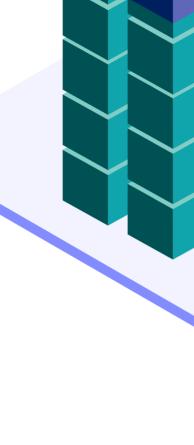


Unleashing the impossible in Healthcare and Government

With the power of enterprise Al

the Healthcare and Government sectors, the partnership between human intelligence and artificial intelligence isn't just pushing boundaries, it's unlocking a world of infinite possibilities.

In this exciting new era of AI, embraced across



of businesses have a good understanding of AI and how it works1.

93%



More than 1/3

see Al as a creative

partner for innovation³.

increase their use of Al in the next 5 years².

92%

say it's likely they will





with customers, helping you meet new expectations and outstrip your competitors. Data-driven workflows that provide a deeper understanding of citizens

organizations is its ability to transform the way you interact

Contextual services that anticipate citizen needs Simplified processes that deliver services faster



iNspire 2024 we spoke to the world's leading organizations about how AI has revolutionized the customer experience. One of them was the US Department for Veterans Affairs. Here are some of the outcomes they've unleashed

legacy IT

Reducing back-office inefficiency

Increasing internal capacity for new

Centralizing customer relationship

management and consolidating

with paperless processing

veteran programmes

At PegaWorld

with Pega:





Increase visibility of citizen data and internal workflows

Accelerate service delivery through automation and

Remove silos between teams to reduce duplication

customized communication

and inefficiency

74%

of businesses are confident

Al can add transformational

business value to their

organization within the

next 5-10 years⁴.

A lot of people can relate to the struggle of having old technology... We're working towards a future where employees don't have to get their hands on applications, and we can streamline that process. These are our first steps in that direction, where things are digitized and it's improving the experience

for our employees, which is increasing that performance for our beneficiaries."

Katrina Fluss, Supervisory Program and Management Analyst, Department of Veterans Affairs

Make Pega your partner in innovation We know everyone says it, but we really are different from the rest. Here's why: We're an engine for groundbreakers We are the platform for industry disruptors, persistent innovators, and hungry

We've honed, obsessed over, and refined our software to scale to the needs of the enterprise

problem-solvers.

 $V \supset$

We're architected differently

- for infinite impact.

We're the partners that last Our client relationships span decades

and we've proven that we stick around,

in the good times and the more

challenging ones.





We're ready to meet you wherever you are on your Al journey.

^{1,2,3,4} Pega research: The choice is yours: Generative Al and the future of enterprise Al

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Get in touch to discover the infinite potential for Healthcare and Government.

