

Gartner Peer Insights 'Voice of the Customer': Enterprise Low-Code Application Platforms

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By Analyst(s): Peer Contributors

Initiatives: [Software Engineering Technologies](#)

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Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process in an effort to ensure they are authentic.

What Are Enterprise Low-Code Application Platforms?

An enterprise low-code application platform (LCAP) provides rapid application development and deployment using low-code and no-code techniques, such as declarative, model-driven application design and development, together with the simplified one-button deployment of applications. An LCAP typically creates metadata, interprets that metadata at runtime and abstracts the underlying server infrastructure for ease of use; many such platforms also allow optional procedural programming extensions. LCAP supports:

- UI capabilities via responsive web and mobile apps
- Orchestration or choreography of pages, business process and decisions or business rules
- Built-in database
- "One button" deployment of applications

What Is Gartner Peer Insights "Voice of the Customer"?

Since October 2015, more than 370,000 reviews across more than 360 markets have been posted to Gartner Peer Insights. The “Voice of the Customer” is a document that synthesizes Gartner Peer Insights’ reviews into insights for IT decision makers. This aggregated peer perspective, along with the individual detailed reviews, is complementary to Gartner expert research and can play a key role in your buying process, as it focuses on direct peer experiences of implementing and operating a solution. In this document, only vendors with 10 or more eligible published reviews during the specified one-year submission period are included, and these vendors are categorized into four quadrants based on Review Coverage (x-axis) and Overall Market Rating (y-axis). Reviews from end users of companies with less than \$50M in revenue are excluded from this methodology. See the full “Voice of the Customer” methodology [here](#).

In the enterprise LCAP market, Gartner Peer Insights has published 836 reviews and ratings in the 12-month period ending 31 December 2020. Figure 1 shows all eligible vendors based on their overall rating, review volume and diversity in industry, company size and deployment region.

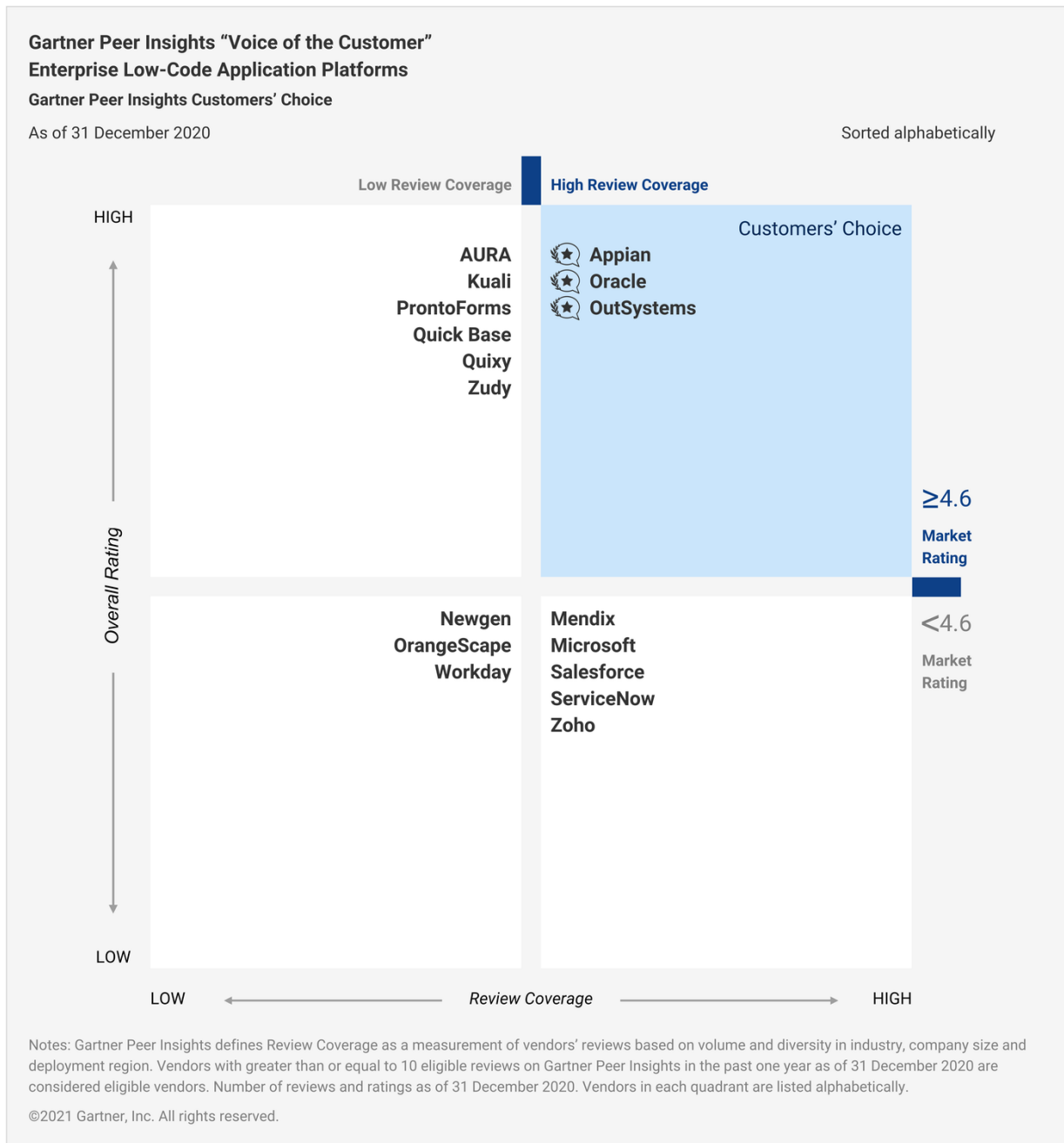
Along with historical peer-based perspective represented in this document, Gartner has a related expert-led [Magic Quadrant](#) for the enterprise LCAP market. For related research in this market, please visit the “[Magic Quadrant for Enterprise Low-Code Application Platforms](#).”

What Is the Gartner Peer Insights Customers’ Choice?

Vendors placed in the upper-right quadrant of the “Voice of the Customer” quadrants are recognized with the Gartner Peer Insights Customers’ Choice distinction. A maximum of 7 vendors can qualify. To qualify for the Customers’ Choice distinction, vendors must have a product that is listed in this market on Gartner Peer Insights, have their overall rating (out of 5 stars) above or equal to the mean rating for that market, and receive 50 or more eligible published customer reviews during the one-year submission period. In addition, customer reviews must be representative of a broad mix of enterprise clients from different industries, company sizes and deployment regions. See more details about the Customers’ Choice distinction [here](#).

Based on the Gartner Peer Insights “Voice of the Customer” methodology, Figure 1 shows a list (in alphabetical order) of vendors in each quadrant based on their overall score relative to the market rating and their Review Coverage (see [here](#) for details). Customers’ Choice vendors appear in the blue box on the upper right, denoted with a Customers’ Choice badge.

Figure 1. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Customers’ Choice



Source: Gartner (February 2021)

Gartner Peer Insights “Voice of the Customer”

Due to end users’ desire to evaluate solutions based on specific attributes of their organization, such as industry, company size or deployment region, a new set of category analyses was done – producing graphics similar to Figure 1 – to explore any of those categories where there was sufficient review volume. In each category graphic, vendors are positioned in different quadrants based on their review volume and the market average rating (see Category View section for details). Click on each category name to see the figure.

Company Size View (Measured by Annual Revenue)

- [Global Enterprise \(10B+ USD\)](#)
- [Large Enterprise \(1B - 10B USD\)](#)
- [Midsize Enterprise \(50M - 1B USD\)](#)

Industry View

- [Finance](#)
- [Manufacturing](#)
- [Services](#)

Deployment Region View

- [Asia/Pacific](#)
- [Europe, the Middle East and Africa](#)
- [North America](#)

Enterprise Low-Code Application Platforms Peer Reviews and Ratings

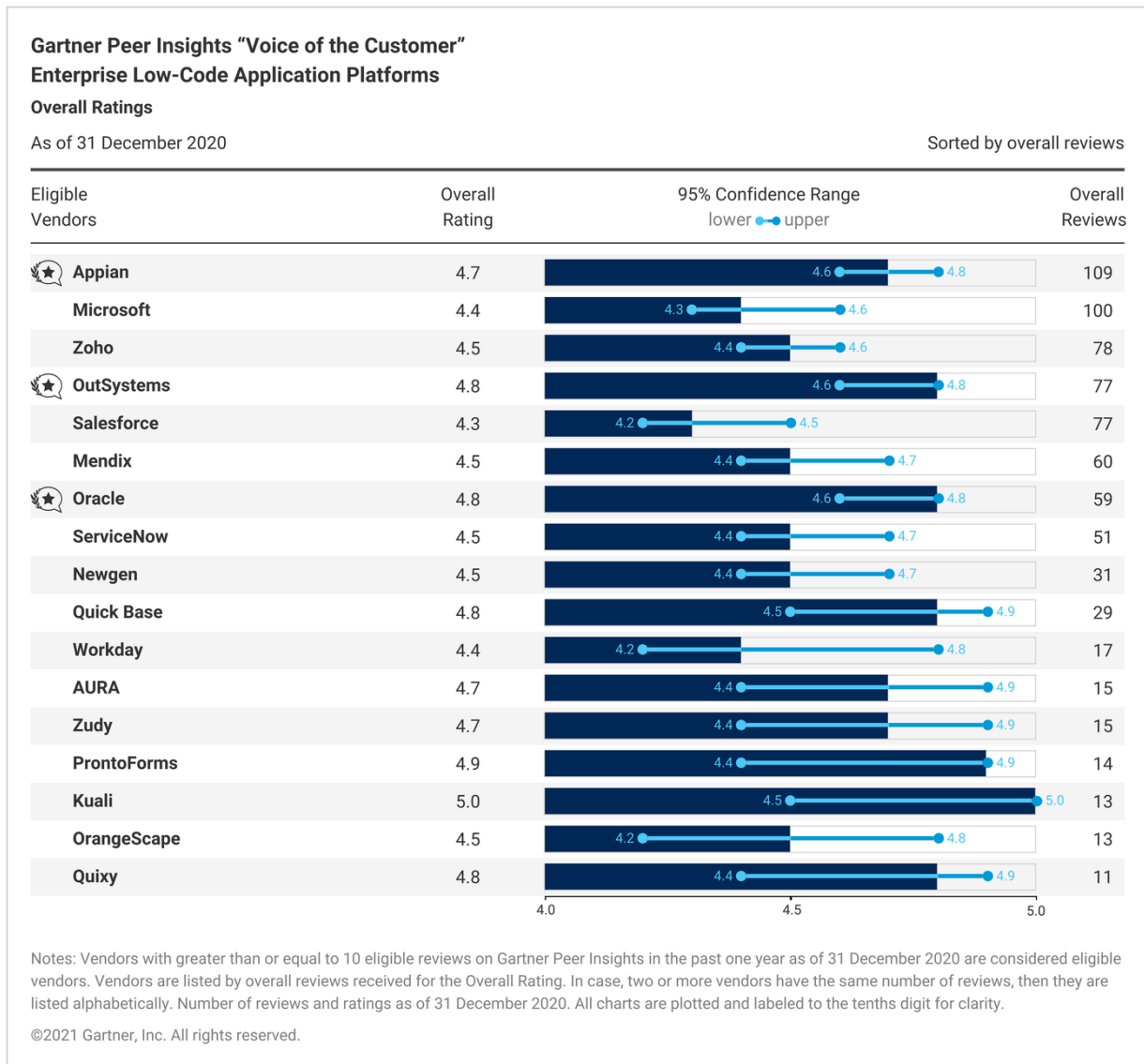
In addition to the synthesis provided by the “Voice of the Customer,” you can read individual reviews and ratings on Gartner Peer Insights by [clicking here](#).

The rest of this document will highlight some of the broad findings in the enterprise LCAP market based on 12 months of reviews, and will also point you to particular ways to use the site in your buying process.

Figure 2 summarizes the overall ratings (out of 5 stars) for vendors in the enterprise LCAP market that have received more than 10 eligible reviews in the one-year period ending on 31 December 2020, sorted by number of reviews.

The overall rating is a measure of how satisfied existing customers are with a vendor's product. The table is sorted by number of reviews because ultimately, the more reviews a vendor receives, the more likely it is that you can trust a summary rating. This can be visualized by the 95% confidence interval that has been added as a bar range to the overall ratings in Figure 2. This is best interpreted as: "Given the distribution of reviews received, the vendor's overall rating is 95% likely to be between the lower and upper dots."

Figure 2. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Overall Ratings



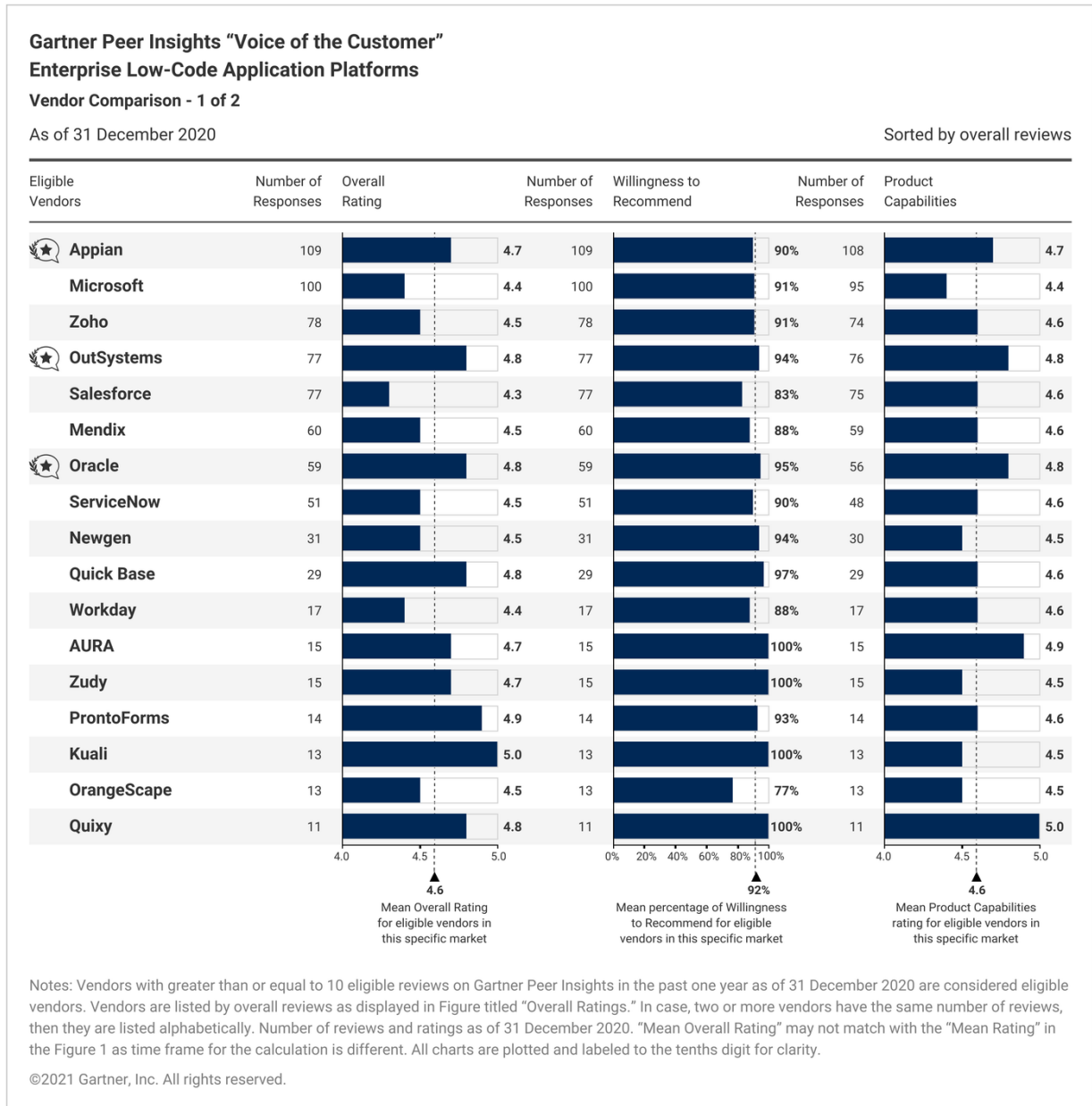
Source: Gartner (February 2021)

Vendor Comparison

In addition to the overall ratings, Gartner Peer Insights’ reviews also give insight into end users’ willingness to recommend, as well as their experience in negotiating with the vendor, getting support for the product or service, and their overall implementation effort. This information can provide you with a firsthand view on what to expect from a particular vendor.

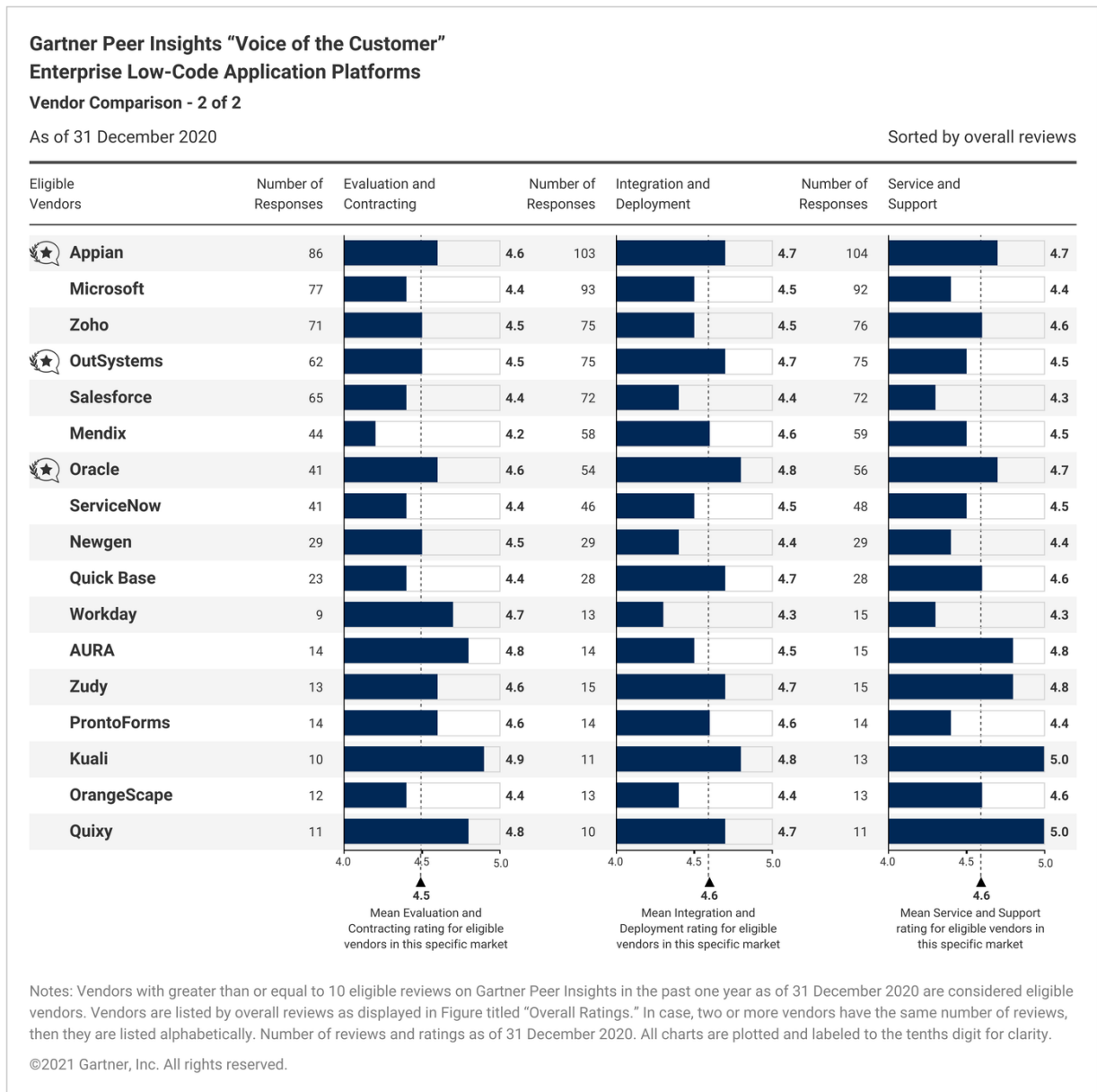
Figure 3 and Figure 4 compare vendors from these various perspectives. To create a more detailed comparison between several vendors on your shortlist, please [click here](#) to go to the overall market page and press the “Compare Alternatives” button under the vendor/product you are interested in.

Figure 3. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Vendor Comparison 1 of 2



Source: Gartner (February 2021)

Figure 4. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Vendor Comparison 2 of 2



Source: Gartner (February 2021)

Category View

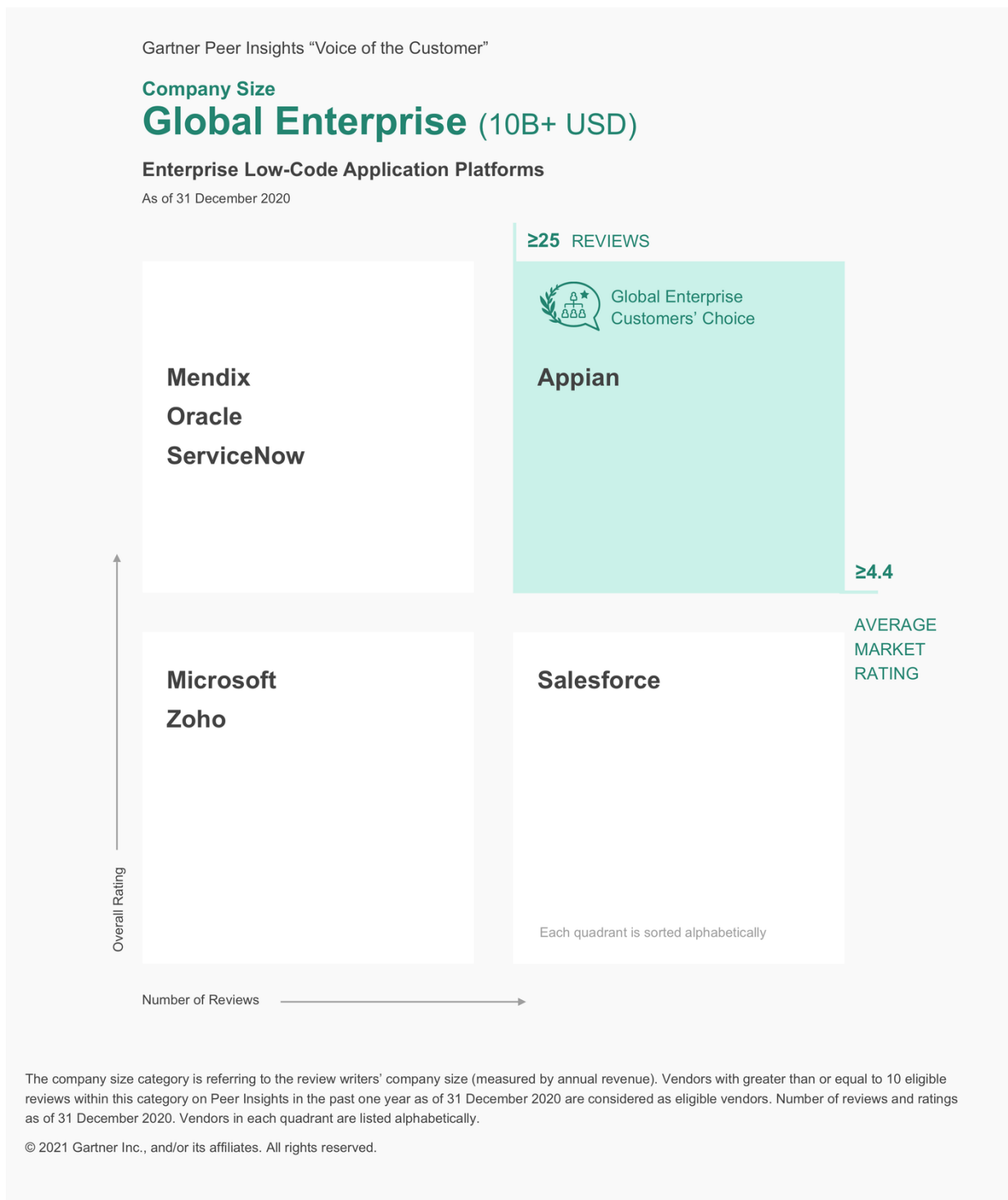
Figure 5 through Figure 15 group vendors in the market under a specific category of industry, deployment region or company size based on the demographics of their reviewers. Gartner Peer Insights collects this information from end users’ account profiles and submitted reviews. Only vendors with 10 or more eligible reviews in the category are included. In each graph, vendors are positioned based on the market average rating and the number of reviews.

Gartner Peer Insights recognizes the most highly rated vendors in a category through the Customers' Choice Category Distinction. To qualify for the Category Distinction, a vendor must fulfill the following requirements based on reviews within that category: at least 25 eligible published reviews, and an average rating (out of 5 stars) equal to or greater than the market average rating. Vendors who received the distinctions are listed in the upper right quadrant. See the full methodology [here](#).

If more than seven vendors qualify for the same Category Distinction, only the seven vendors with the highest number of reviews among all qualified vendors will be able to receive the distinction. The 7th highest number of reviews of those vendors will then replace the threshold of 25 reviews. For vendors who receive distinctions in Europe, the Middle East and Africa (EMEA) and/or Asia/Pacific (APAC) deployment region categories, the review distribution across subregions is disclosed to provide a more detailed breakdown for these broad regions.

Company Size View

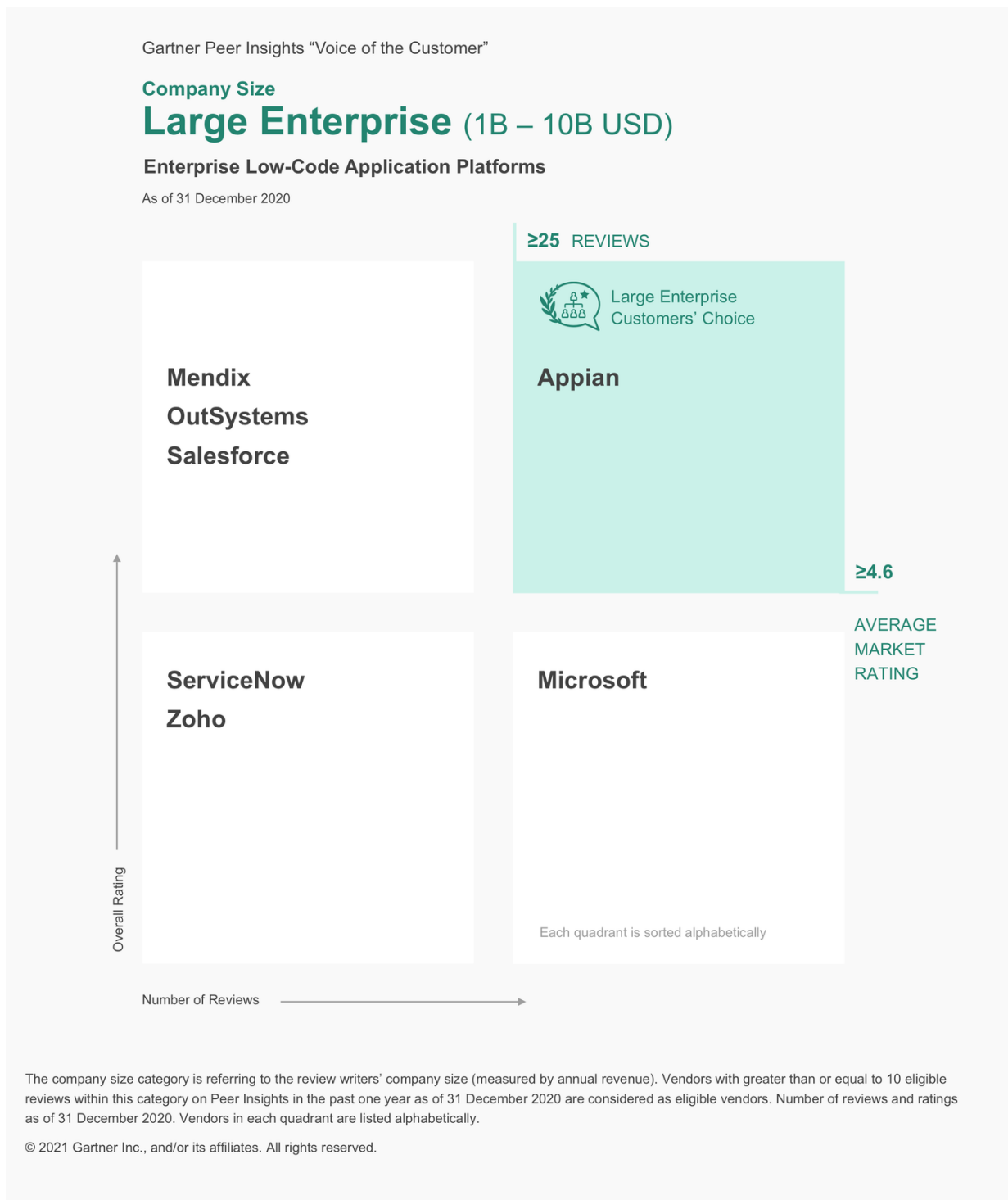
Figure 5. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Global Enterprise (10B+ USD)



Source: Gartner (February 2021)

[Go back to the category list](#)

Figure 6. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Large Enterprise (1B - 10B USD)



Source: Gartner (February 2021)

[Go back to the category list](#)

Figure 7. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Midsize Enterprise (50M - 1B USD)



Source: Gartner (February 2021)

[Go back to the category list](#)

Industry View

Figure 8. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Finance Industry



Source: Gartner (February 2021)

[Go back to the category list](#)

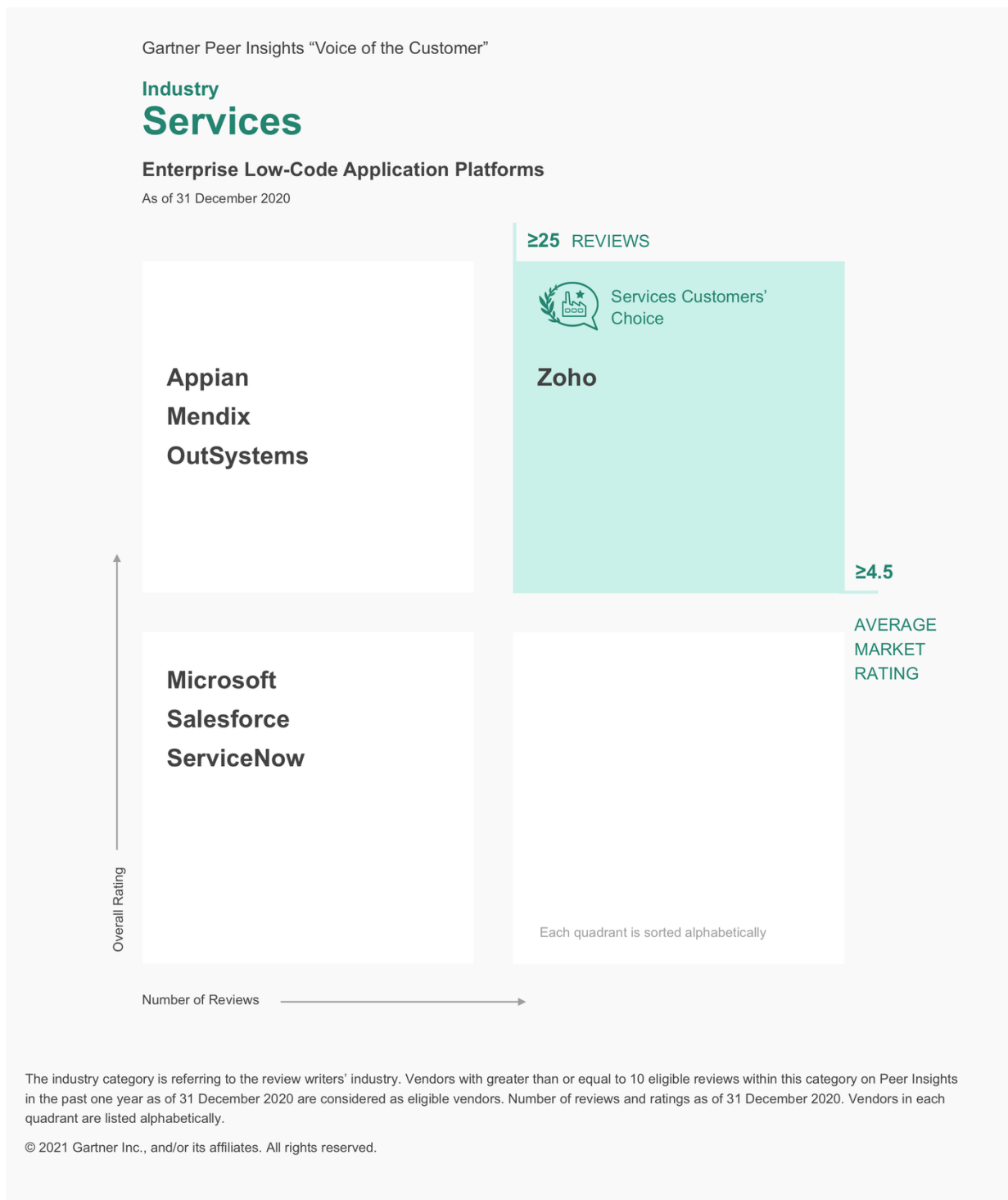
Figure 9. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Manufacturing Industry



Source: Gartner (February 2021)

[Go back to the category list](#)

Figure 10. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Services Industry

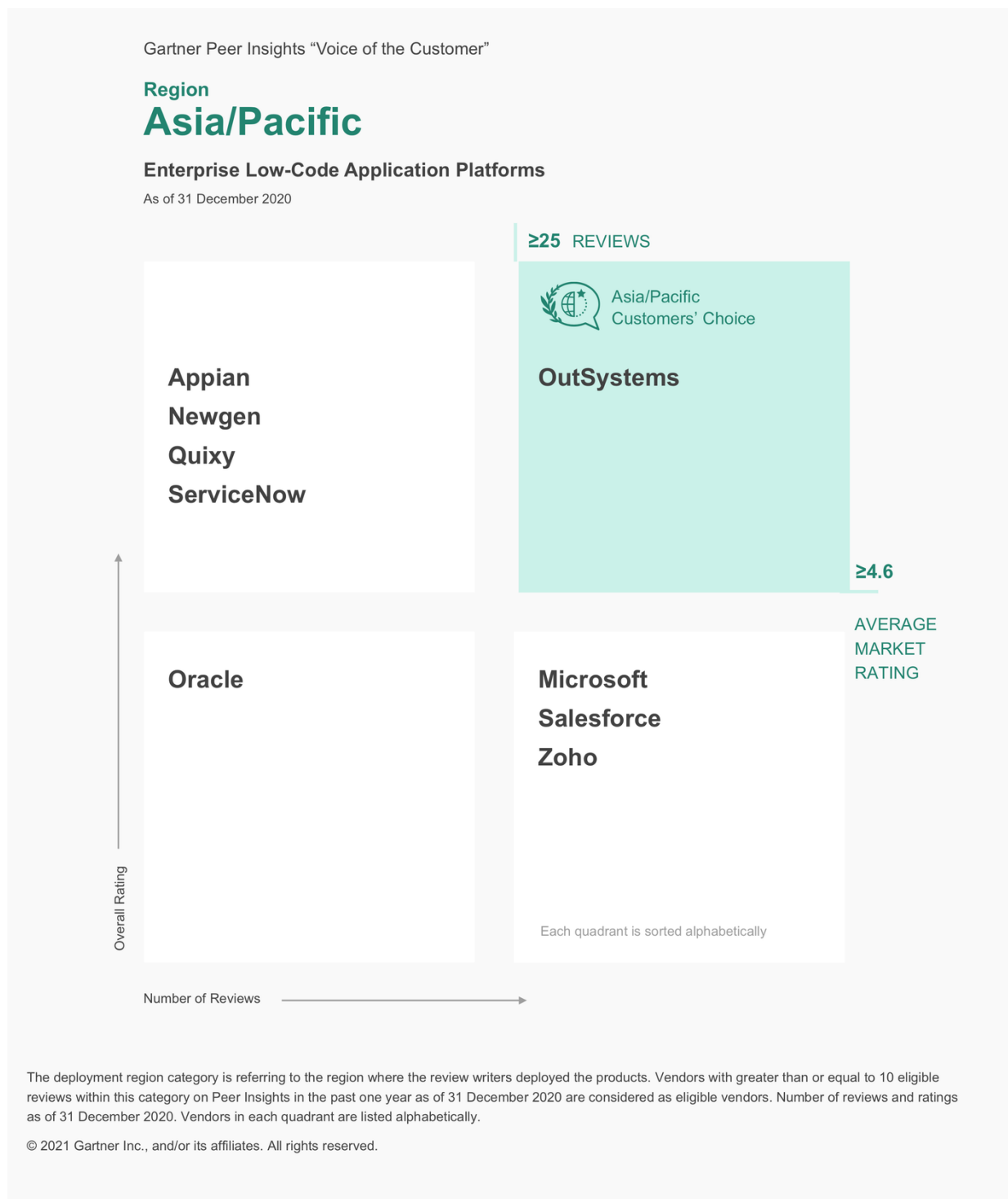


Source: Gartner (February 2021)

[Go back to the category list](#)

Deployment Region View

Figure 11. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Asia/Pacific

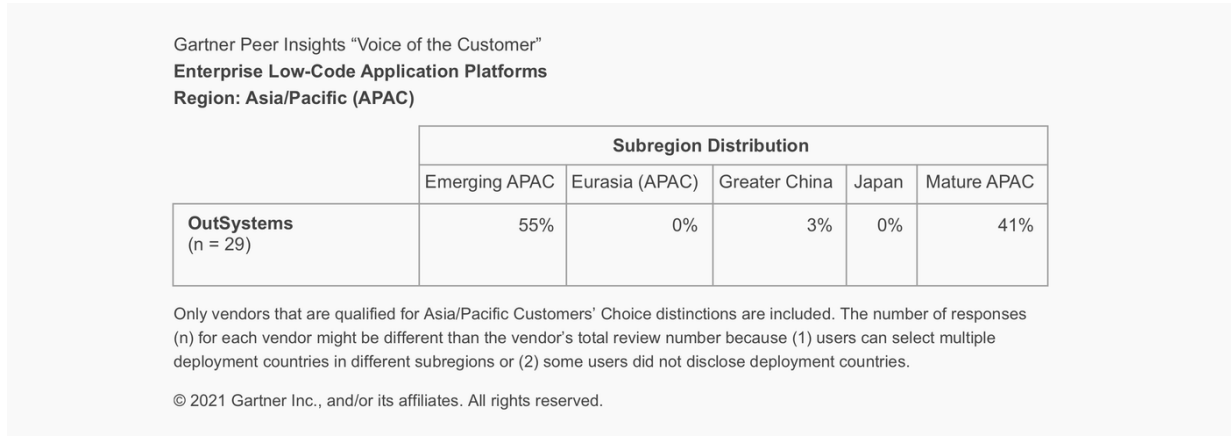


Source: Gartner (February 2021)

[Go back to the category list](#)

Figure 12 discloses the Customers' Choice vendors' review distribution across subregions within Asia/Pacific. The definitions of these subregions are aligned with Gartner "Market Definitions and Methodology: IT Services."

Figure 12. Asia/Pacific (APAC) Subregion Distribution



Source: Gartner (February 2021)

Figure 13. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Europe, the Middle East and Africa

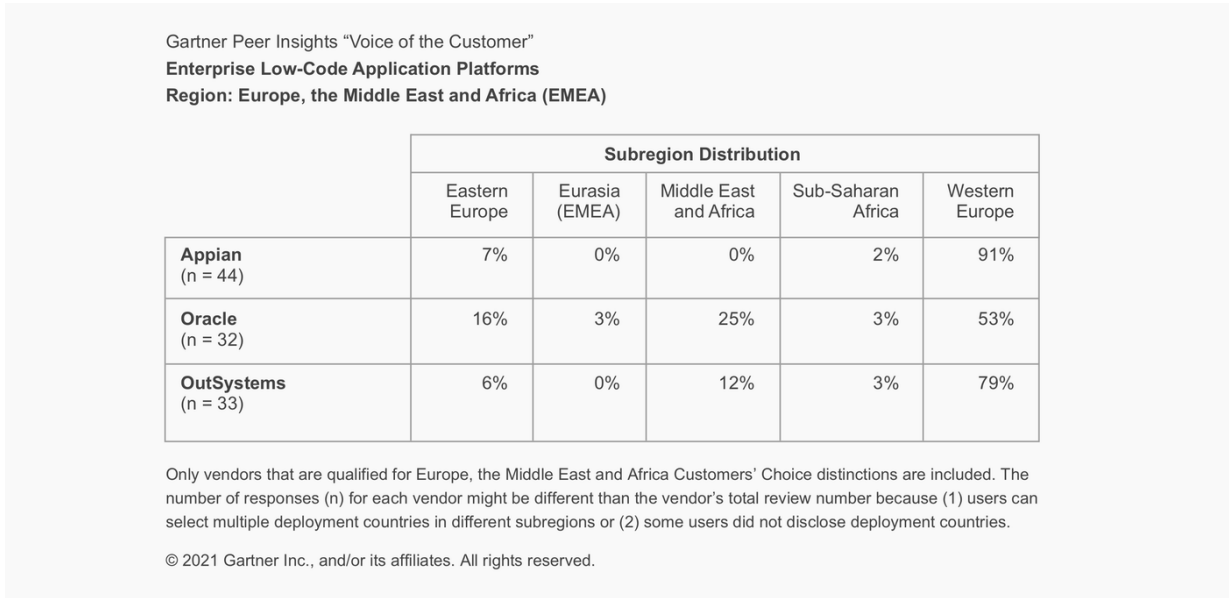


Source: Gartner (February 2021)

[Go back to the category list](#)

Figure 14 discloses the Customers' Choice vendors' review distribution across subregions within Europe, the Middle East and Africa. The definitions of these subregions are aligned with Gartner "Market Definitions and Methodology: IT Services."

Figure 14. Europe, the Middle East and Africa (EMEA) Subregion Distribution



Source: Gartner (February 2021)

Figure 15. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms North America



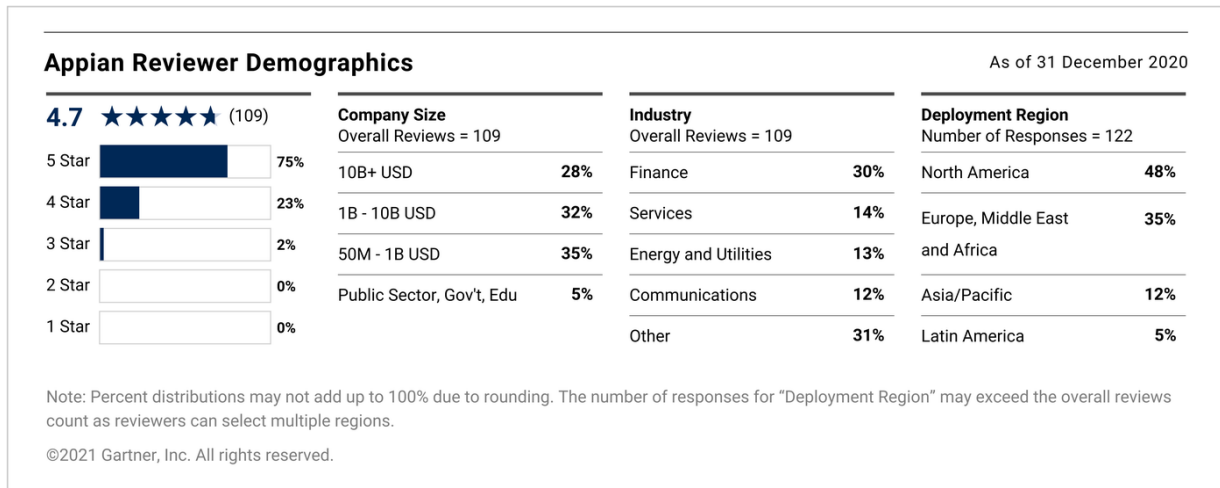
Source: Gartner (February 2021)

[Go back to the category list](#)

Reviewer Demographics

Figures 16 through 32 summarize each vendor’s reviewer demographics for those reviews received in the last year, ending 31 December 2020, along with the rating distribution and a direct link to the vendor’s ratings on the site.

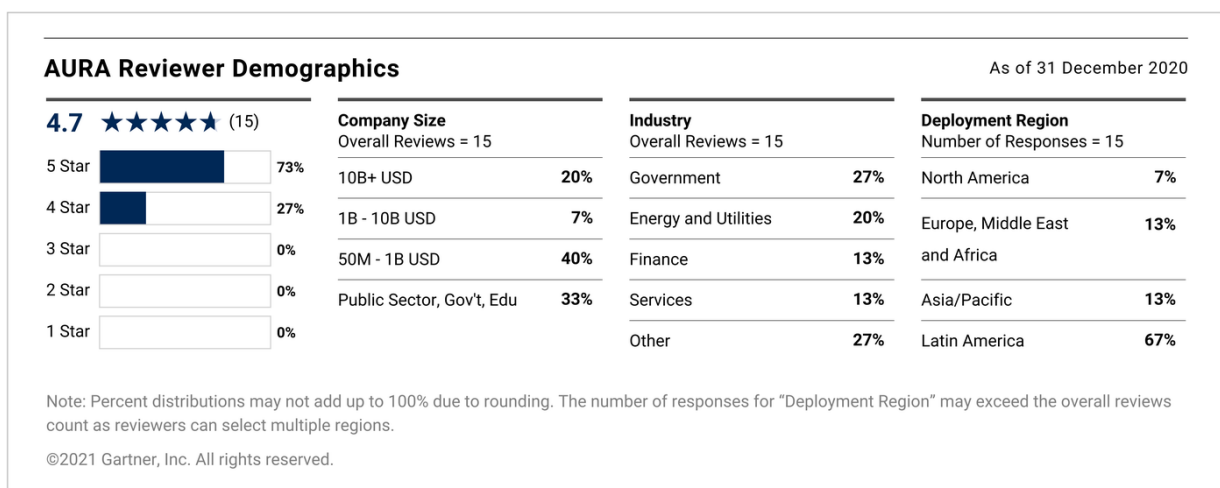
Figure 16. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Appian Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Appian](#).

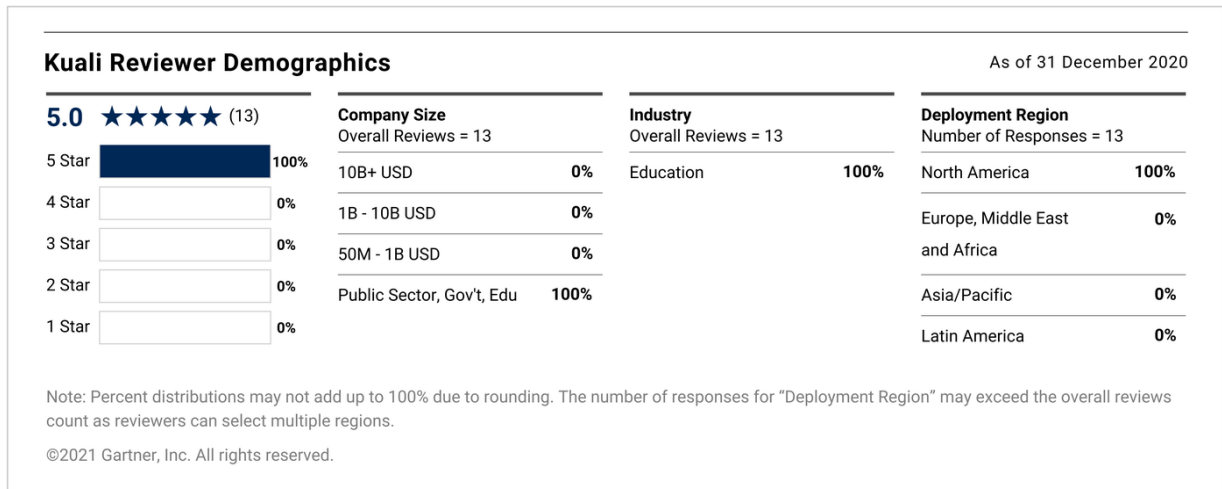
Figure 17. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms AURA Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [AURA](#).

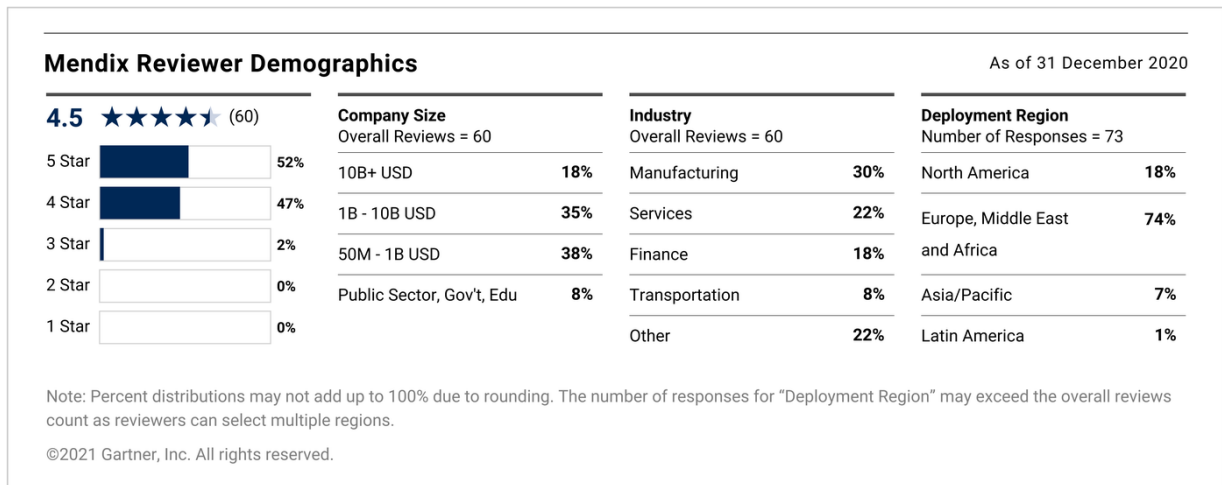
Figure 18. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Kualu Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Kuali](#).

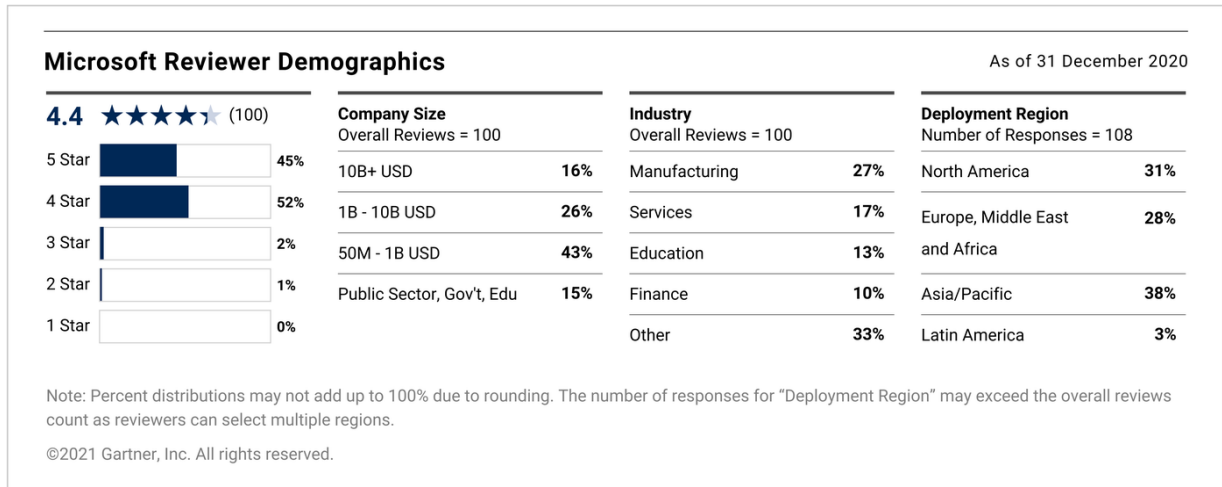
Figure 19. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Mendix Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Mendix](#).

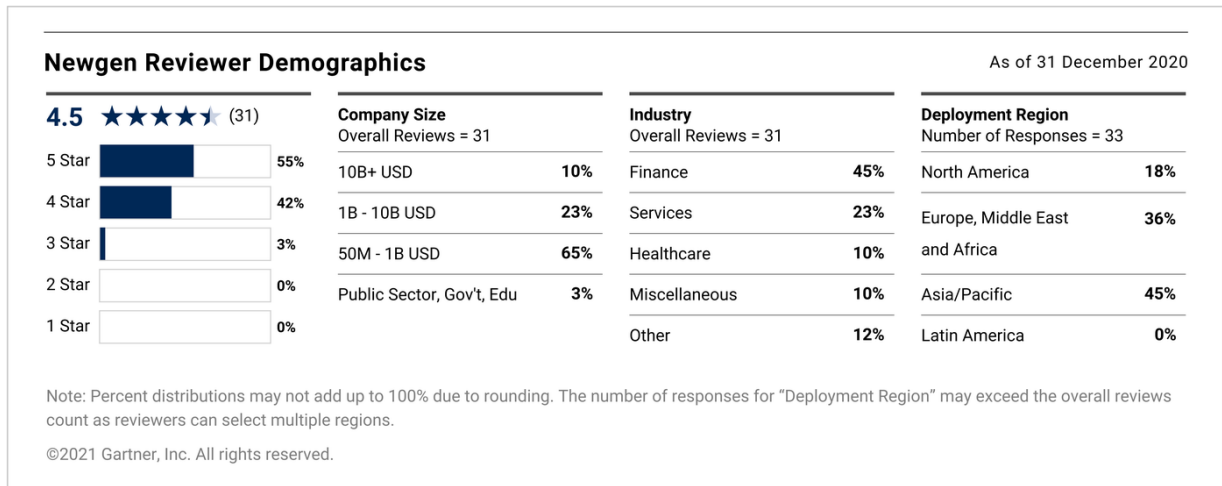
Figure 20. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Microsoft Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Microsoft](#).

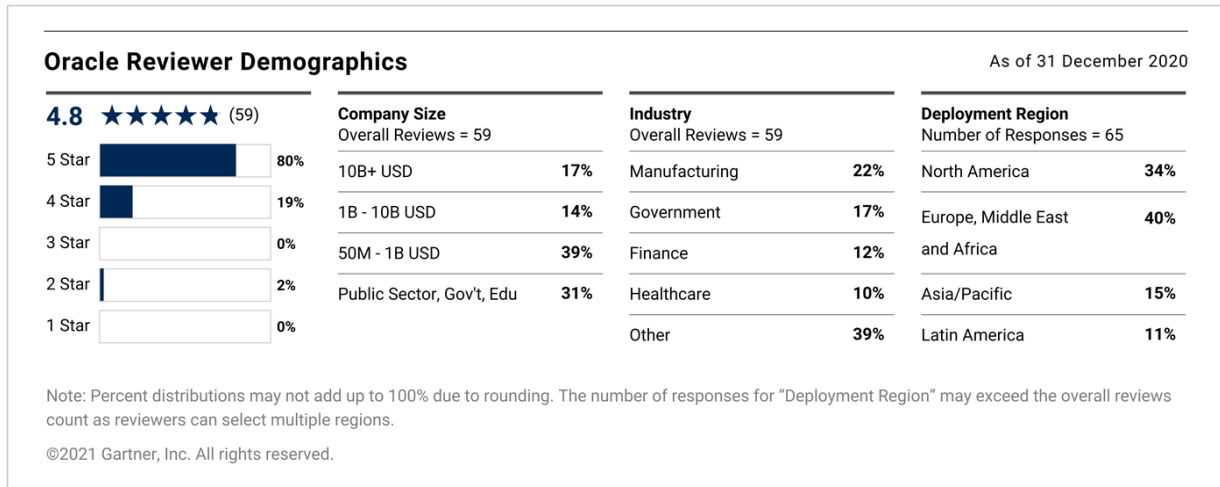
Figure 21. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Newgen Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Newgen](#).

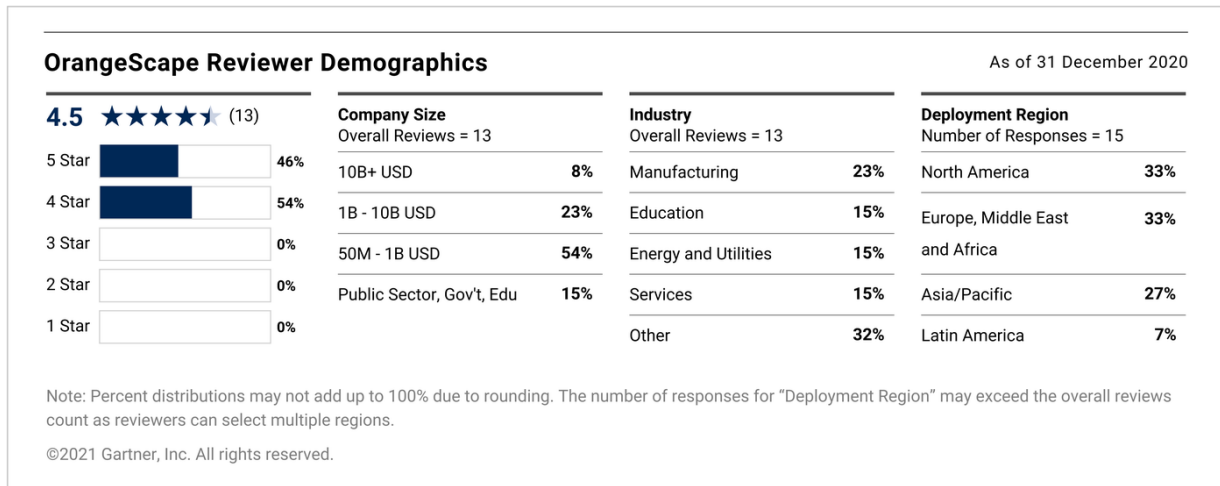
Figure 22. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Oracle Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Oracle](#).

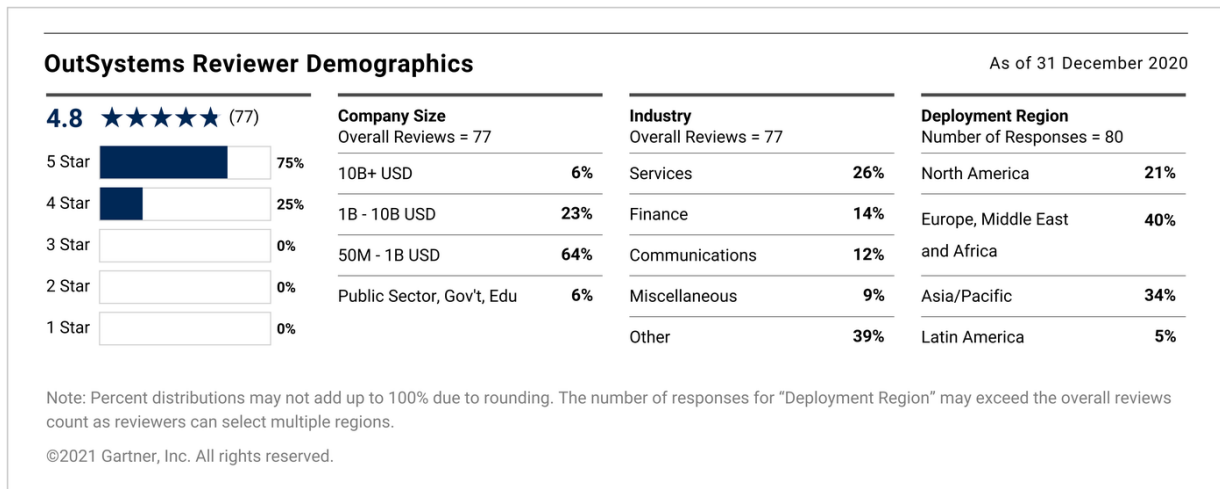
Figure 23. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms OrangeScape Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [OrangeScape](#).

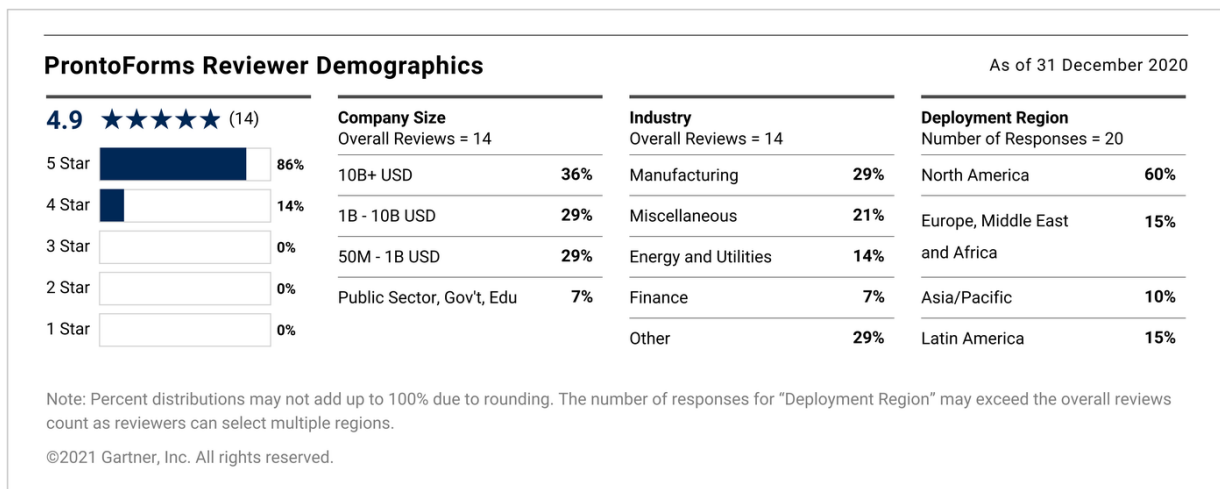
Figure 24. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms OutSystems Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [OutSystems](#).

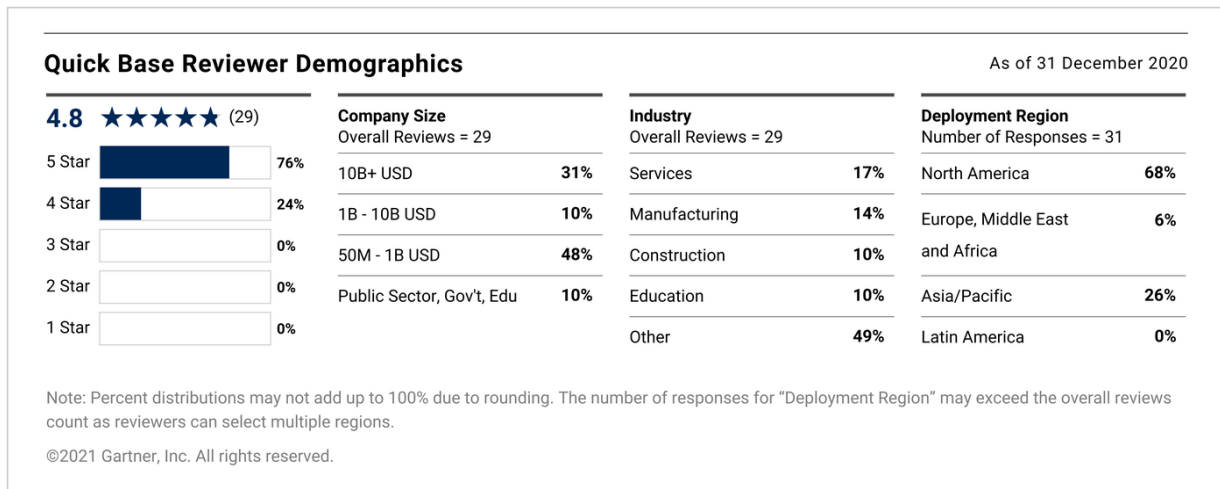
Figure 25. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms ProntoForms Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [ProntoForms](#).

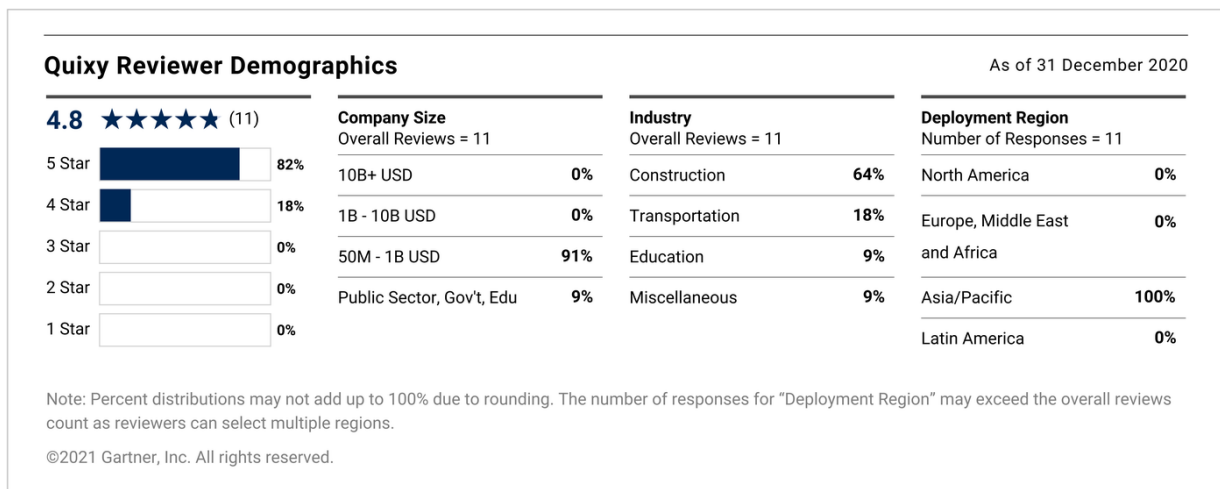
Figure 26. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Quick Base Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Quick Base](#).

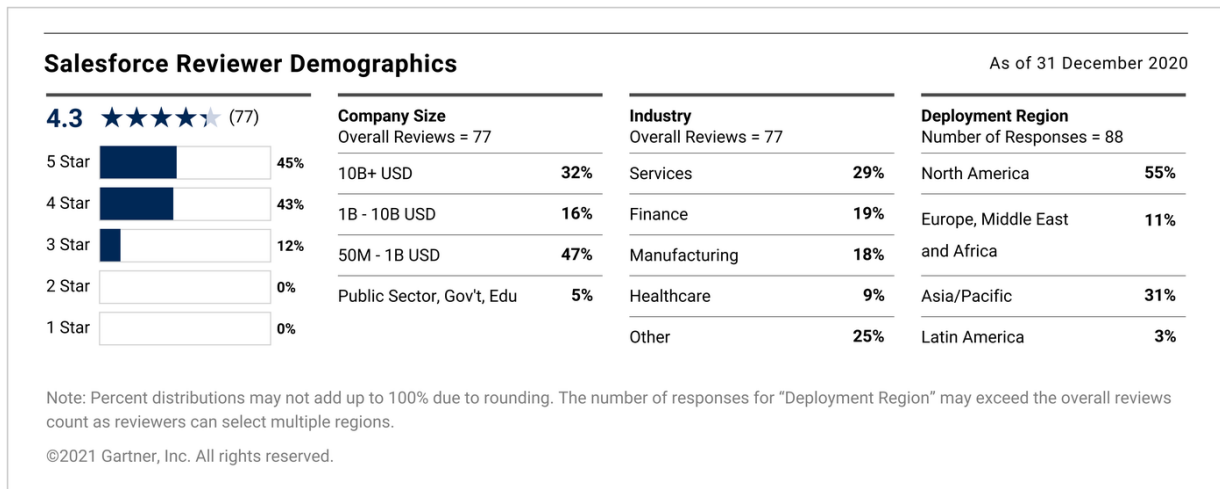
Figure 27. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Quixy Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Quixy](#).

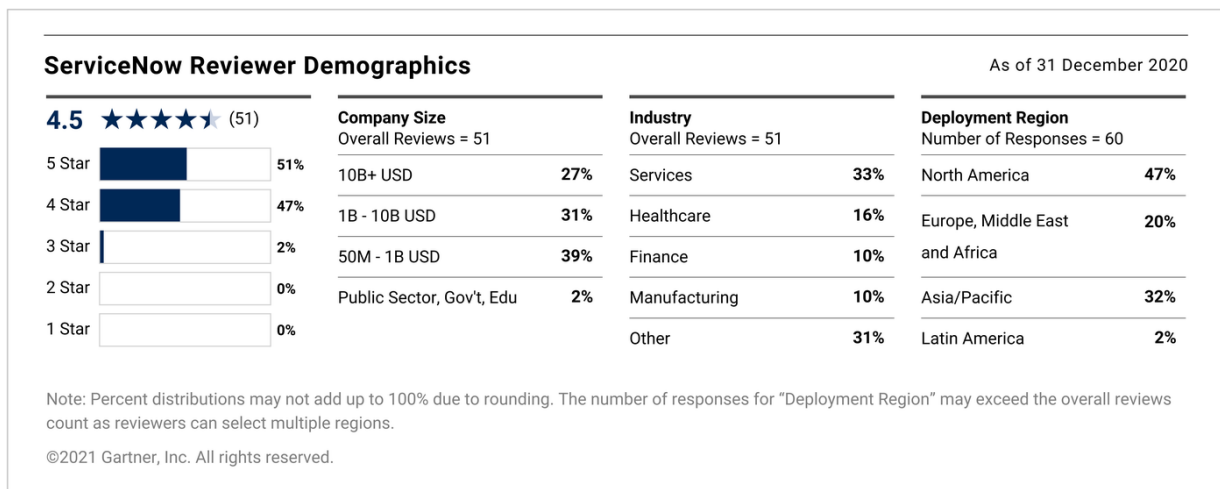
Figure 28. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Salesforce Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Salesforce](#).

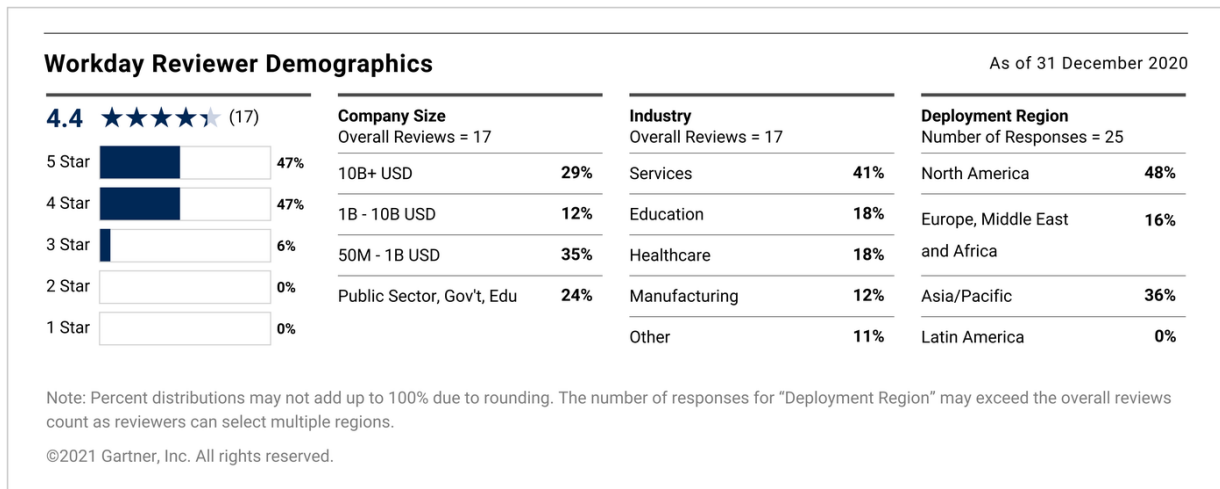
Figure 29. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms ServiceNow Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [ServiceNow](#).

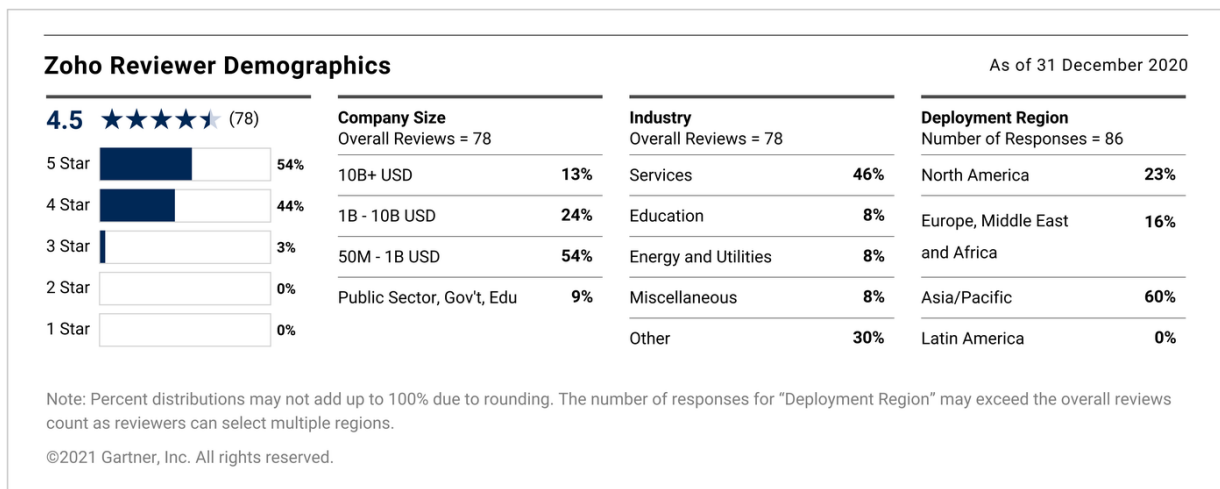
Figure 30. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Workday Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Workday](#).

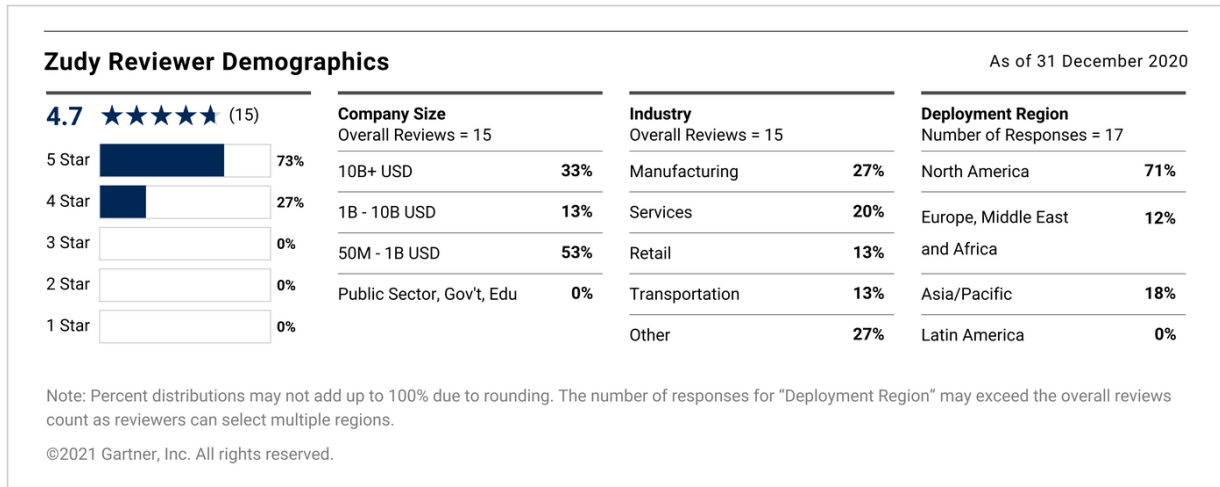
Figure 31. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Zoho Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Zoho](#).

Figure 32. Gartner Peer Insights “Voice of the Customer” Enterprise Low-Code Application Platforms Zudy Reviewer Demographics



Source: Gartner (February 2021)

Read all Peer Insights user reviews for [Zudy](#).

Methodology

- **Gartner Peer Insights Voice of the Customer Methodology:** Please refer to the [Voice of the Customer Methodology](#) page.
- **Gartner Peer Insights Customers’ Choice Methodology:** Reviews submitted between 1 January 2020 and 31 December 2020 were considered for determining Gartner Peer Insights Customers’ Choice distinctions. Gartner is committed to transparency regarding the criteria considered in bestowing this distinction; a full description can be found on the [Customers’ Choice Methodology](#) page.
- **Customer Rating:** Overall customer rating is the response to the survey question: “Please rate your overall experience with this vendor.” Other ratings displayed are responses to:
 - “Overall rating of product capabilities”
 - “Overall rating of evaluation and contract negotiation with the vendor”
 - “Overall rating of integration and deployment”
 - “Overall rating of service and support”

Ratings were taken on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied.” The average ratings within the review may represent multiple versions of a product offering. Reviews for beta products are included in the analysis of this document. Reviews for legacy products (no longer being sold by the vendor) were not included in the analysis in this document.

- **Confidence Range:** The 95% confidence range in Figure 2 is calculated using a statistical technique known as bootstrapping. For a given vendor, a bootstrap sample is taken from either the set of overall ratings of the market or the set of overall ratings for the vendor. The size of the sample taken is the same as the number of reviews of the vendor. There is a higher chance to take the sample from the vendor’s overall ratings when the vendor has more reviews. A mean is calculated for each bootstrap sample and the process is repeated 50,000 times. The low and high ratings shown in the confidence range are the 2.5 to 97.5 percentile values of the histogram of these bootstrapped means (or the vendor’s actual rating, whichever is lower/higher). This represents the 95% confidence interval.
- **“Willingness to recommend”:** This is calculated based on the responses to the question “How likely is it that you would recommend this product or service to a friend or colleague?” The reviewer can select the response on a rating scale of 0 to 10, where 0 is “not at all likely” and 10 is “extremely likely.” The response is considered “yes” if the rating is greater than or equal to 8 and “no” if the rating is less than 8. For reviews first submitted in mid-2018 or came from Magic Quadrant Reference Survey, the question “Would you recommend this product to others” was asked instead, with responses including “yes,” “yes, with reservations,” “I don’t know,” and “no.” The “Willingness to recommend” percentage is calculated using the total number of “yes” responses for both questions as defined above divided by the total number of responses to the question.

The data used in this report is drawn from reviews on Peer Insights, a crowdsourced enterprise review platform that relies on dynamic data. Key to maintaining the integrity of the site is our ongoing moderation and validation of those reviews. Reviews are examined before publishing to the site and periodically, post publishing.

Due to the dynamic nature of the data, the external Peer Insights site will always have the most updated view of the vendors and products in this report. The Voice of the Customer methodology uses a snapshot of review data from a defined time frame. This Voice of the Customer report should therefore be used along with the detailed and current information available directly on the Peer Insights site for the most up-to-date view of the data for this market and associated category views.

Recommended by the Author

Some documents may not be available as part of your current Gartner subscription.

[Magic Quadrant for Enterprise Low-Code Application Platforms](#)

[Critical Capabilities for Enterprise Low-Code Application Platforms](#)

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