# Impossible made workable

No one can work miracles, but with Pega,
the DWP could achieve truly remarkable feats

# One department; depended on by 22 million people.

A new administration; committed to a new way of governing the nation.

A need for change; beyond short-term measures deprioritised with each change in government.

**Sound impossible?**

We all know the Department of Work and Pensions (DWP) can't work miracles. But, with Pega, you could enhance your productivity by 30%.

**Now, that's something.**

Read on to discover how, with Pega, you can:

- Improve productivity by over 30%.

- Expedite fraud investigations.

- Reduce fraud and error at the point of application.

- Remove operational complexity to make systems more agile.

## Contents

# Facing the present to prepare for the future

## Change when faced with challenge is never straightforward.

With growing demands, increasing expectations and a plethora of evolving requirements upon the DWP, the potential of 30% greater productivity is exciting.

## Fraud and error

In a National Audit Office report[1] the DWP estimated that it overpaid 6.7% - or benefit expenditure in 2023-24. That's up from £9.5 billion in the previous year. Fraud has been on an upward trajectory since 2019. And yet public attitudes to fraud are softening. The biggest challenge for the DWP today is stemming the flow of money lost through fraud and payments made in error.

The loss of billions of pounds each year isn't something that can be ignored. The answer, and the DWP's long-term strategy – to target fraud and error at the point of application. But there are opportunities to make the downstream investigation more efficient. To free time and save money that can be used to accelerate the upstream prevention.

## Delivery

The DWP is facing critical delivery challenges.

More customers. Increasing applications. Bigger backlogs. Limited hours to carry out work.

AI-enabled tools and automated workflows can unlock dramatic productivity gains across the DWP.

> These productivity gains will allow all of the DWP teams to focus on what's important.

## Customer service

22 million customers, a growing library of guidance and regulation and increasing expectations from citizens and the media. These challenges mean that delivering reliable services faster becomes key to meeting the expectations of customers and government ministers.

AI-assisted workflows and processes make this level of service delivery improvement a reality. Automation with reuse is key to updating the legacy processes that may be holding you back from delivering the best service possible to each one of your customers.

## And with Pega, all this can be done simply. And fast.

We all know you can't build something with nothing. That's why, with Pega, you can build on your existing systems and maximise your current investments, hiding their limitations. This enables you to keep pulling new iterations, adaptations and workflows out of the hat, time and again. To deliver a system that works for you while leaving your original systems untouched.

[1]Source: https://www.nao.org.uk/reports/department-for-work-and-pensions-accounts-2023-24/

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# When it comes to moving mountains, it helps if you're on the right path

Choose your path to discover how Pega can help you make your impossible workable.

## Senior Civil Servants

Delivering social impact under scrutiny.

From the public. From the government. From the media. For senior civil servants, AI-supported decisioning and automated workflows could make fair and transparent citizen outcomes even easier to achieve.

## Digital Team

Stuck between delivering change and managing risk? For the DWP Digital Team, progress is controlled and managed solutions, delivered safely and handled efficiently.

## Operations Team

Efficient. Effective. What more do you need from updated systems? Other than ultimate control and faster time-to-value. A tall order, but we can fill it.

# Senior civil servants

## Change is achievable with the full picture in real time

Senior civil servants are experiencing increasing pressure as they work hard to deliver genuine societal impact in a fast-paced world.

However, as they strive to deliver fair and reasonable outcomes, backlogs are inevitable. And in some situations, these backlogs amplify the impact of any errors that may have occurred along the way.

By moving processes upstream, such as the fight against fraud and error, fewer errors occur, and backlogs don't build up as much. With fewer backlogs, civil servants will spend less time looking backwards to unravel complexities and more time moving forward.

While change is needed, achieving any change can be time consuming and beset with challenges, but Pega have a host of products such as Pega GenAI™ Blueprint™ designed to smooth the road to transformation. Leveraging Pega GenAI Blueprint 70% of time and effort typically spent writing user stories, creating workflows and designing the User Interface (UI) can be reduced to 30%.

**Without Pega GenAI™ Blueprint™**

**10%** Deploy & Drive Adoption

**20%** Integrate & Test

**20%** Design and Create UI

**25%** Create Workflows

**25%** Write User Stories

70%

% of time and effort tasks take

**With Pega GenAI™ Blueprint™**

**50%** Time and effort savings

30%

**10%** Deploy & Drive Adoption

**10%** Integrate & Test

**10%** Refine UI

**10%** Connect Workflows

**10%** Create Blueprint

## AI-assisted solutions for smarter decision making:

### ... with real time data

It's hard to make great decisions when you don't know what data to believe. But imagine a world where complexity is simplified with information where it's needed, when you need it. Whatever the source.

Pega pulls together all your legacy data, wherever it's hidden, so employees have it at their fingertips - without needing a magic mirror to find the relevant information.

### ... with increased consistency

Decision making within[1] such a sprawling team can pose its challenges. Over the past year (To 30th June 2024) 795,110 additional Personal Independence Payments (PIP) assessment decisions had been registered, an increase of 15% on the same period the previous year. 28% of these registrations had their award changed as a result of mandatory reconsideration. With a single set of data used across all systems, and available in real time, decision making becomes easier, fairer, and more robust. Over time, mandatory reconsiderations registered should drop, and the amount of time spent considering them should follow suit.

With **Pega** on your side, you can speed decisioning with the support of best practice guidance achieved by defined business rules supported by AI guidance. Previous decisions in similar or identical situations can be integrated into the decision-making workflow. And, when high-risk or highly complex decisions crop up, Pega can offer up advice to staff, or apply a different set of rules.

### ... with checks and balances

Pega's decisioning processes can also update in real time. So, when policy changes or workflow updates are made, Pega makes it easy to apply these rules across the business.

Jobs and even careers depend on ethical decision making. And, because standing up to scrutiny is a full-time job in itself, we've made Pega's AI-assisted features transparent and trustworthy. We've built ethics and bias checks into the platform to ensure decisions made support the hard work you put into doing the right thing all 'round.

### ... with better testing

Champion/ Challenger processes exist to enable you to see the possible outcomes of different scenarios. Weeks or months would typically be committed to this important process, but with Pega you can disappear delays by taking just moments to compare and contrast.

[1]Personal Independence Payment statistics to July 2024: https://www.gov.uk/government/statistics/personal-independence-payment-statistics-to-july-2024

# Upstream and downstream; tackle fraud and error with AI technology

### *... alongside a partner who understands the challenge*

We understand the goals – and the challenges – of the DWP and we know more can be done to drive productivity and impact. By maximising current investments and, with the assistance of AI, we can deliver transformative change.

### *... with powered-up decisioning and easy to access information*

When it comes to tackling fraud and error, finding the right information and using that to power the right decisions can be like finding a needle in a data haystack.

Pega's Knowledge Buddy™ makes sure that all the information in all your systems is pooled and delivered to your teams when they need it, all with the help of Generative AI. Then, when it comes to elevated decisioning, Pega GenAI™ Coach™ is on hand to guide staff so they can spend less time looking for information and more time finding solutions.

## Delivered data so you know what you're working with

### *... improving data integrity*

Data is the predominant driver of the DWP decisions and strategies across the organisation.

Sometimes, data may not be available. Occasionally, it may not be reliable. Often, it may not be up to date. All too often, there's simply too much. Automated workflows can take care of data entry, and with less human involvement, there are fewer opportunities for errors to creep into data. Fewer errors mean you can have greater confidence and more time for complex issues that need that human touch.

And, with one data source for all applications, all users of all systems will have access to one truth with data available when it is needed, right from the source. Even where it has been amended, updated, or altered, there will always be only one truth.

### *... making change easier*

Pega keeps data separate from constituent applications. That means the systems can be changed independently of the data so applications can be created and changed with confidence and built and maintained with ease.

Legacy systems can be evolved, tapping into established data lakes without breaking existing processes. This makes change workable and helps prepare the DWP for the future.

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# The DWP Digital Team

## Deliver the small, fast changes for the low-risk, high-reward dreams reputations are built on.

Increasing pressure to deliver change. High risk. Potentially high reward.

When it comes to introducing new solutions, digital teams can find themselves cornered. Offsetting risk and reward is a balancing act. A performance carefully conducted against a backdrop of increasing regulation and enhanced responsibility.

Responsiveness. Key to survival. Key to success. Key to overcoming the multiplying delivery challenges inundating government departments, stealing their efficiency and poaching their effectiveness.

Rapid change is what's needed to keep on top of the pressures squeezing DWP. Customers, government, regulation, budgets, expectations – all are tougher than they've ever been. Yet, with 22-million people relying on DWP, getting it right is more important than ever.

However, delivering more with limited resources isn't easy. DWP needs to model and deploy AI-assisted -decisioning and workflow automation in a fraction of the time... and at a fraction of the cost of custom development. The good news is, Pega makes the seemingly impossible possible.

### Capture easy productivity gains with low-code workflows

*... when your systems speak your language*

Move faster and respond to what's needed. Low-code workflows, trusted and transparent AI-assisted decisioning and situational layering enable you to unlock unimaginable productivity gains almost overnight.

By simplifying what's in front of you, we make it easy for you to disappear those resource intensive processes at the heart of your back-office operations. And, when you unify decision-making processes for right-first-time decisioning, your teams can find the time to focus on what really counts.

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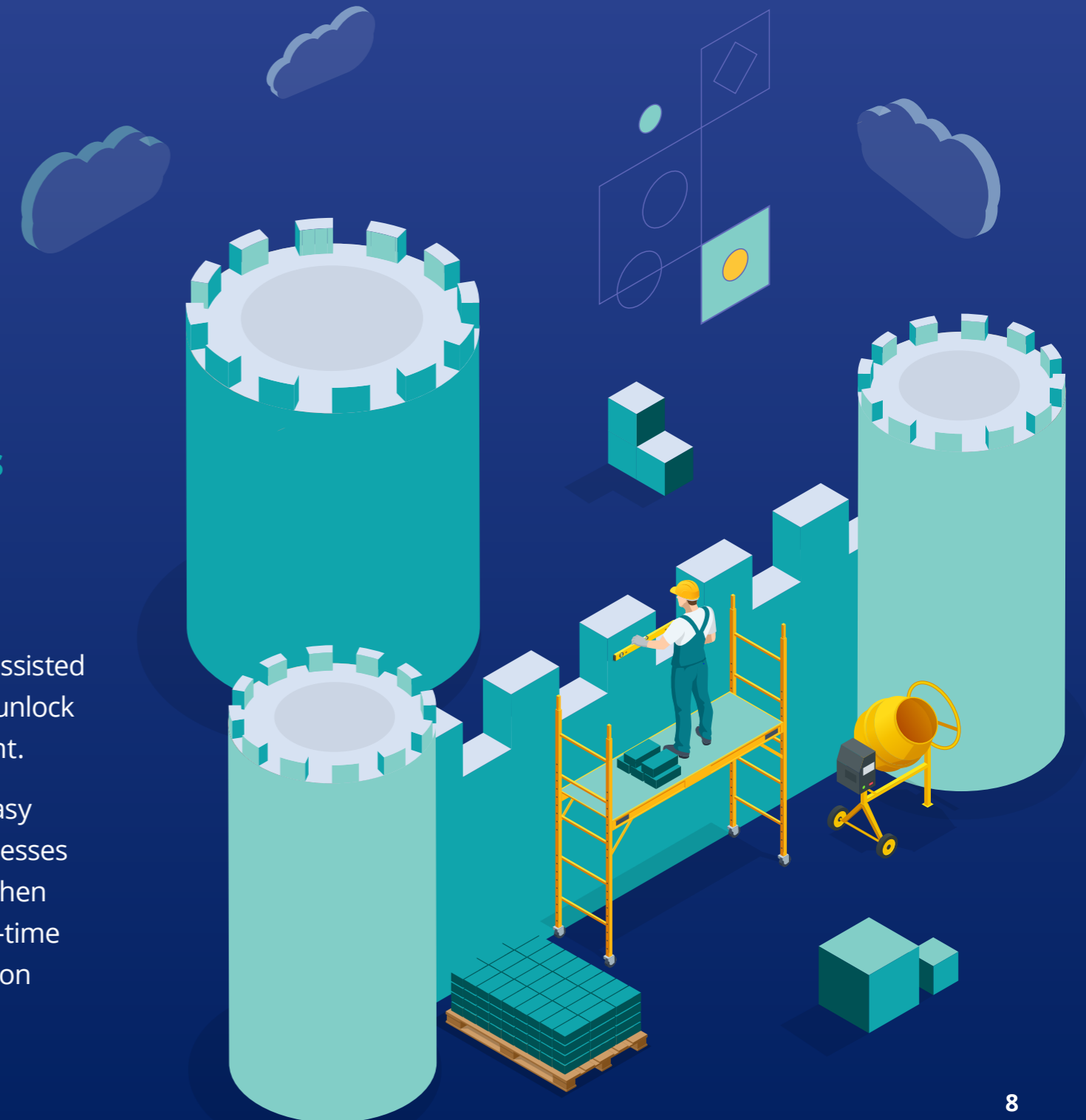
## Achieve the impossible with accelerated development

### ... with Pega's microservices and microapplication

We've already made a difference in multiple government departments, speeding their development and helping them stay on top of the increasingly impossible workload. Pega's range of **microservices and microapplications** mean you can source the products you need to deliver the capabilities to smooth your path ahead.

We helped the Home Office get their EU Settlement Scheme proof of concept functioning in a week. If that isn't enough, we then had it in production within 3 months. We've been working with the DWP's Digital teams collaborating on the Counter Fraud and Error Management system for several years.

So, we've already demonstrated just how easy change with Pega can be.

### ... and a business rule engine for clearer direction

Pega technology enables the DWP to move faster with business rule engines, AI-driven knowledge management, improved data integration, and care management solutions. Resources that will help the DWP respond to the challenges of today and prepare it for the landscape of tomorrow.

## Sail through complexities with effective case management

### ... with visibility across your workflows

With a low-code approach, personas, workflows and data can be created in an instant. When these elements are pulled together within case management workflows you can see exactly what's happened at each stage and with every step.

### ... with a business rule engine to lead the way

Deploying a business rule engine as a microservice can help you assess more effectively and reach conclusions more consistently. Even the most complex of tasks can be tracked. Optional steps, alternate stages and ad-hoc subcases deliver case management that is inherently useful across the organisation.

With case management at this level, it becomes possible to break the chains holding you back from effective collaboration and achieve true visibility of all your key projects, wherever they are in the organisation.

## Speed time-to-value with components designed for creativity

### ... with help to create and secure support

Solutions aren't solutions if they are cumbersome and slow to develop, test, and roll out.

Pega App Factory and other easy-to-use tools, building block accelerators and processes, case types, portals, and dashboards. With these, you can create something fit for today and primed for tomorrow, without having to overhaul back-end systems.

That means you can leverage your existing investments and boost your return on investment. Whether internal or customer facing solutions, with Pega, you get there quicker. And see returns sooner.

Development without drama. And development without drama makes the impossible workable.

# DWP Operations Team

## Manage business change quickly and efficiently. Make the seemingly impossible possible.

### Magic rapid rewards out of thin air with Artificial Intelligence

With so much to do and little time to do it, admin, while important, isn't easy. Generative AI can cut hours from your day. Summarise notes or documents in a snap. Record the critical moments in a conversation. Reduce your research time.

*... with data you need in an instant*

Data quality can be enhanced by taking data from multiple systems and reducing or even avoiding manual data entry all together. And with Pega GenAI™ Knowledge Buddy™, it can be presented to team members when they need it, without them hunting for a needle in a data haystack.

*... and supported right-first-time decisioning*

With trusted, transparent and explainable AI, assisted decisioning can speed processes, from document management to a business rule engine powering everyday workflows or AI tools supporting decisioning or fraud investigations. By using technology to speed summaries and manage the mundane, those with the skills can focus on applying them where they're needed.

### Unlock the potential of your teams

*... with help on hand to part seas, move mountains and deal with whatever else comes your way*

When your operations team is drilled in best practice, the magic happens – processes become smoother and results come faster. Pega GenAI™ Coach™ gives each employee an AI assistant that leads the way with best practice and simplifies complex workflows, making day to day operations easier.

*... with support to get up to speed when you need it*

And, with something that knows the ropes, it takes less time for new team members to get up and running. With that, employee flexibility increases and with more variety and potential to move between roles, satisfaction blooms.

## Upgrade with ease for shorter time-to-value

*… when you leverage legacy systems instead of leaving them behind*

Old systems and processes create risk. They slow processes and provide opportunities for vulnerabilities. Often, this jeopardy is preferable to the upheaval of ripping and replacing legacy systems.

With Pega, there's no need to remain locked into yester-year's routine from fear of upgrading. Pega provides AI tools enabling you to rethink and replace legacy systems. This allows you to phase-out old code or systems in a time frame that is realistic. A genuine escape route for the risk averse.

With easier adjustments, additions and updates, Pega offers a time-to-value option that mitigates risk and improves business. One that unchains you and gives you freedom to move forward with policies, processes, workflows and systems. Immediately.

## Maintain control of your citizen service improvements

*… when you banish complexity from your processes*

The current administration is striving to build a 'country back in the service of working people'. However, expectations are growing. Information is more accessible. And a new approach to service delivery is unavoidable. With Pega, that's possible.

Pega banishes system complexity to give users full control of the application at all times, without vendor lock-in. We don't need to hold you hostage. For us, results are enough.

With 30,000 HMRC advisors using Pega to create a joined-up record from multiple legacy systems, we've already seen it works. So, when you decide it's time for policies and requirements to change, we're here to make that happen with a system that can be truly agile and flexible, whenever called on.

# Summary

The future is never certain. But the need for the DWP to face the challenges ahead is one thing we can be confident of.

The customer base will multiply thanks to a growing population, continued migration and further globalisation.

Reliance will increase courtesy of a more customers, stretched services and a cost of living crisis that sees costs continue to soar.

And the DWP will continue to occupy the spotlight – a position that comes hand-in-hand with responsibility for the lion's share of the nation's budget.

But the transformative change needed promises to be a challenge with inherent risk, on centre stage, in front of a risk-averse society.

Then there's the threat of fraud and theft.

Technology is giving criminals an entire toolbox that they can use to defraud the DWP to claim money they are not entitled to. Yet, public attitude towards fraud is softening. These two elements promise to make the battle against fraud a duel fraught with unpredictable moves.

Systems need updating but creating new systems can be costly and time consuming. The DWP already works with a vast array of systems. Like most government departments, the DWP's budget is tight. To rip and replace these would cause substantive cost, upheaval and complexity. However, not all solutions will build upon existing infrastructures.

## The future demands a step change

And to magic an impossible challenge into a workable solution, technology is key.

With the right partner, the DWP can update legacy systems and create new ones without sacrificing those already in place.

With the right partner, the DWP can have confidence that the changes put in place will help drive it towards meeting its objectives.

With the right partner, the DWP can be bold with the changes it makes.

With Pega, the DWP can achieve 30% productivity savings.

Now, that's bold... and a leap forward for the DWP as it goes on to embrace and deliver the current administration's 'new way' of doing government.

# Ready to see remarkable productivity gains?

It's not magic. It's the power of Pega.
Together, let's make the impossible workable.

**Steve Potter**

steve.potter@pega.com