KPMG

unqork

User-defined applications: More risk than reward?

Many industries, particularly financial services, leverage large enterprise platforms to run their business. However, these platforms often lack the agility to respond quickly to business needs, resulting in the creation of user-defined applications (UDAs) to perform key functions. UDAs can create complexity, errors, and risk. KPMG leverages platforms like Unqork to eliminate UDAs.

UDAs, or end-user computing applications (EUCs), can be spreadsheets or other tools that serve as stopgaps to fulfill a business need. While these stopgaps can work well and assist users in meeting short-term business needs, they can result in a complex web of disparate systems, processing errors, and limited scalability. Additionally, they often lack the governance needed to satisfy risk, regulatory, and audit needs and can expose substantial risks to the firms due to lack of controls.

While these risks are understood, little is done to remediate this issue. The labor and expense needed to add new functionality to enterprise platforms in a timely fashion can be daunting.

Join the low-/no-code revolution

KPMG leverages cloud-based, low-/no-code platforms to help our clients eliminate workflow EUCs that are focused on manual data collection while meeting risk, regulatory, and audit requirements. Low-/no-code platforms provide the flexibility to rapidly build an ecosystem of connected functionalities to fill core platforms' processing gaps, thereby presenting a roadmap to eliminate use of EUCs. While some EUCs are better suited for elimination using data visualization tools like Tableau and Altertyx, low-/no-code platforms are proving to be effective in eliminating those that are focused on manual data collection and review, manual data controls, email notification and tracking, and sourcing-related activities such as e-NDA and e-contracting.

Platforms such as Unqork provide business users the do-it-yourself (DIY) capabilities to continually add or update functionalities based on evolving business needs, thereby significantly reducing reliance on the technology engineers.

How no code can bridge the gap

For example, a client built a modern processing layer (UI) on top of their legacy platforms to onboard and service their global merchants. This engagement was delivered in 11 weeks, much more rapidly than the 6-month wait and 12-month estimate provided by the client's internal IT team. It is due to these long development cycle times that business users resort to the use of spreadsheets and other UDAs. By leveraging Unqork, the client was able to digitize the process, thereby eliminating the need for UDAs.

11 weeks
No code

18 months
Internal IT

| 10 | 20 | 30 | 40 | 50 | 60 | 70 |

Weeks
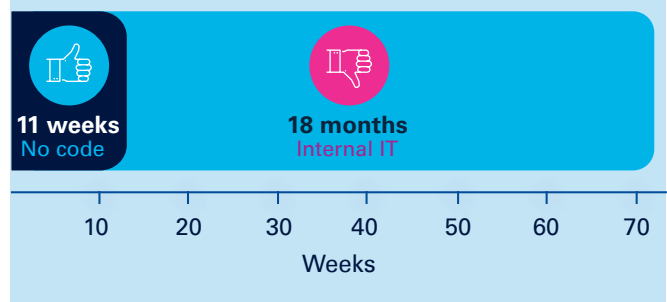
Unqork can be configured to provide a robust data lineage, version control, and audit trail to satisfy the data governance needs of the three lines of defense as well as the various regulatory bodies. With spreadsheets and other user-defined tools, it is often a painful process or a gap for compliance and risk functions to properly govern the data. However, no-code platforms manage that responsibility and provide greater peace of mind with less overhead costs.

Unqork can also directly push and pull data via integrations to legacy and modern platforms or automate the ingestion and transformation of imported data, all while removing the need to manually export, transform, and upload data into another system. Standardized frameworks, combined with role-based access control (RBAC) and complete data lineage, mitigate the risk of front-end user manual processing errors and accidental changes to the logic of the UDA.

Leverage the experience, resources, and know-how of KPMG

KPMG brings an industry-focused lens to supporting our clients when it comes to implementing low-/no-code solutions. Solving for an issue like unregulated UDAs permeating through a business requires understanding all the ins and outs of the people, process, and technology that drive a business forward. Our professionals bring industry experience to the forefront of an implementation to help mitigate further user headaches and excessive delivery costs. They have the skill set to assess businesses using tools such as our Connected Operations framework to uncover root issues and prioritize opportunities and areas requiring immediate remediation.

KPMG also brings a forward-looking viewpoint about adaptable technology and the use of no-code solutions for core modernization. We have made significant investments in process discovery, modeling, documentation, and methodologies to drive these capabilities deep into the business.

KPMG capabilities for Unqork

KPMG has the longest history of being a strategic system implementer (SI) of the Unqork platform and has a successful track record.

300 Global professionals

45+ Applications delivered on the Unqork platform

KPMG services include:

- Strategy and operating model design
- Capability assessment and definition
- Product vision and design
- Agile implementation
- Enablement and support

Our teams begin with an assessment to understand a firm's UDA/EUC landscape and develop recommendations based on the nature and purpose of the EUCs. These recommendations can range from decommissioning the EUCs that are no longer fit for purpose, optimizing the use of core platforms to eliminate the need for EUCs, moving to data visualization tools or moving to low-/no-code technologies, among others. We will then guide you through a plan of action to help you reach your target state.

Let's talk

Contact us to learn more about how KPMG and Unqork can help you transition from EUC applications to a cloud-based, no-code platform for increased automation and improved compliance.

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