



2017 Appian World – IT Decision Makers Survey

Digital Transformation Expected to Fuel – Not Curb – Job Creation

- Per Forrester research, by 2025, technologies like robots, artificial intelligence (AI), machine learning, and automation will replace 7 percent of jobs (or 22.7 million) in the US alone
- However despite uncertainty over what future of automation will hold for critical IT jobs such as app developers and computer programmers, per Appian’s survey via YouGov, an overwhelming majority of IT leaders (77 percent) report digital transformation is a job creator and key to improving employee productivity (83 percent).

IT LEADERS EXPECT DIGITAL TRANSFORMATION TO POSITIVELY IMPACT TECH JOBS

- 77% of IT leaders report digital transformation is a job creator
- 72% of IT leaders expect their organization will add jobs over the next 3 to 5 years due to new projects for digital transformation
- 69% of IT leaders expect their organization will add jobs over the next 3 to 5 years due to new technologies for digital transformation

DIGITAL TRANSFORMATION INVESTMENTS TAKING MORE HOLISTIC APPROACH

- 85% of IT leaders report investments in digital transformation are expanding past the front lines (e.g., marketing and sales) and into core operations (e.g., business operations and operational agility).
- 77% of IT leaders agree investments in digital transformation to improve operational agility are top of mind for senior leadership
- 83% of IT leaders believe digital transformation investments are key to improving employee productivity

EFFECTIVE INTEGRATION OF NEW TECH IS ESSENTIAL FOR DIGITAL TRANSFORMATION

- 93% of IT leaders report the demand for new and innovative business applications will increase over the next 3 to 5 years
- 76% of IT leaders cited a growing lack of IT skills in deploying emerging technologies is hindering digital transformation
- 88% of IT leaders believe organizations not deploying new and emerging technologies risk losing potential revenue

HOW COMPANIES CAN ADDRESS THE TECH TALENT GAP AND REMAIN COMPETITIVE

- As companies broaden their digital transformation investment strategies, new approaches such as enterprise low-code platform development can help address the skills shortage and meet the demands of the business
- Appian's platform is helping leading brands remain competitive

How Are We Doing It:

Bendigo and Adelaide Bank – overhauled customer experience by rolling out 23 tier-one enterprise applications at a rate faster than one per month

Ryder – mobilized the customer engagement process; cut transaction time;

Dallas Fort Worth Int'l Airport – connected 2,000+ employees across any device;

USDA RMA – accelerated crop insurance request processing;

Sprint – piloted new in-home device delivery service;

Janus Capital Group – reduced operation risk and automated trade compliance monitoring

SURVEY METHODOLOGY*

A 3-Question online omnibus survey was fielded among 505 Information Technology Decision Makers (ITDMs) in March 2017 to understand ITDMs' perspectives on digital transformation (i.e., using digital technological solutions and software application platforms to improve corporate performance and competitiveness) and emerging technologies (e.g., artificial intelligence, machine learning, etc.). ITDMs were identified as those working full time who have IT decision making authority at companies with more than 20 employees. The online omnibus survey was fielded by YouGov.

*For the purpose of this survey, digital transformation was defined as digital technological solutions and software application platforms to improve corporate performance and competitiveness; emerging technologies include artificial intelligence, machine learning, etc.

Annotated Survey Questionnaire

1. To what extent do you agree or disagree with each of the following statements? *(Please select one option on each row)*

Top 2 Box Agree [Strongly/Somewhat]	Total
n=	505
Demand for new and innovative business applications will increase over the next 3 to 5 years.	93%
Organizations not deploying new and emerging technologies risk losing potential revenue.	88%
A growing lack of IT skills in deploying emerging technologies is hindering digital transformation.	76%

2. To what extent do you agree or disagree with each of the following statements? *(Please select one option on each row)*

Top 2 Box Agree [Strongly/Somewhat]	Total
n=	505
Digital transformation is a job creator.	77%
I expect my organization will add jobs over the next 3 to 5 years due to new <u>projects</u> for digital transformation.	72%
I expect my organization will add jobs over the next 3 to 5 years due to new <u>technologies</u> for digital transformation.	69%

3. To what extent do you agree or disagree with each of the following statements? *(Please select one option on each row)*

Top 2 Box Agree [Strongly/Somewhat]	Total
n=	505
Investments in digital transformation are expanding past the front lines (e.g., marketing, sales, etc.) into core operations (e.g., business operations, operational agility, etc.).	85%
Investments in digital transformation are key to improving employee productivity.	83%
Investments in digital transformation to improve operational agility are top of mind for senior leadership.	77%