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Higher Ed's Visual Guide to the Forms and Workflow Market

Gartner predicts by 2024, low-code application development will be responsible for more than 65% of application development activity. Low- and no-code platforms support staff, faculty, and campus-wide administrators in their automation efforts.

These individuals can develop and launch form and workflow applications to solve critical business needs on their own.

It can be difficult to know which applications are right for your institution. This infographic will help you understand which tools might be best suited for your organization and it's unique needs.

Types of Forms and Workflow Automation Software

From basic to complex solutions and those in between, there is a need for each type of solution. Let's explore the various functions of forms and workflow solutions and the needs they fill.

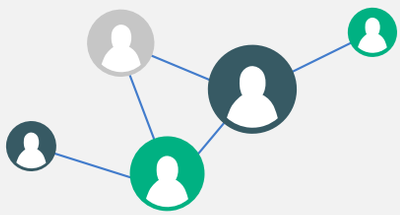
	Functionality	Complexity	Difficulty to use	Setup and maintenance	Price
eSign tools	★	★	★	★	$$
Digital forms	★	★	★	★	$
App creation	★★	★★★	★★★	★★★★	$$

Document management	★★★	★★★★	★★★★★	★★★	$$$$
Workflow automation	★★★	★★★★	★★★	★★★	$$$

eSign Tools

Use Case:

Contracts and form templates. DocuSign and Adobe Sign are common tools.



Advantage:

Users can continue using an existing template or document, so implementation is smooth.

Challenges:

Limited logic functionality, such as the inability to route approvals by role or create approval branches, and transaction- or user-based pricing.

Digital Forms

Use Case:

Simple data collections needs. Most institutions have access to Google Forms or other similar forms solutions.

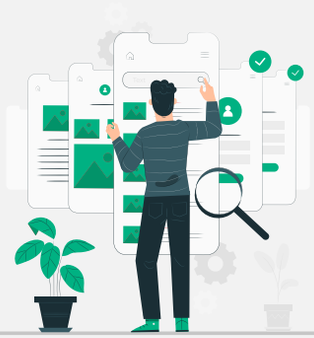
Advantage:

These tools are easy to configure and inexpensive.

Challenges:

The biggest challenges with these tools is their limited integration capabilities, potentially low security, and poor scalability.

App Creation



Use Case:

App creation solutions, such as Microsoft PowerApps, are best used to create true mobile apps.

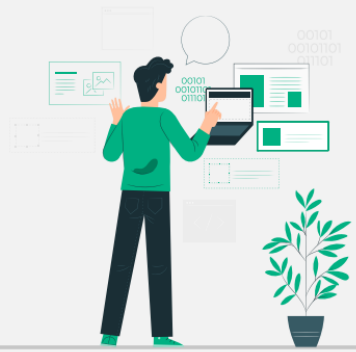
Advantage:

Easily create mobile-native student-facing applications.

Challenges:

These tools can be challenging for non-technical users and have limited desktop application functionality.

Document Management



Use case:

Complex, document-centric processes, such as legal contracts or HR processes. Think solutions such as OnBase by Hyland.

Advantage:

The robust automation capabilities of these applications center around the institution's document hub, allowing for complex automations and integrations.

Challenges:

This Solutions require IT ownership and configuration and offer limited governance features, which limits agility.

Workflow Automation

Use case:

Workflow automation solutions, such as ServiceNow, are well-suited for complex decision routing processes.

Advantage:

These solutions significantly improve efficiencies and task management, and also allow advanced integrations.

Challenges:

These solutions often require an IT or business analyst to support configuration and process optimization. The user experience varies significantly depending on the vendor.

Pricing Models

As you consider which forms and workflow solution best fits your institution's needs, consider the various pricing models across the market.

Pricing in this industry is typically based on the following factors:

1. Number of transactions
2. Number of users
3. Seat licenses
4. Anual revenue
5. Add ons

Usage-based pricing

Due to the nature of higher education, transaction and usage-based pricing can be problematic.

Higher Education budgets are typically firmly set during planned budgeting cycles.

Especially during uncertain times caused by natural disasters or a global pandemic, **can dramatically increase cost.**

Seat-based pricing

Seat-based liscencing can also be problematic.

Predicting exactly how many users an institution needs at any given time is nearly impossible.

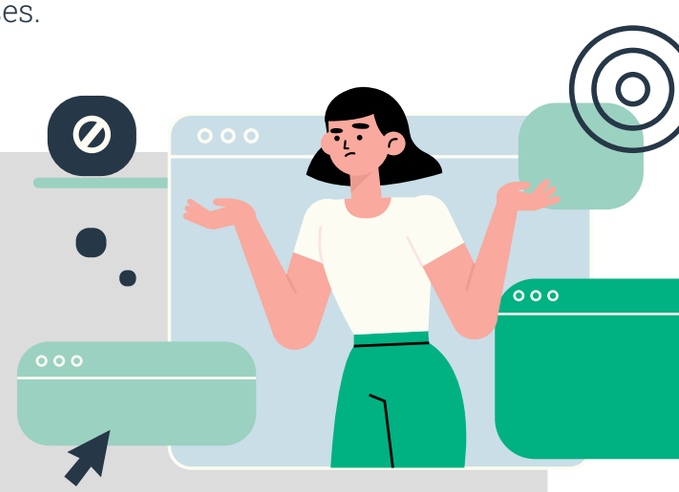
Buying seats in bulk may result in unused seats

Underpurchasing, then purchasing more when needed, is problematic from a budgeting perspective.

The seat-based model works well for limited use applications in select teams but typically does not work well for enterprise-wide use cases.

Multi-Purpose Tools

The forms and worklfow market also includes tools that have multiple forms and workflow features and serve multiple purposes.



Example Solution:

OnBase by Hyland is an enterprise content management system that includes functionality in the following areas:

- eSign
- Digital Forms
- App Creation
- Document Management
- Workflow Automation

The challenge with Hyland Onbase is that while some individual features may be simple to use, the extension of functionality beyond that of primarily a document management system causes the platform to be complex to navigate and manage for non-technical users.

Dive deeper into the forms and workflow market and read Higher Education's Buying Guide to Forms & Workflow Automation Software.

Learn more today

Portfolio Approach to Automation

Higher education institutions have numerous automation needs, and as we've seen, there isn't a perfect "one size fits all" solution. A portfolio approach to automation might be the best strategy for your institution.

Davidson College powers digital transformation with forms and workflow

In Davidson College's recent digital transformation initiative, they sought a solution to support removing paper and PDFs across campus. After in-depth interviews and analyses, they identified:

90% Of core use cases centered around simple to advanced form submissions

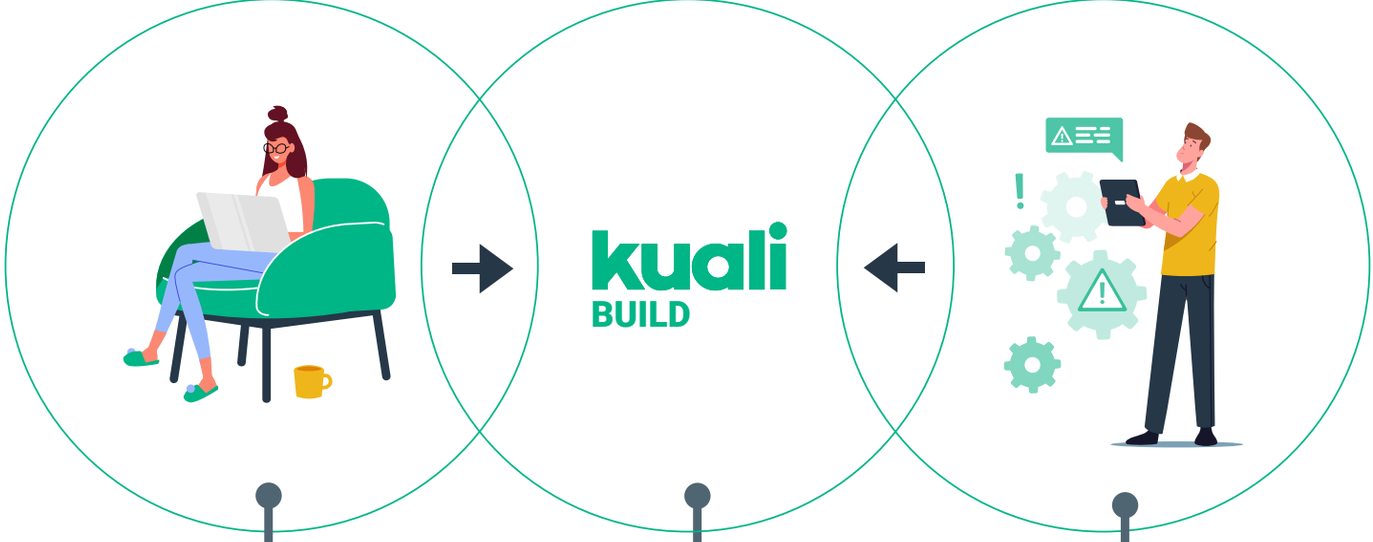
10% Only 10% required complex-grade applications

Davidson's automation portfolio includes Kuali Build for form submissions, OnBase by Hyland for document-centric processes, DocuSign for simple contracts, and SnapLogic for data transformation. Learn more about their portfolio below.

Read more

The Forms and Workflow Landscape

There are a wide variety of forms and workflow solutions on the market that each serve a different purpose.



EASY BUT SIMPLE

- Does not require engineer
- Inexpensive
- Does not meet business requirements

EASY & POWERFUL

- Does not require engineer
- Reasonable Expense
- Meets business requirements

COMPLEX BUT POWERFUL

- Requires engineer
- Expensive
- Meets business requirements

Get Started with Forms and Workflow Software

The best forms and workflow solution is the solution that meets your institution's unique needs. For a solution that is easy to use, highly scalable, handles agile processes, and is easy to use, consider Kuali Build.

Kuali Build is a no code forms and workflow solution, built exclusively for higher education. Build is secure, easy to use, priced for higher ed, and is an invaluable tool to any institution looking to modernize and streamline administrative processes.

Secure + Easy to Use + Priced for Higher Ed + Powerful Tool = kuali BUILD

To learn more about Kuali Build, visit **build.kuali.co**

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