HCL Leap

How to *Empower* Your Citizen Developers and How It Can *Transform* Your Business

"Low code" is no longer just a buzzword.

It's a revolutionary approach that's helping organizations empower their non-technical employees to build high-impact, mission-critical solutions that are transforming the way they work. One of those organizations is Lufthansa, the second-largest airline in Europe in terms of annual passenger volume.

Analogue Turbulence

Although it's a giant in the airline industry — it employs more than 105,000 staff worldwide and generated profits of more than $1 billion in 2022 — Lufthansa was challenged with many of the *digital transformation bottlenecks* that hamper smaller, less well-resourced organizations. Ten years ago, parts of Lufthansa were still reliant on analog and paper-based processes, which created sweeping inefficiencies across the company and saw IT departments overwhelmed with requests for workflow automation.

These urgent requests came from creative employees across all areas of the organization, from technical maintenance services to catering and flight operations, as staff looked to reduce the burden of repetitive tasks by enabling workplace automation. However, these requests quickly piled up — leaving employees more frustrated than ever before.

Reducing Baggage

It quickly became clear to Lufthansa that, in order to reduce the burden on IT departments and to appease increasingly impatient employees, a low-code approach was needed. The organization realized that IT needed to provide a no-code app development tool that empowered non-technical and business users to create and manage their own process automation.

The organization undertook trials with multiple vendors before deciding to adopt Leap, HCL's powerful low-code app creation platform. Though initially reluctant, the organization decided to make the tool available to all employees without restrictions — a decision that proved an instant success: Lufthansa found that it was able to empower its so-called "citizen" developers to simply deploy forms-based web apps that helped drive workflow automation.

Carry-on Coding

Lufthansa's decision to empower its citizen developers has led to the creation of approximately 2,000 applications, ranging from those that have casual use within small groups to business-critical applications used across an entire business unit.

The 'Net Correction App', for example, has transformed the way Lufthansa's air freight unit accepts and invoices for deliveries, while the 'Personalized Name Badge App' enables flight attendants to wear badges showing which languages they speak — a typical example of a Leap app that adds simplicity and efficiency to the day-to-day work experience of Lufthansa employees.

First-Class Benefits

By adopting Leap, Lufthansa has not just ignited the adoption of numerous apps that have helped create a more efficient workplace for its IT departments and non-technical employees alike. Because HCL Leap is a well-established platform, Lufthansa has also cost-effectively migrated several standalone applications and has replaced many of the error-prone and inefficient processes that previously caused employees to rely on spreadsheet-based processes.

Problem Solved

HCL Leap is now seen as "mission-critical" within Lufthansa, and the organization has recognized its citizen-developer initiative as a major success factor in their ongoing digital transformation. The platform has also become culturally transformational, strengthening the sense of ownership and responsibility in every Lufthansa employee and empowering them to take ownership of their own workplace needs.

HCL Leap takes the complexity out of building modern business applications and ensures organizations, no matter how big or small, are better equipped to rapidly adapt and respond to fast-changing business conditions. The platform enables employees at any technical level to take charge of their application needs rather than relying on overworked IT teams, featuring ready-made components, a simple-to-learn drag-and-drop interface, and no-fuss integration with legacy applications and backend systems.

This means that employees — even if they're starting with a completely blank canvas — **can build apps up to 70% faster without writing a single line of code.**

Learn More about how HCL Leap can transform your business.