



ManageEngine
AppCreator

Rewriting the IT landscape with AI-powered low-code development

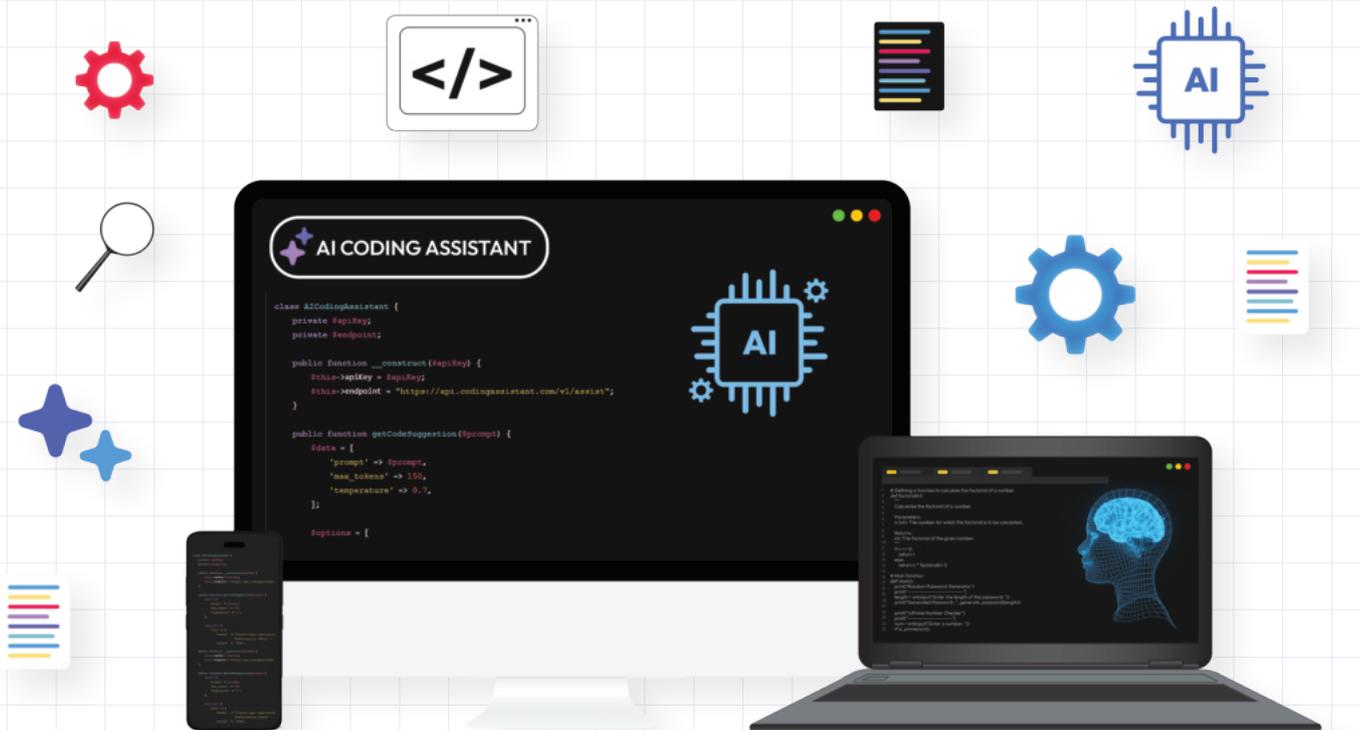


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1. Introduction

In most IT roles, the problem isn't capability but capacity. With mounting internal requests, legacy systems to maintain, and growing demands for automation, the backlog rarely shrinks. Traditional development cycles—even when managed well—struggle to keep up with the pace of the organization.

AI-powered low-code platforms offer a practical way forward. These platforms combine the ease of low-code development with the power of AI. With the help of AI-powered low-code platforms, IT teams can quickly build, automate, and manage internal solutions without extensive coding. Features like drag-and-drop interfaces, natural language processing (NLP), and predictive insights empower IT teams to deliver smarter solutions faster.

1.1 What you'll find in this e-book

This e-book:



Explores how AI-powered low-code platforms empower IT teams to accelerate development, optimize automation, and minimize manual effort.



Highlights how AI enhances the capabilities of low-code tools and the strategic advantages this combination brings to key IT functions.



Examines common challenges faced by IT teams and how AI-driven low-code solutions can effectively address them.



Provides insights on key features to look for in an AI-powered low-code platform, red flags to avoid, and some real-world examples on how these platforms support different IT roles.

1.2 What is an AI-powered low-code platform?

Low-code is a software development approach that uses visual, drag-and-drop interfaces, pre-built components, and minimal coding to simplify and speed up application creation.

A low-code platform provides the tools and environment needed to build applications using this method. Compared to traditional development, these platforms enable faster development and broader accessibility for technical and non-technical users alike.

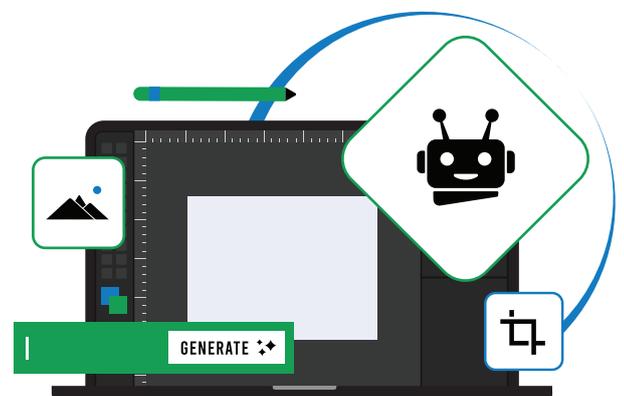
An AI-powered low-code platform offers features like intelligent automation, NLP, and predictive assistance to accelerate development and improve efficiency.

1.3 Why now is the right time for IT leaders to embrace

AI-powered low-code

Now is the ideal time for IT leaders to embrace AI-powered low-code due to rising demands for faster digital delivery, shrinking development resources, and the growing need to empower IT teams with development tools without compromising on compliance and security.

These platforms enable IT teams to meet business needs more efficiently, reduce backlogs, and improve operational agility without compromising control or security. As AI capabilities mature and integrations become seamless, adopting this approach positions IT to lead transformation rather than react to it.



2. AI meets low-code: A game-changer for IT

2.1 The role of AI and low-code in application development

Low-code platforms have evolved from a simple drag-and-drop interface to powerful environments capable of handling complex enterprise applications. In parallel, AI has progressed from rule-based automation to advanced models that assist in decision-making and code generation. Together, AI and low-code are redefining how software is built, making it faster, smarter, and require fewer manual steps.

This shift is also transforming the role of developers. As AI takes on tasks like generating code, validating logic, and suggesting improvements, developers are moving from hands-on coding to reviewing, refining, and orchestrating AI-generated outputs. Large language models (LLMs) accelerate development but still require oversight, positioning developers more as quality controllers and solution designers than traditional coders. As AI capabilities mature and trust grows, developers will increasingly act as architects and testers—guiding, validating, and integrating AI-driven components into scalable, secure applications.

The combination of AI and low-code is not just enhancing productivity; it's redefining the application lifecycle and the role of IT personnel, shifting them from manual builders to strategic enablers of innovation, speed, and continuous improvement.

2.2 How AI enhances low-code platforms

AI enhances low-code platforms by embedding intelligence into every stage of the application development lifecycle. AI introduces capabilities like NLP, predictive analytics, and smart automation into the development process and allows platforms to understand user intent, recommend design or logic improvements, auto-generate code snippets, and even detect potential errors. As a result, AI not only reduces the effort required to build applications but also speeds up development cycles, empowers non-technical users, and improves the overall quality of outputs.

With features like NLP, users can use prompts to describe what they want in plain language, then the platform generates workflows or code blocks. AI-powered automation will fulfill tasks such as data mapping, validation, and error detection, reducing manual effort and the likelihood of errors. Predictive analytics and machine learning (ML) models integrated into AI-powered low-code platforms enable smarter, data-driven applications—without requiring deep technical expertise to do so.

AI assists developers by recommending logic and detecting inefficiencies through automated code reviews and performance monitoring. This not only speeds up development but also improves the quality and performance of applications.

Together, AI and low-code empower IT teams to deliver solutions faster, with greater accuracy and scalability, making the development process more efficient, accessible, and aligned with organizational needs.

2.3 Benefits of AI-powered low-code for IT functions

2.3.1 IT support and help desk automation

IT support teams manage ongoing maintenance and user issues, frequently facing heavy workloads and high demands. AI-powered low-code platforms offer a practical way to modernize support operations without heavy development effort.

Challenges

- IT support teams often face high ticket volumes, with many queries being repetitive.
- Long resolution times caused by manual triaging and routing further slow down response rates and frustrate users.

How AI-powered low-code helps

- **Intelligent ticket routing:** AI models trained on past ticket data can automatically categorize and prioritize incoming tickets, ensuring faster response times.
- **Self-service portals:** Low-code tools allow teams to build AI-enabled portals and virtual agents that can handle common issues.
- **Predictive analytics:** AI dashboards help IT leaders identify recurring issues or service spikes before they become major problems.
- **Workflow automation:** AI-assisted low-code platforms combine the ease of prompt-based creation with visual drag-and-drop tools, allowing users to do the following without deep technical expertise:
 - Choose their development process
 - Quickly generate, customize, and fine-tune workflows like password resets
 - Access approvals

2.3.2 Network and infrastructure management

Managing modern IT infrastructure—especially across multi-cloud or hybrid environments—has become increasingly complex. Traditional approaches often rely on manual configuration and fragmented monitoring tools, making performance diagnostics time-consuming and error-prone.

Challenges

- IT teams struggle with manually maintaining diverse environments, limited real-time visibility, and difficulty identifying and resolving issues quickly.
- Performance dips, misconfigurations, or security risks can go unnoticed until they impact users.

How AI-powered low-code helps

- **Real-time monitoring dashboards:** Low-code platforms enable quick creation of live dashboards that pull from various systems and flag anomalies using AI.
- **Anomaly detection:** AI-powered low-code platforms can help spot unusual activity like traffic spikes or suspicious behavior by using customized or pre-trained ML models. These alerts can then trigger automated actions, all set up with minimal coding.
- **Automated responses:** Custom low-code workflows can automatically reboot services, isolate affected endpoints, or notify administrators when performance thresholds are breached.
- **Configuration bots:** With AI-powered low-code platforms, teams can quickly set up bots that monitor network conditions and make smart configuration changes, reducing manual work and human errors.

2.3.3 Cybersecurity and risk management

As cyber threats grow more sophisticated, IT teams face mounting pressure to secure systems, protect sensitive data, and ensure regulatory compliance. Traditional security measures often involve reactive responses, manual threat tracking, and fragmented reporting—leaving critical gaps in protection.

Challenges

- Organizations struggle with limited visibility into security events, manual risk assessments, delayed incident response, and the complexity of maintaining compliance across evolving regulations.

How AI-powered low-code helps

- **Threat detection and response:** AI-powered low-code platforms let you create AI agents that detect and respond to threats (like unauthorized access or suspicious activity) using simple instructions and scripts. The AI handles planning, analysis, and action, reducing manual effort.
- **Automated incident workflows:** AI-powered low-code platforms let you build workflows that automatically isolate endpoints, alert security teams, or log incidents by integrating with tools like security information and event management (SIEM) solutions, IT service management (ITSM) platforms, or endpoint protection systems.
- **Compliance monitoring dashboards:** Build real-time dashboards to track adherence to security policies, flag violations, and generate audit-ready reports.
- **Risk scoring:** AI-powered low-code platforms let you build custom risk scoring workflows using prebuilt components and scripts. With features like AI agents, you can define how assets, users, or activities are evaluated so the platform can automatically assign risk scores and help IT teams focus on what matters most.

2.3.4 Application development and maintenance

Developing and maintaining internal applications is essential but resource-intensive. From gathering requirements to deployment and updates, traditional development cycles can take weeks or months, especially when teams are constrained by limited bandwidth or legacy systems.

Challenges

- IT teams face slow development timelines, siloed collaboration between IT and other business functions, and mounting technical debt from maintaining aging or inefficient codebases.

How AI-powered low-code helps

- **Rapid prototyping:** AI-powered low-code platforms help teams build apps faster by combining reusable components, visual builders, and AI-driven assistance. Features like drag-and-drop interfaces, prebuilt UI templates, and AI-generated data models simplify the creation of forms, dashboards, and workflows. This helps IT teams and business teams alike quickly prototype solutions, validate ideas faster, and reduce the time from concept to deployment.

AI-assisted development: Code suggestions, natural language inputs, and smart testing tools embedded in low-code platforms help teams reduce errors and speed up iterations.

- **Streamlined maintenance:** Applications built with low-code are easier to update and integrate due to pre-built connectors, modular components, and standardized logic, reducing long-term maintenance burdens.
- **Business-IT collaboration:** Visual development through WYSIWYG interfaces or prompt-based development enables non-developers to contribute to logic and workflows, ensuring better alignment with business needs.

2.3.5 Network and connectivity

Maintaining secure and reliable connectivity across internal systems, cloud services, and remote endpoints is critical for business continuity. However, increasing network complexity and rising user demands make it difficult for IT teams to maintain high availability and performance using manual methods alone.

Challenges

- Frequent connectivity issues, slow troubleshooting, and inconsistent access policies are common pain points.
- Managing VPN access, monitoring latency, and securing distributed networks often require significant manual effort and coordination.

How AI-powered low-code helps

- **Proactive monitoring:** AI-powered low-code platforms allow teams to build custom monitoring dashboards using visual tools and prebuilt components. With features like AI agents and integrations with network monitoring tools, the platform can detect latency spikes, packet loss, and access failures in real time, helping reduce downtime and improve system reliability.
- **Smart troubleshooting:** Low-code platforms powered by AI help IT teams automate root cause analysis by processing logs, telemetry data, and performance metrics. AI agents enable the platform to analyze historical and live data, speeding up diagnosis of hardware, software, or bandwidth congestion.
- **Automated access provisioning:** AI-powered low-code platforms help automate user access requests (like VPN or intranet access) through customizable workflows. These workflows can enforce access rules, validate conditions, and auto-approve requests based on predefined criteria.
- **Connectivity optimization:** With AI-powered low-code tools, teams can build workflows that analyze traffic patterns and dynamically suggest routing or load balancing strategies. Using custom AI agents and automated logic, the platform recommends network changes that improve performance without manual intervention.

2.4 Where can AI-powered low-code excel and where does it hit limits?

AI-powered low-code platforms bring powerful advantages to modern application development. By automating repetitive and routine tasks, they reduce human error and operational risk while significantly increasing accuracy and consistency. These platforms are especially effective in quickly building minimum viable products, allowing teams to test ideas, iterate, and deliver solutions faster. AI also enhances data acquisition and analysis—automating data collection, generating insights, and enabling more informed decisions without the need for advanced data science expertise.

Additionally, AI supports intelligent recommendations, error detection, and workflow optimization, freeing IT teams from time-consuming manual tasks and allowing them to focus on higher-value work.

However, limitations exist. AI lacks emotional intelligence and human creativity, making it less suitable for tasks that require empathy or nuanced judgment. While implementation costs can vary, thoughtful use of AI-powered low-code platforms often offsets these expenses through increased efficiency and faster delivery.

Overall, AI-powered low-code excels at driving speed, accuracy, and innovation across IT operations.

2.5 ROI evaluation: Estimating savings on time, headcount, and licensing

One of the strongest incentives for IT leaders to adopt AI-powered low-code platforms is the clear and measurable return on investment (ROI). When deployed strategically, these platforms yield significant savings in time, staffing, and software licensing.



Time efficiency:

Traditional development cycles often span months, while AI-powered low-code platforms can produce working prototypes in hours. With features like built-in integrations, intelligent automation, and AI-driven suggestions, development timelines can be reduced by up to 60–70% (source: McKinsey). This enables faster iteration, quicker feedback loops, and accelerated delivery of business value.



Headcount optimization:

By abstracting complex coding tasks, AI-powered low-code platforms enable a wider range of business users—not just highly specialized developers—to participate in application development. This democratization of development boosts team productivity and agility while reducing reliance on niche, high-cost engineering roles.



Software licensing savings:

AI-powered low-code platforms consolidate capabilities like ticketing, asset management, approvals, and reporting into a unified environment. This reduces the need for multiple third-party tools, cutting down on licensing, maintenance, and integration costs.

3. Solving IT challenges with AI and low-code

3.1 Common challenges faced by IT departments

IT departments are under constant pressure to keep systems running, support digital initiatives, and respond to evolving business needs—all while staying secure and compliant. Doing more with less has become the norm. Many teams are stretched thin by repetitive tasks, disintegrated tools, and growing expectations for speed, scale, and innovation. These challenges not only slow down operations but also limit the IT department's ability to act strategically. Identifying and addressing them is the first step toward building more agile, resilient IT processes.

Key challenges frequently faced by IT include:

- Managing complex and distributed infrastructure
- Complexities of integrating systems
- Burnout due to repetitive manual tasks
- Ensuring compliance and managing security threats
- Tackling IT overload

These challenges highlight the key areas where IT struggles to keep pace with business demands.

3.1.1 Managing complex and distributed infrastructure

Managing IT infrastructure is increasingly complex as organizations rely on a mix of on-premises, cloud, and hybrid environments. The challenge lies in maintaining uptime, ensuring scalability, and managing diverse hardware and software components; all while controlling costs. Legacy systems, fragmented tools, and growing data volumes add to the difficulty, making it hard for IT teams to gain full visibility and proactively address issues before they impact business operations. Additionally, frequent updates and patching require constant attention to prevent vulnerabilities and downtime.

How can AI-powered low-code help with infrastructure management?

AI-powered low-code platforms can simplify infrastructure management by either performing routine tasks—such as system health monitoring, configuration management, and failure prediction—on their own or by integrating with existing infrastructure tools to automate these processes through intelligent analytics. These platforms enable IT teams to build custom tools and workflows without extensive coding, accelerating response times and reducing human error. By providing centralized dashboards and real-time insights, AI-driven low-code solutions help IT teams maintain optimal performance, improve scalability, and focus on strategic initiatives rather than manual maintenance.

3.1.2 Complexities in integrating systems

Many IT environments struggle with a lack of integration between disparate systems, especially when legacy applications coexist with modern platforms. These disconnected systems create data silos, hinder collaboration, and slow down workflows, making it difficult for IT teams to deliver seamless digital experiences. Furthermore, many legacy systems were not designed to support AI or advanced automation, limiting the organization's ability to leverage intelligent technologies for improved decision-making and efficiency. This fragmentation increases complexity and maintenance overhead, impacting overall agility and innovation.

How can AI-powered low-code help with integration?

AI-powered low-code platforms can bridge the gap between legacy systems and newer technologies by offering flexible connectors and intelligent automation capabilities. These platforms simplify the creation of integrations and workflows that enable data sharing and process synchronization across diverse systems without heavy coding. AI-powered low-code platforms can also analyze integration patterns, identify bottlenecks, and suggest optimization opportunities by examining system logs, tracking data flow anomalies, and applying predictive analytics, helping IT teams unify their ecosystem and unlock the full potential of their data and applications.

3.1.3 Burnout due to repetitive manual tasks

Repetitive manual tasks such as data entry and routine maintenance consume significant IT resources and heighten the risk of human error due to fatigue and monotony. These tasks slow down teams and divert attention from higher-value activities like innovation and strategic planning. As IT environments grow more complex, the volume of these repetitive processes escalates, making it harder to maintain efficiency and consistency across operations.

How can AI-powered low-code help with automating repetitive tasks?

AI-powered low-code platforms enable IT teams to quickly design and deploy automated workflows that handle routine tasks without extensive programming. By leveraging AI capabilities like NLP and predictive analytics, these platforms allow users to describe automation goals in plain language, making it easier to create workflows without deep technical expertise. NLP helps interpret these plain language inputs to generate logic, map actions, or extract relevant information from unstructured data sources like emails or support tickets. This not only accelerates task completion but also improves accuracy and frees IT staff to focus on more impactful projects.

3.1.4 Ensuring compliance and managing security threats

Maintaining compliance with industry regulations and ensuring robust security are ongoing challenges for IT teams. The growing number of standards—such as GDPR, HIPAA, CCPA, and others—require constant monitoring, documentation, and enforcement. At the same time, evolving cyber threats demand proactive security measures to protect sensitive data and critical systems. Balancing compliance and security efforts while supporting business agility often strains limited IT resources and increases the risk of gaps or breaches.

How can AI-powered low-code help with compliance and security?

AI-powered low-code platforms can automate compliance monitoring and reporting by continuously scanning systems for policy violations and generating audit-ready documentation. AI-driven threat detection created on these platforms analyzes network traffic, user behavior, and system logs in real time to flag anomalies, enabling faster identification and automated responses to potential security incidents. By enabling IT teams to quickly build custom compliance workflows and security protocols without heavy coding, low-code solutions improve accuracy, reduce manual workload, and help maintain a stronger, more agile security posture.

3.1.5 Tackling IT overload

IT departments often face sudden spikes in demand due to business growth, product launches, or unexpected events. Keeping up with these rapid changes requires flexible infrastructure and scalable processes. However, many IT teams struggle to respond quickly because of limited resources, rigid systems, and outdated workflows. This surge in demand can lead to performance bottlenecks, delayed projects, and increased pressure on staff—each impacting the overall service quality.

How can AI-powered low-code help with managing demand surge?

AI-powered low-code platforms enable IT teams to rapidly develop and deploy scalable solutions that adapt to changing demands. By automating resource allocation, workflow adjustments, and real-time monitoring, these platforms help maintain performance during peak periods. These platforms can analyze historical usage data, seasonal trends, and external factors to forecast demand patterns, which enables proactive resource planning and quicker response to changing needs. This agility helps the IT department better support business growth and sudden shifts without overwhelming their teams.

4. A strategic guide to AI and low-code in IT

Each AI-powered low-code platform comes with varying features, so choosing the right one requires a clear plan. This chapter helps IT leaders understand what to look for, what to avoid, and how to align these tools with key IT goals for successful adoption.

4.1 Features to look for in an AI-powered low-code platform

Here are some critical features to look out for: the ability to use your own data to train custom ML models; built-in NLP; visual development tools; integration capabilities; workflow automation; and features that assist with compliance and security.

4.1.1 Training custom machine learning models with your own data

A powerful AI-enabled low-code platform should allow you to build and deploy custom ML models using your own enterprise data without requiring deep data science expertise or custom infrastructure.

Look for features such as:

Automated model training pipelines that handle data ingestion, model selection, training, and validation.

The inclusion of AI capabilities such as extracting keywords, analyzing sentiment, and identifying entities.

Built-in data labeling and feedback loops for improving model accuracy over time.

These capabilities are crucial for tasks like automating document intake, extracting fields from invoices, or routing support tickets—all while keeping models tailored to your organization.

4.1.2. Natural language processing (NLP)

NLP allows users to interact with the development environment using natural, human language—eliminating the need for complex syntax or code.

Key capabilities to look for include:



Prompt engineering:

Users can enter prompts, and the platform builds the required UI or logic automatically.



Entity and intent recognition:

For processing user input and mapping it to system actions.



Auto-suggestion and language understanding:

To help users complete commands faster.

While NLP-driven development can accelerate prototyping, it is important to understand that NLP models are still prone to misinterpretation. Look for platforms that offer human-in-the-loop validation or allow users to switch between natural language and visual editing to refine outcomes.

4.1.3. Visual development tools

Low-code platforms must offer intuitive visual tools that enable users to collaborate on application development. AI further enhances this experience by simplifying complex tasks and guiding users through the process.

Look for features such as:

- NLP interfaces that allow users to create or modify workflows using plain language commands.
- Predictive analytics that forecast potential bottlenecks or performance issues during development.
- Drag-and-drop interface builders.
- Workflow builders with AI-assisted process automation and optimization recommendations.
- Reusable components (widgets, templates, logic blocks) to accelerate development and maintain consistency.
- Real-time previews and debugging tools to test applications during development.

Additionally, advanced platforms support hybrid development, allowing technical users to extend visual apps with custom code (e.g., JavaScript, Python, or plugins), offering flexibility without compromising speed.

4.1.4 Integration capabilities

Your platform must be able to connect with a wide array of external systems, databases, and APIs. This ensures that applications built on the platform can leverage existing enterprise data and services.

Look for:

- Prebuilt connectors for popular platforms like those offered by Salesforce, SAP, Zoho, Microsoft 365, and ServiceNow.

- Extract, transform, load (ETL) and data transformation tools to manage data quality and mapping between systems.

A strong integration layer minimizes custom coding and enables unified workflows across otherwise disconnected systems.

4.1.5 Workflow automation

One of the biggest advantages of low-code platforms is the ability to automate complex workflows involving people, systems, and AI.

Key workflow automation features include:



Visual workflow design and blueprints:

Use BPMN tools to model business processes graphically.



Custom functions:

Add custom business logic using lightweight scripting to handle unique process needs that go beyond standard blocks.



AI-assisted decisions:

Use ML models or rules engines to influence outcomes, such as auto-prioritizing support tickets based on sentiment (sentiment analysis), and keyword extraction.



Schedulers and triggers:

Automate workflows based on time (e.g., daily, weekly jobs) or events (e.g., form submitted, status changed).



Notifications and reminders:

Send alerts via email or SMS, and trigger follow-ups or reminders based on due dates or delays.

4.1.6 Compliance and security

Security and compliance should be foundational, not optional. A robust low-code platform should offer enterprise-grade protections and compliance with industry standards while leveraging AI to strengthen security measures.

Technical features should include:

- End-to-end data encryption (both at rest and in transit).
- Role-based access control (RBAC) to limit access based on user roles.
- Audit logging and monitoring to track changes and support compliance reviews.
- Support for regulatory frameworks such as GDPR, HIPAA, SOC 2, and ISO 27001 as per industry standards.

4.2 A selection guide: Red flags and traps to avoid

Amid the growing hype, it's easy to fall for flashy features or superficial claims. Here are some red flags to be wary of.

4.2.1 Unrealistic promises and claims

Vendors sometimes oversell what their AI can do, claiming "human-like intelligence," "100% accuracy," or results arriving "out-of-the-box." In reality, AI requires contextual tuning, quality data, and time to deliver value.

Watch out for:

- Buzzword-heavy pitches with little technical depth.
- Claims of instant ROI without proof of past deployments.
- Absence of realistic timelines for training, testing, or improvement.

4.2.2 Poor integration capabilities

An AI system is only as useful as its ability to integrate with your existing stack—whether that’s a CRM or ERP tool, cloud storage, or APIs. If integration is hard or poorly documented, operational friction increases.

Watch out for:

- Limited or proprietary interfaces that don’t work well with other tools.
- No API documentation or SDKs.
- Inflexibility in deployment (e.g., no on-premises or hybrid support).

4.2.3 Hidden costs

AI solutions often appear attractively priced, especially with freemium models or low entry-level pricing. However, hidden costs can quickly emerge during implementation, scaling, or customization.

Watch out for:

- **Data preparation and cleaning:** Many vendors don’t include the cost of preparing data for AI model training.
- **Model training and tuning:** Initial models may require extra consulting or usage-based fees.
- **Infrastructure and compute costs:** Cloud-based AI can consume significant resources, especially with large-scale models.
- **Licensing complexity:** Some vendors charge per user, per transaction, or based on the number of API calls, which can be unpredictable.

4.2.4 Security and compliance

AI platforms process large volumes of data, often sensitive or personal. If security and regulatory compliance aren't baked into the solution, you could face serious legal and reputational consequences.

Watch out for:

- Vague answers around data handling, encryption, or model governance.
- Lack of certifications for regulations like SOC 2, ISO 27001, GDPR, or HIPAA (for healthcare).
- Models trained on uncleared or proprietary data.
- No clear audit trail.

4.2.5 Lack of support

AI-powered low-code platforms can be complex, especially when deploying in real-world environments. Poor customer support can delay deployment, reduce adoption, or leave your team stranded.

Watch out for:

- Limited or no technical onboarding or training resources.
- No clear path to reach technical support or escalation channels.
- Community-only or email-only support, especially for critical operations.
- Support services that are offered only at extra cost or through third parties.

4.3 How key IT functions benefit from using AI-powered low-code

AI-powered low-code platforms can revolutionize IT by enabling faster delivery, smarter automation, and greater agility across teams.

- Application development:
Low-code platforms drastically reduce development time, enabling IT teams to prototype, test, and deploy applications rapidly. AI-driven code suggestions and automation accelerate workflows, freeing developers to focus on strategic tasks.
- IT operations:
AI-powered low-code platforms enhance IT operations through intelligent monitoring, predictive maintenance, and automated incident management. It helps identify issues before they become critical, reducing downtime and improving service quality.
- Security and compliance:
Low-code platforms, further enhanced by AI, help detect threats in real time by analyzing data patterns and anomalies across systems. Combined with low-code automation, security responses can be streamlined, ensuring quicker compliance and response to incidents.
- Help desk and support:
AI-powered chatbots and virtual agents resolve routine tickets, improving response times. Low-code tools allow IT teams to build custom support workflows tailored to business needs.
- Integration and data management:
Low-code simplifies connecting systems, while the AI features in the platform help extract insights from data silos, driving better decision-making and operational efficiency.

5. AppCreator: The AI-powered low-code platform for IT

AppCreator is an AI-powered low-code platform designed to accelerate application development with minimal coding effort. By combining intuitive drag-and-drop tools with built-in AI capabilities, AppCreator enables users to automate workflows, generate Deluge code suggestions, and build intelligent applications faster. It empowers developers and business users alike to innovate quickly, reduce development costs, and scale solutions efficiently—all while maintaining enterprise-grade security and flexibility. Ideal for creating modern, data-driven apps, AppCreator brings the power of AI to low-code development for smarter, faster digital transformation.

5.1 Core features

AppCreator is a modern AI-powered low-code platform that makes building apps faster and easier. Here are some of its main features: prompt engineering, Zia, AI Skills, visual development, advanced automation, multi-device development, and analytics.

5.1.1 Prompt engineering

At the foundation of AppCreator's ease of use is prompt engineering, an innovative approach that allows users to construct application components by providing natural language instructions or simple prompts. Whether building forms, generating reports, designing pages, or assembling dashboards, users can leverage carefully designed prompts to guide the AI in generating accurate, context-aware outputs, ensuring the final components align closely with user intent.

5.1.2 Zia

AppCreator's embedded AI assistant, Zia, enhances the application development process by offering contextual field suggestions based on the app's domain, data types, and user behavior patterns. This reduces the learning curve and accelerates development cycles by minimizing manual configuration and coding.

5.1.3 AI Skills

AI Skills represent a sophisticated leap beyond traditional rule-based automation. These are specialized AI modules capable of independently performing complex tasks by analyzing real-time data, understanding context, and making decisions without explicit human guidance. Unlike static workflows, AI Skills exhibit adaptive intelligence; they continuously assess the situation, select the most appropriate action path, and adjust their approach dynamically to evolving conditions. For example, an AI Skill in a customer support app can autonomously triage tickets, escalate critical issues, and even recommend personalized solutions, improving operational efficiency and user experience. This autonomy enables applications to be more intelligent, proactive, and resilient to changing business requirements.

5.1.4 Visual development

The visual development environment in AppCreator empowers users to rapidly build, test, and refine application components through intuitive drag-and-drop builders. The form builder allows data entry interfaces with customizable fields and validation rules to be designed. The workflow builder provides a graphical interface to orchestrate business processes and automate logic flows without writing code. The dashboard builder enables users to create interactive, real-time monitoring dashboards by assembling charts, KPIs, and data widgets visually. This approach democratizes app development, making it accessible to users with varying technical backgrounds while maintaining enterprise-grade sophistication.

5.1.5 Advanced automation

AppCreator's automation framework extends beyond simple task scheduling. It incorporates Workflows to automate multi-step processes, Blueprints to define state transitions in business objects, Schedulers for time-based task execution, and Notifications to alert stakeholders through emails, push messages, or SMS. This combination provides a comprehensive toolkit to streamline complex operations, enforce business rules consistently, and ensure timely communication across teams and systems. For instance, an automated sales approval process can route requests based on criteria, notify approvers, and log outcomes seamlessly, reducing bottlenecks and human errors.

5.1.6 Multi-device development

Recognizing the diverse device landscape in modern enterprises, AppCreator offers a multi-device development solution. Developers can build cross-platform applications that run natively on desktops, web browsers, and mobile devices. The mobile SDK facilitates the creation of custom native mobile apps with full access to device capabilities, while the option to deploy rebranded mobile apps allows organizations to maintain brand consistency and user trust. This multi-platform deployment capability ensures end users have seamless and optimized experiences regardless of their device or operating system, increasing adoption and engagement.

5.1.6. Analytics

Data-driven decision-making is central to AppCreator's value proposition. The platform offers rich analytics features to help users visualize, explore, and act on their data. Users can present data in various formats, including lists for detailed views, calendars for scheduling contexts, grids for tabular data, and a spreadsheet view for bulk editing and quick formula-based operations. AppCreator's built-in filtering tools—such as customizable search filters and multi-criteria sorting—allow users to slice and dice data dynamically, facilitating quick access to relevant information. Customizable dashboards aggregate critical metrics and KPIs into a single pane of glass, enabling real-time monitoring of business performance and rapid response to emerging trends or issues.

5.2 AppCreator for IT roles

5.2.1 AppCreator for IT admins

IT admins face constant challenges amid limited time and resources: managing user access, ensuring system uptime, enforcing security policies, and handling routine tasks. AI-powered low-code platforms simplify this by automating repetitive processes and enabling rapid tool creation. AppCreator allows IT admins to use a visual interface to build custom admin panels, automate provisioning, monitor system health, and enforce compliance rules. Its built-in AI helps detect anomalies, optimize workflows, and enhance operational efficiency without writing complex code.

With centralized control and real-time insights, AppCreator reduces manual workload and improves IT responsiveness across the organization.

5.2.2 AppCreator for IT managers

IT managers are under pressure to deliver faster, manage growing project pipelines, ensure team productivity, and align IT initiatives with business goals. AI-powered low-code platforms help by accelerating development, standardizing processes, and reducing dependency on scarce technical resources. AppCreator enables IT managers to oversee project workflows, assign roles, track KPIs, and automate routine approvals—all from a unified interface. With AI-driven insights, resource forecasting, and real-time dashboards, AppCreator empowers IT managers to make data-informed decisions, improve delivery timelines, and drive strategic outcomes. It also promotes better collaboration between IT and business teams, ensuring agility without compromising control or governance.

5.2.3 AppCreator for CIOs

CIOs face the strategic challenge of driving digital transformation while balancing cost, risk, and innovation. They must modernize legacy systems, accelerate delivery, and ensure alignment with business goals—all under tight budgets and evolving compliance demands. As an AI-powered low-code platform, AppCreator equips CIOs with the tools to scale innovation across the enterprise without overburdening the IT department. By enabling rapid app development, automating key processes, and offering visibility into IT performance, AppCreator helps CIOs reduce time-to-value, optimize resources, and foster a culture of innovation. Its AI capabilities support data-driven decision-making, while built-in governance ensures compliance, security, and scalability, making it a strategic asset for enterprise-wide transformation.

5.2.4 AppCreator for digital transformation leaders

Digital transformation leaders are tasked with re-imagining business processes, enhancing customer experiences, and accelerating innovation all while managing change at scale. Traditional development cycles often slow progress and limit agility. AppCreator bridges this gap with an AI-powered low-code approach, enabling faster experimentation, rapid deployment, and seamless integration across systems. It empowers digital transformation leaders to prototype solutions quickly, digitize manual workflows, and scale successful initiatives across departments. With built-in AI for process intelligence and automation, AppCreator helps turn strategy into execution—driving measurable impact and sustained innovation.

5.3 Sample IT apps you can build

5.3.1 IT asset management

Managing IT assets manually can lead to data inconsistencies, lost equipment, and inefficient audits. With AI-powered low-code platforms, IT teams can automate asset tracking, inventory updates, and full lifecycle management (from procurement to retirement). AppCreator enables the creation of custom dashboards and automated workflows to maintain real-time visibility into hardware and software assets. This reduces manual data entry, prevents asset loss, and ensures accurate reporting for budget planning and compliance.

5.3.2 Ticket management

Traditional ticket systems often suffer from delayed responses, unclear ownership, and bottlenecks. With AppCreator, ticket creation, routing, prioritization, and resolution can be streamlined using AI and automation. Tickets can be automatically assigned based on issue type, urgency, or historical patterns; while integrated dashboards allow IT teams to monitor SLA adherence and track resolution times. These features significantly improve help desk efficiency and user satisfaction.

5.3.3 Incident management

Quick incident resolution is critical to maintaining operational continuity. AppCreator enables automated incident logging, categorization, and escalation through rule-based workflows and AI-driven pattern recognition. Incidents can be automatically analyzed for severity and routed to the appropriate teams with predefined response actions. This minimizes downtime, accelerates resolution, and ensures consistent incident handling across the organization.

5.3.4 Compliance monitoring

Staying compliant with regulatory standards (e.g., GDPR, HIPAA, ISO) is complex and time-consuming. AppCreator simplifies this by allowing IT teams to build automated compliance checks, run audits, and trigger alerts when violations or gaps are detected. With AI, it can analyze logs and usage patterns to identify risks early. This ensures audit readiness, reduces manual monitoring, and keeps compliance costs under control.

5.3.5 Employee onboarding

New hire onboarding often involves coordination across multiple systems: HR, IT, security, and operations. With AppCreator, IT teams can automate the provisioning of devices, email accounts, software licenses, and network access in one workflow. Triggers can be set from HR systems to start onboarding tasks, ensuring consistency, faster setup, and a smooth experience for both employees and IT staff.

5.3.6 Security access requests

Granting access manually is slow and error-prone, increasing the risk of privilege misuse. AppCreator allows IT to build secure, automated approval workflows for access requests integrating with identity management systems and applying policies like the principle of least privilege (PoLP) or role-based access controls (RBAC). AI can help detect unusual access patterns or suggest approval routing based on past behavior, enhancing both security and efficiency.

6. Future trends: What's next for AI and low-code in IT

The evolution of AI-powered low-code platforms will advance through the integration of more sophisticated AI capabilities such as advanced NLP, ML-driven predictive analytics, and autonomous decision-making engines leveraging reinforcement learning and real-time data processing. Future iterations are expected to support the development of highly complex, context-aware, and adaptive applications that operate with minimal human intervention.

Conclusion

AI-powered low-code platforms are fundamentally reshaping the IT landscape by enabling faster, more efficient application development with less reliance on traditional coding expertise. These platforms combine the power of artificial intelligence with intuitive low-code capabilities to address critical IT challenges, from infrastructure management and automation of repetitive tasks to enhancing security and integration capabilities.

Gartner identifies low-code and no-code platforms as key enablers of rapid digital transformation, with enterprises increasingly relying on them to accelerate application delivery.

Platforms integrating with AI further accelerates this trend by improving automation, reducing errors, and enabling adaptive workflows, resulting in significant time and cost savings for IT departments.

By adopting AI-powered low-code platforms like AppCreator, organizations can empower IT teams, improve agility, and support digital transformation initiatives more effectively. However, success requires careful platform selection, governance, and alignment with business goals.

Contact us

We'd love to talk! Reach out to us

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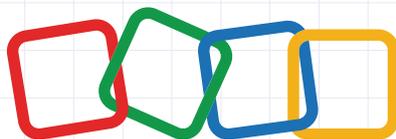
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