

Enterprise Integration & Automation in the Public Sector eRepublic Market Study

In a recent eRepublic market study, 100 participants offered their feedback, experiences and challenges around enterprise integration and automation; the building blocks for Digital Transformation.

TeamDynamix

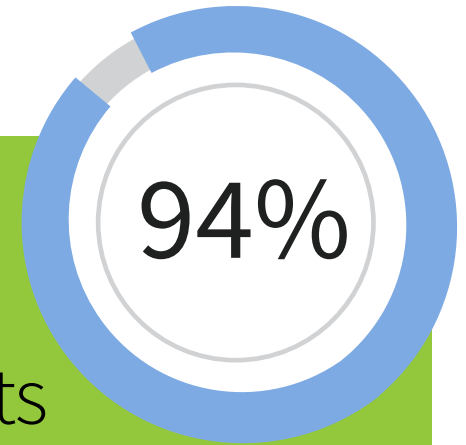
If you had an integration platform with pre-built connectors and the ability to build workflows using a drag & drop builder, what are the top 3-6 systems you would integrate around?



Public Sector Sets Enterprise Integration & Automation as a Priority

Enterprise integration and automation lay the groundwork for Digital Transformation in the Public Sector. **94% of study respondents state that workflow automation is a priority.**

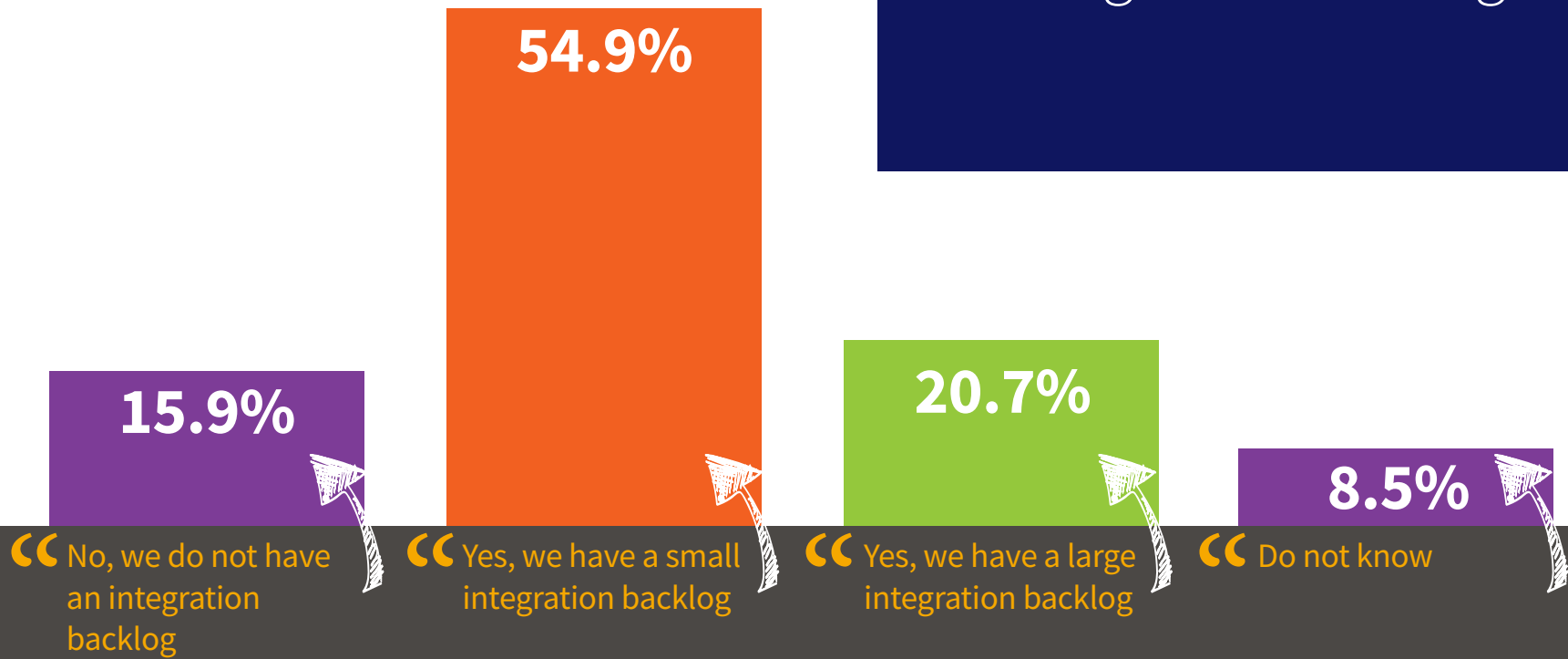
Respondents named more than 100 unique systems that they would like to integrate around. The most common are Office365, MS Teams, DocuSign, Tyler MUNIS, Oracle and Salesforce.



94% of respondents report that workflow automation is a priority for their organization's digital transformation goals, with **4 in 5** respondents reporting it is a "top priority."

With many applications in use across the organization, is your IT department able to keep up with requests for new integrations or is there an integration backlog?

3 in 4 of respondents report that their IT department has an integration backlog.



Using iPaaS to Eliminate Backlogs, Resource Drains

Modern integration and automation platforms – also referred to as iPaaS – help to address the problems of growing integration debt by making it quick and easy to connect any systems you bring on board with the rest of the organization. This means that IT teams can satisfy the demand without coding, development, script writing and point-to-point integration.

iPaaS is built for the kind of quick deployment teams need to avoid creating and accumulating new integration debt because it's so easy to create new connections leveraging a library of pre-built connectors. Once connected, automation can easily be created using a codeless drag and drop interface. Smaller teams can connect new applications without needing long development time and a team of developers.

Common systems that can be integrated include CRM, ERP and more – for instance, many organizations have an ecosystem of systems that sit around core platforms such as Workday, MUNIS, Office365, DocuSign, Salesforce and more. With iPaaS, the ecosystem can easily be connected to help synchronize data and create workflows to prevent manual processing and redundant data entry.

No-Code iPaaS Allows Organizations to Stay Nimble

iPaaS is built with both IT professionals and business users in mind. Its no-code functionality means anyone can connect systems with pre-built connectors. Enterprise teams can take advantage of the full suite of features provided by iPaaS including visual workflow building, API management, real-time troubleshooting, scalability, security, and governance. Your team will not need to build custom integration code.

By using a platform like iPaaS you can empower both your developers and lines of business throughout your organization to leverage hundreds of connectors to integrate systems within a single hub for easy oversight and auditing.

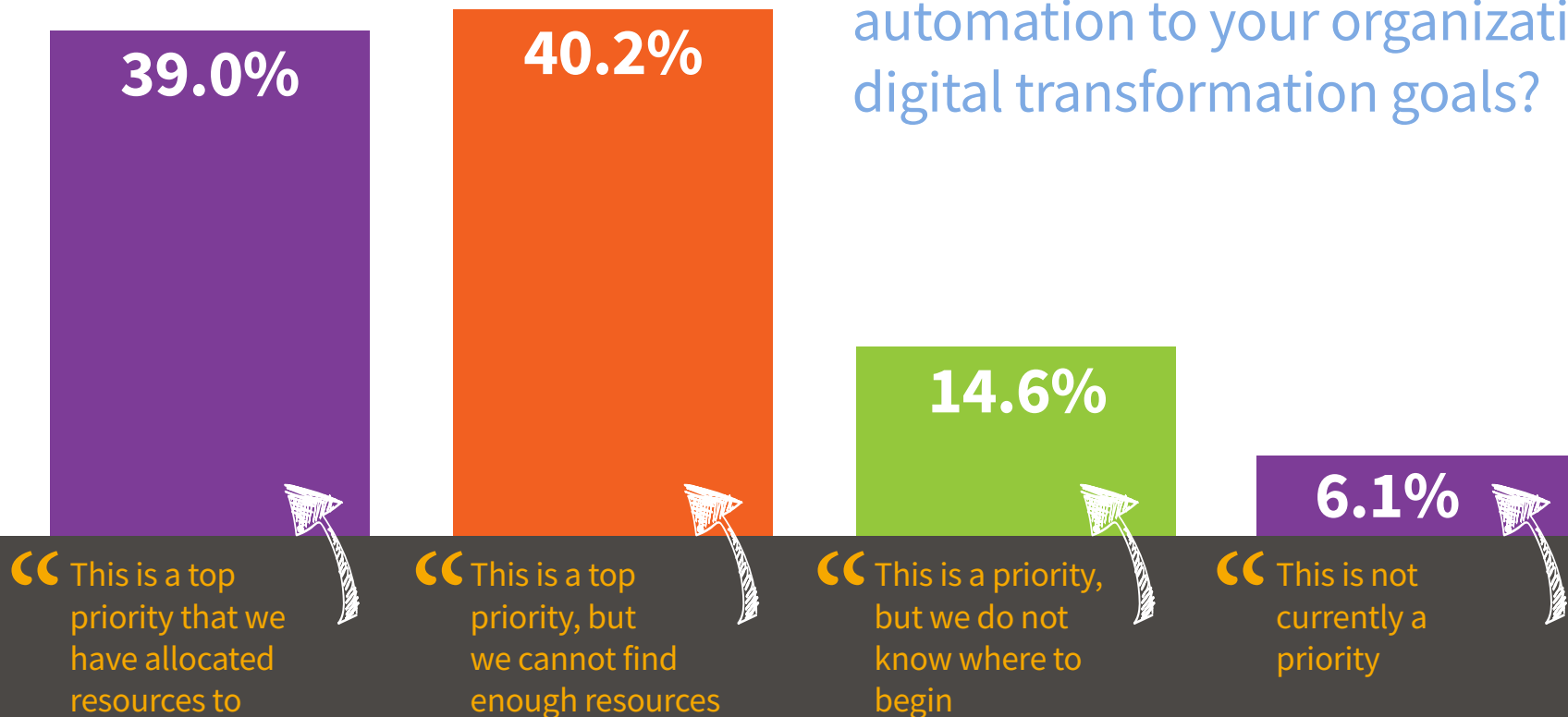


Top Challenge: Resource Allocation

It's no surprise that IT leaders point to resource constraints as the primary challenge when considering workflow automation. To help alleviate these concerns, many CIOs are looking at no-code solutions.

iPaaS (Integration Platform as a Service) is emerging as a viable solution offering public sector a secure, and easy hub for managing all integration connections along with a visual flow builder that can be used to move data and create workflow between all enterprise systems.

How relevant is workflow automation to your organization's digital transformation goals?



Overcoming Resource Challenges in State and Local Government with Enterprise Integration and Automation (iPaaS)

City and county governments are looking to modernize. What does this mean? For most governments, this means finding a way to sunset legacy systems in favor of more modern cloud offerings. But this can be a daunting task for governments that often struggle with limited budgets and resources. In fact, at the 2021 Digital Communities Large City/County CIP Summit, attendees said the number one impediment to modernization is staff capacity.

One way to make this digital modernization easier is to invest in **Integration Platform as a Service – iPaaS**. Imagine if you did not have to replace all your systems in order to get connectivity? What if you can connect the cloud to the ground? **Integrate old legacy on-prem systems with cloud platforms** – pass data and create workflows – all from a centralized no-code hub?





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