>3 weeks</td>
</tr>
<tr>
<td>Spanish insurance provider</td>
<td>Web channel and administration system</td>
<td>2.7 years (estimated)</td>
<td>13 weeks</td>
</tr>
</tbody>
</table>

Source: Forrester Research, Inc. (January 15, 2016)  
Vendor Landscape: The Fractured, Fertile Terrain of Low-Code Application Platforms
Workflow Automation
Broad use cases, low to zero code
Workflow Use Case: Claims Approval (App)

- Boomi Workflow delivers the entire mobile app
- Offline build/container using command line configuration
- Near-zero code (<50 lines of CSS)

Integration with:
- Box
- Salesforce
- SQL Database
- Twilio
Workflow Use Case: Customer Relationship Management (Bot)

- Boomi Workflow delivers the entire bot app
- SMS and Text-to-Speech using Twilio
- Zero code

Integration with:
- Salesforce
- Twilio
Workflow Use Case: Customer Service (Healthcare Portal)

- Boomi Workflow driving Salesforce Service Cloud
- All console components delivered as workflows
- Near zero code (custom UI components only)

Integration with:
- Salesforce
- PostgreSQL Database
- Twilio
- Exchange
**Workflow Use Case: Current Quarter Pipeline (Sales Portal)**

- Boomi Workflow delivers the portal and user journey
- Drag-and-drop custom UI components and logic
- Low code (custom UI components)

Integration with:
- SQL Database
- Salesforce
- Google Maps
Turning Customers into Heroes
Business Challenge
• Rapid growth and raised $13B in less than a year.
• Needed automation to handle client-facing and internal processes.

Solution
• Boomi Integration with Salesforce for customer and client data along with best of breed cloud apps.
• Boomi Workflow drives the process orchestration backbone for their entire business, from client on-boarding to new hire IT provisioning.

Benefits
• Ability to manage and maintain all workflow applications using a drag & drop configuration, with minimal coding.
• Workflow applications can be delivered on desktop and mobile devices, while ensuring strict security requirements.
Commercial Bank

Collaborative workflow to streamline loan approval

Business Challenge

• Complex process for new loan approvals involving six separate teams.
• Needed to streamline this process, while also enabling multi-team collaboration.

Solution

• Salesforce stores all data, files, collaboration and provides the identity and permissions control.
• Boomi Workflow drives the end-to-end loan process including approvals, inline editable spreadsheets and real-time co-editing.

Benefits

• Solution up and running in under two months with minimal coding to ensure easy on-going maintenance.
• Multi-team collaboration and communication, with full audit and compliance reporting.
• Available on mobile devices with security policies and identity management.

Applications Integrated
• Salesforce

Partner
• Deloitte Digital
Patient-Focused Care Provider

Offline app to streamline nursing and help patients in Africa

Business Challenge

• Provider terminated the contract with their legacy supplier leaving a short time to deliver an app capable of running both online and offline on Android tablets.

Solution

• SAP and Salesforce used to store data and files with identity and permissions controlled by Salesforce.
• Boomi Workflow drives end-to-end patient visit process.

Benefits

• Offline: Many of the patients do not have Wi-Fi or 3G. Boomi Workflow allows to build apps, both online and offline without any coding was a key to project success.
• Secure data & content: Created a safe place for data and files with rock-solid security and identity management available to mobile.
• Rapid delivery: Solution was up and running in under two months with minimal coding to ensure easy ongoing maintenance.