Empowering the Department for Work and Pensions

Turn rapid, accurate decisions into remarkable efficiency improvements

Take a better view on decision making

Given the vast range of benefits and allowances managed by the Department for Work and Pensions (DWP), rules are fundamental to guiding the decisions made about eligibility and award. These decisions must be accurate, appropriate, consistent, unbiased, and transparent. With colleagues under huge pressure, the challenge is how to make them quickly, without error, whilst assessing the risk of fraud.

The Department for Work and Pensions (DWP) faces significant challenges in managing benefits and allowances due to the complex needs of customers, increasing demand, managing myriad exceptions, and staff shortages. One part of the overall approach to reducing pressure is replacing or modernising the systems that support claims and case management. By joining up processes, reducing 'off system' processing, and digitising 'human powered' work, productivity can be improved, cost of ownership reduced, error avoided, and more fraud can be intercepted.

By considering a Business Rules Engine (BRE), the department can enhance the decision-making processes through increased productivity, precision, and compliance.

Pega offer a market leading Business Rules Engine (BRE) that is used by some of the world's most complex businesses to exactly address the problems of scale and complexity that the DWP encounters in trying to digitise benefits and allowances. It enables business experts and digital professionals to collaborate in a visual environment to accelerate the building of rulesets and – perhaps more importantly – makes it easier to manage and evolve them.

A modern Business Rules Engine can help the DWP transform decision making and management in three key areas:

1. **Increasing the productivity** of teams, operational flexibility, and scalability of decision making.	2. **Improved precision**, leading to a reduction* in error and fraud.	3. **Increasing compliance**, transparency and trust.

* Any decision will be wrong if the information provided is inaccurate or incorrect.

The real magic of digitised decision making

All businesses know that digitising decision making shortens processing times, reduces backlogs, and makes managing unpredictable demand easier. But it's not as simple as waving a magic wand. Success depends on the development and management of digital rules and trust in them. These are directly linked because the more opaque the implementation, the less it is trusted and the harder the rules are to revise. Pega Business Rules Engine can support in the following ways:

Accelerating trusted development and maintenance

To enable development and updates without extensive code changes, rules should be externalised from applications and provided as a service. An externalised Business Rules Engine will be available via APIs to any application built using any technology. This shift to a Business Rules Engine, where a rule composer employs visual and logical metaphors, significantly enhances understanding and trust, unlike the traditional method of writing and maintaining code based complex decision logic.

Increased productivity of operational teams

When trusted to take on decisions, Business Rules Engines work at full capacity around the clock, freeing teams to focus on high-value tasks during working hours.

Scalability of Decision Making

Across large organisations, decision-making becomes more complex. A Business Rules Engine provides a repository for decision logic, making it easier to manage, reuse, and scale. Whether handling increased transaction volumes or adapting to changing business requirements, rules engines ensure consistent and efficient decision-making.

Plan for better compliance, transparency and trust

Making rules composers more accessible maximises the transparency of the rules already built and managed. This brings three key benefits:

Visibility into Decision Logic

A Business Rules Engine provides a clear view of decision rules. Stakeholders can understand how decisions are made, promoting transparency and accountability. This visibility helps build trust with customers and partners.

Adherence to policies

By building decision logic transparently, rules engines enable teams and the organisation to ensure their rules align with policies and guidance. Organisations can easily update these rules to comply with changing regulations without extensive code modifications.

Traceability and Auditability

Rules engines maintain an audit trail of decisions made. This transparency allows for easy tracing of when, by whom, and why a specific decision was taken. Investigators and auditors can review any decision, ensuring adherence to policies that were in force at a particular time.
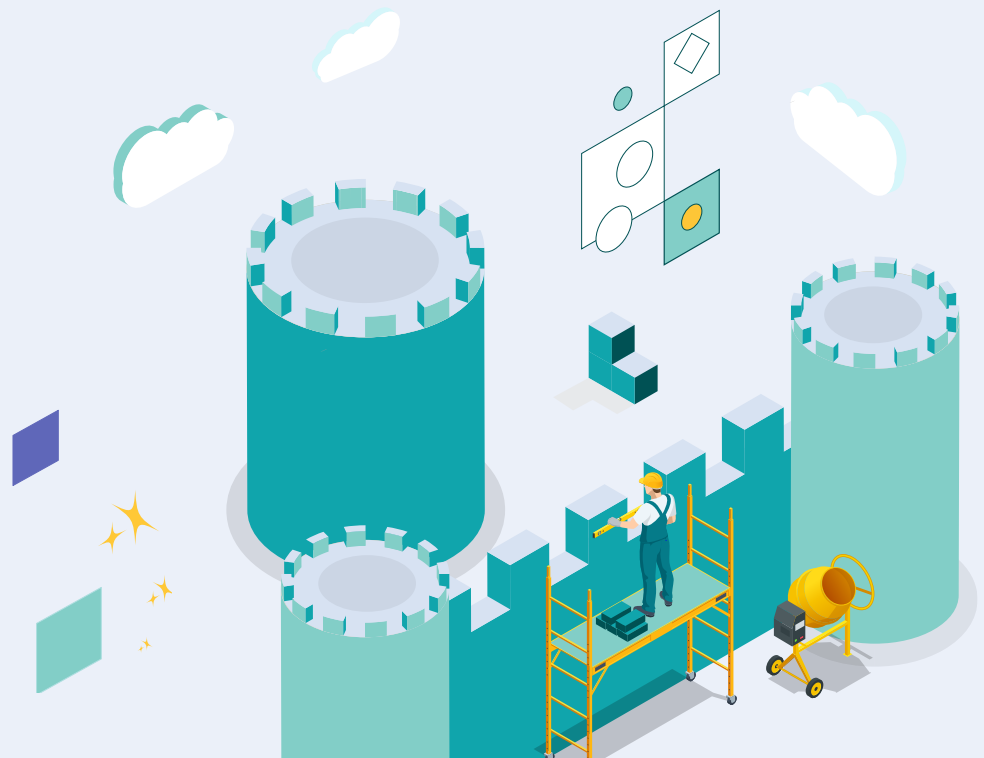
Impressive transformations are possible

The Department for Work and Pensions (DWP) faces significant challenges in managing benefits and allowances due to the complexity and variability of individual circumstances. By considering a Business Rules Engine (BRE), the department can enhance the decision-making processes through increased productivity, precision, and compliance.

The externalisation of rules from applications adheres to your approach to application development and the provision of a visual and logical environment for collaboration, ensures consistent, transparent, and scalable decision-making. This not only reduces errors and fraud but also builds trust and accountability. Ultimately, Pega's Business Rules Engine can transform the DWP's operations, making them more efficient and reliable.

To arrange a demo please contact Steve Potter
steve.potter@pega.com

Department for Work & Pensions | PEGA®

Pega provides a powerful platform that empowers the world's leading organisations to unlock business-transforming outcomes with real-time optimisation. Clients use our enterprise AI decisioning and workflow automation to solve their most pressing business challenges – from personalising engagement to automating service to streamlining operations. Since 1983, we've built our scalable and flexible architecture to help enterprises meet today's customer demands while continuously transforming for tomorrow.

For more information, please visit us at **pega.com**