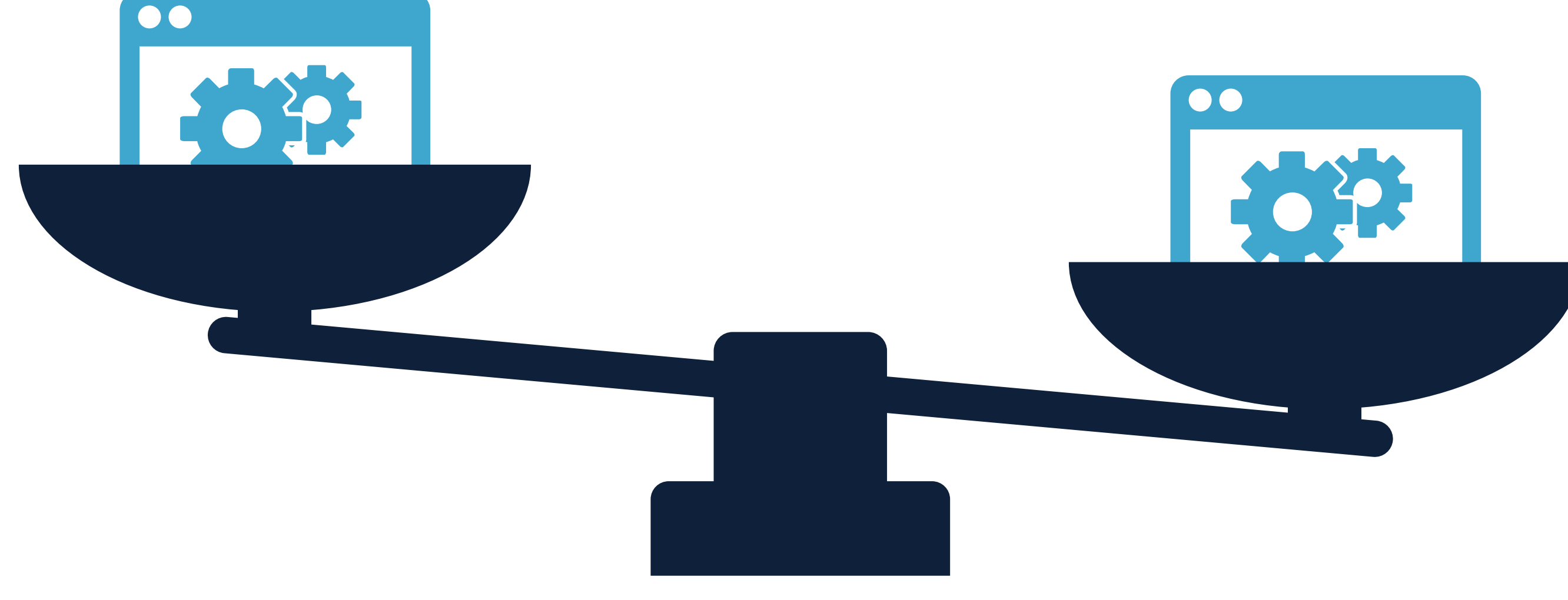


## THE FUTURE OF WORK

Business requests for new software applications are **soaring** globally but **50%** end in failure.

European companies make significantly more requests than U.S. companies.



U.S. organizations request **150** new applications and enhancements from IT annually in the US.

in EMEA, this figure is even higher, at **230** new app requests a year.

Despite this disparity, global success rates are all equally dismal.

**50% of all new app development requests end in failure.**



**15%**

never started



**20%**

delivered, but doesn't meet business needs



**15%**

started, never completed

All business units are looking for ways to change how they operate in the Digital Age.

**% of new app requests by department:**

U.S.:

EMEA:

**14%**

FINANCE REQUESTS

**16%**

**19%**

MARKETING REQUESTS

**16%**

**17%**

SALES REQUESTS

**18%**

**16%**

CUSTOMER SERVICE/CONTACT CENTERS REQUEST

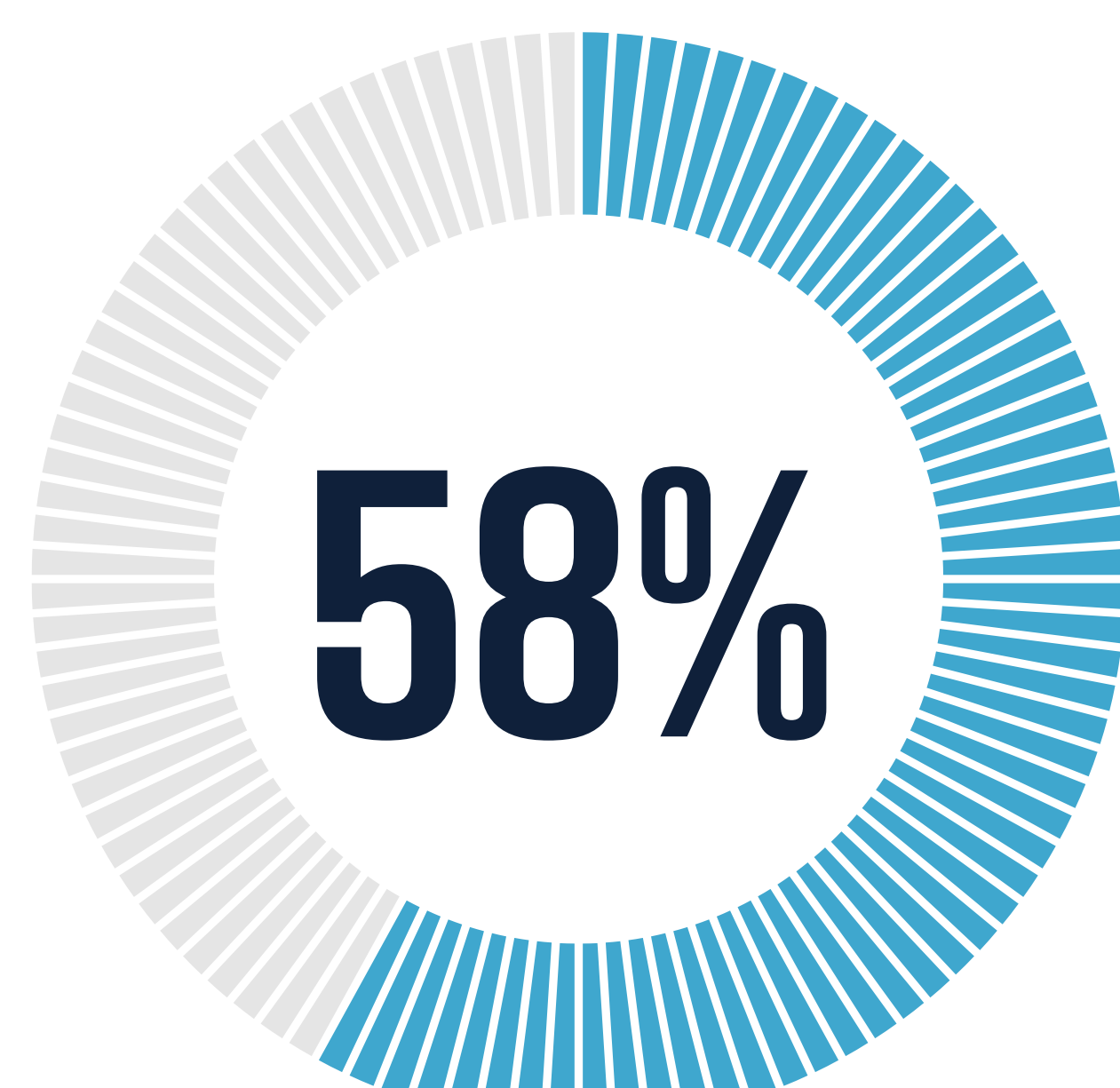
**17%**

**15%**

R&D REQUESTS

**16%**

Technical debt is the implied cost of additional rework caused by choosing an easy solution now over the right solution.



of organizations said that technical debt was a barrier to developing the applications needed to take advantage of business opportunities.

When asked how to combat technical debt



**#1 response: "look for new ways to accelerate application development." (53%)**

Business impact of technical debt



Enterprise Low-Code: a new approach

In an enterprise low-code development environment, developers can accelerate the build process with robust, easy-to-use drag-and-drop visual design tools. This gets applications and features to market faster without compromising on quality or customer experience.

To read the full report, go to [www.appian.com/future-of-work-part-2](http://www.appian.com/future-of-work-part-2)

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