

Complexity: Enemy #1 in Today's Enterprise

Complexity is hurting the enterprise like never before. According to new research from Capriza, both IT leaders and application end-users agree that enterprise applications are too complex—and it's impacting productivity.

Enterprise applications that were built decades ago have proved inadequate and unsatisfactory for end users and IT alike who now demand simple, personal, smart UX catalyzed by the explosion of consumer mobility. To truly enhance productivity in the enterprise, new enterprise solutions need to suit the specific needs of each user and device. They need to provide the right information for the task at hand while eliminating the thousands of screens of white noise.

Enterprise Applications Are Too Complex

The complexity of IT systems and applications [continues to hurt the enterprise](#). According to new Capriza research, only 11% of IT leaders would describe their organization's applications as very simple and over half (53%) described their organization's approach to removing complexity as average or below average.

End-users agree. The same study also asked employees about their current experience with enterprise applications. Almost half (45%) of end-user respondents were discouraged from using enterprise applications because of clunky interfaces and complexity, and only 38% described their company's applications as mobile-friendly.

Even the vendors are acknowledging this uncomfortable truth. In a recent [keynote](#), SAP CEO Bill McDermott said that customers need to "fight complexity" to simplify how they interact with their own customers, beginning with the solutions that power their own workforce—and acknowledged that SAP is part of that complexity.

Consumerization and Today's Mobile Failures

Nowhere is this pain felt more than in mobile deployments. Efforts to make enterprises mobile often take months to build and cause significant business disruption impacting employee productivity and customer experience. But critically, the end result more often than not leaves end users wanting more. It's become such a problem that more than half (51%) of the workforce has opted to use consumer apps like Dropbox in their day-to-day work instead of enterprise sanctioned SaaS solutions—with 81% citing efficiency and user experience as the reason.

11%

IT leaders describe their organization's applications as very simple

~1/2

end-users were discouraged from using enterprise applications because of clunky interfaces and complexity

62%

end-users do not described their company's applications as mobile-friendly.

The cause for this employee disappointment is consumer applications—mobile and desktop—that have created an [expectation of simple efficiency](#) in and out of the enterprise. Approximately 60% of respondents said they would use a desktop application for up to five minutes before giving up. On mobile, the same amount of people (60%) expect tasks to take less than two minutes.

The Money Problem

Despite the obstacles legacy solutions present, organizations are hard pressed to break away. Worldwide IT spending is on pace to total \$3.5 trillion in 2015, [according to Gartner](#), and [trillions more](#) are expected to be spent in the year to come. With so much invested in enterprise applications, “rip and replace” is generally not an option for established companies—despite the business imperative to modernize and create operational efficiencies.

Not to mention the additional costs ground-up replacements can incur. An [Oracle analysis](#) of rip and replacing ERP solutions for 1,500 licenses found that doing it on-premise cost nearly \$20 million and about \$14 million when replacing it with cloud alternatives. The same analysis found that just upgrading an ERP system could cost anywhere between \$500 thousand to nearly \$1 million dollars. Considering 67% of IT decision makers reported having the same or lower budgets than previous years, it's no wonder they are looking to avoid the costs of restructuring their older enterprise solution infrastructures.

The Real Cost of Complexity

But complexity is costly in more than dollars spent. For instance, despite the growing investment in mobile enablement, obstacles to performance are only being exacerbated because there are still too many screens and too much information for users to parse through. Two-thirds (66%) of enterprise application users still have to search in or navigate through an app to find the data they need for their job.

This is ultimately preventing workers from doing their job efficiently. According to a recent McKinsey study, workers can spend up to 20% of their work week looking for internal information or tracking the right person for help with specific tasks. Another study from Workfront found that activities other than workers' primary job duties consumed more than 55% of their time. Disturbed workflows are costly, they can lead to disengaged employees. Gallup found that actively disengaged employees cost the U.S. \$450 billion to \$550 billion per year.

81%

Of users who use unblessed IT applications citing efficiency and user experience as the reason.

1min.

60% of users expect tasks to take 1-2 min. on a mobile device

\$3.5Tr

Worldwide IT spend on pace for \$3.5 trillion in 2015

67%

IT decision makers reported having the same or lower budgets than previous years

For enterprise application simplification initiatives to truly improve productivity in the enterprise and save money, they need to suit the specific needs of each user while seamlessly powering daily workflows. They need to provide the right information for the task at hand while eliminating the [thousands of screens](#) of white noise. Only then will the enterprise be enabled to succeed in today's increasingly fast-paced and mobile-focused markets.

The Paths Forward: The Three Options Facing Most Enterprises

For decades, enterprise applications have taken a one-size-fits-all approach, forcing users, rather than applications, to search and find the information they need to do their job. The answer is to shift away from that paradigm toward solutions that intelligently use context to simply and easily surface relevant and useful information. It's about gathering necessary information across disparate applications and providing it to the user, rather than having them waste time searching for data across multiple complex systems. It can be costly, but different problems call for different levels of investment. Here are few of the options available to companies of all sizes.

Home Depot's recent \$300 million investment in its supply chain is a great example of how a complete makeover resulted in a [billion dollars in online sales growth](#). By improving online experience, building new fulfillment centers and overhauling warehouse systems, Home Depot provided personalized context and workflows that empowered its employees to meet the company's goal of providing same-day delivery. Customers and contractors that face tight project timelines are now able to have screws, putty and tiles delivered to them without delay, and Home Depot keeps these shoppers from leaving for competitors like Google Express or Amazon Prime.

Or consider [Brocade's mobilization initiative](#). In order to manage its \$500 million procurement budget, multiple levels of approvals were required from key executives to push its procurement process forward. Supply chain cycle times were delayed because transactions out of Oracle EBS were time-consuming and not mobile-friendly. Not a realistic operational process in today's fast-paced, mobile enterprise. The company elected to simplify its current technology by leveraging Capriza to simplify and mobilize the user experience of Oracle. Since adoption, Brocade has been able to reduce approval cycle times by up to 90%.

66%

enterprise application users still have to search in or navigate through an app to find the data they need for their job.

\$450B+

Gallup found that actively disengaged employees cost the U.S. \$450 billion to \$550 billion per year.

90%

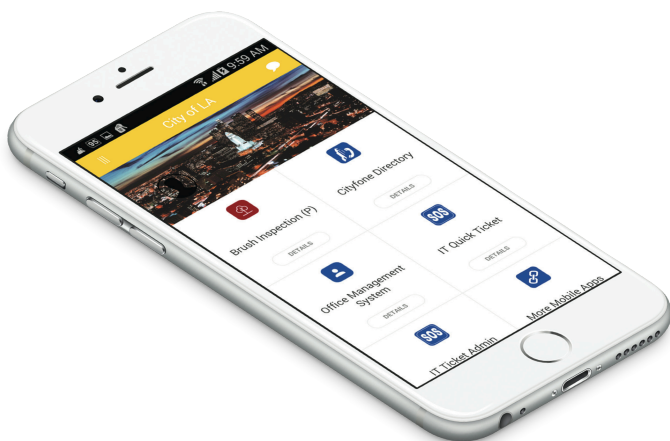
Brocade reduces procurement approval cycle times by up to 90%

Some companies, [like Dell](#), have opted for something in between the complete “rip and replace” and “refactoring” approach. Dell IT developed and implemented a new business management system for its SAP HANA platform to improve the performance of its sales organization through consolidation and standardization of the information being used. Among the improvements was a nearly 80% reduction in the time sales and business staff spent accessing systems to do reporting, leaving more time to make sales calls and attend to more business critical workflows.

While some are still holding on to older solutions and opting for incremental upgrades, change is already being embraced by many. New development teams, no-code solutions for mobilization, “refactoring” tools or completely overhauling infrastructure are all options. But as we’ve seen, the companies that are thriving in this new era are blending sophisticated user experience and contextual data interactions with the legacy systems that are embedded into their existing business processes.

About Capriza

Capriza modernizes your business by simplifying and mobilizing your critical workflows. The new Capriza enterprise modernization platform flips the equation and makes legacy applications simple, personal and smart for the first time. A truly unique approach to enterprise mobility, Capriza provides end users complete control over their experience and how they interact with business-critical data. Founded in 2011 by former executives of Mercury Interactive, Capriza is headquartered in Palo Alto, CA and is funded by Andreessen Horowitz, CRV, Tenaya Capital, Harmony Partners and Allen & Company. For more information, visit www.capriza.com.



“The faster the approval, the better time to revenue, and we were able to increase efficiencies by 90% in some instances. With Capriza we are able to simplify, unify and mobilize, and do it securely.”

– Ari Bose, CIO, Brocade