Cognizant's Pegasystems Capability Overview

Pega Capability Overview

Cognizant's Pegasystems capability and implementation success is unmatched. Our Pega team is the largest sub-practice in our global Business Process Management (BPM) Practice, which has over 2,600 BPM and industry subject matter experts, architects and developers. We have over 2,000 trained, experienced and certified Pega PRPC practitioners, including more than 25 CLSAs. Our Pega team is augmented by a 100+ strong BPM business consulting team and more than 400 dedicated BPM testers. No one has executed more Pega releases (900) for more customers (75+) than Cognizant and we've been doing it for more than a decade.

Recognition

- Cognizant was the 2013 Pega Award recipient for Thought Leadership and Delivering Customer Success adding to our previous awards for business transformation, Pega expertise and Pega practice excellence.

- Cognizant has been selected by Pega to support the Pega-Partner Innovation Center initiative for product upgrades. Through this program, we enable our clients to quickly and cost-effectively take optimal advantage of Pega upgrade features. Cognizant has developed a five-stage methodology for upgrading PRPC applications that integrates the best practices and tools offered by Pegasystems with Cognizant's BPM acumen and in-house IP-based tools.

- Cognizant Business Consulting was named a "leader" by Forrester in its business technology

transformation publication, *Forrester Wave* (published Q3, 2012).

- Our Clients have won numerous awards for Cognizant-led projects, including "Crossing the Chasm" and "Business Impact" awards in insurance and the "Innovation" award in health care.

- At the FS Tech Award 2013 (UK), a Cognizant Pega implementation at a premier banking and financial services client was the runner-up in the category "best use of IT in insurance."

- Gartner has stated that our BPM practice's "strongest competencies are in process tools and assets" and "customer references report that Cognizant is highly skilled at process rationalization."

- Gartner recommends using Cognizant for "SOA-driven process redesign and process-based solutions, particularly for implementing Pegasystems and Oracle BPM [formerly BEA ALBPM], where it has the most extensive track record."

Four Pillars of Success

Our Pega implementation approach is underpinned by our "four pillars of success" -- described in the following subsections. These create the framework for BPM excellence ensuring involvement by the right constituents at the right time to achieve the business results expected from a successful Pega implementation. This four-pronged approach helps the team identify and address potential issues ahead of time and deliver maximum business value to our clients.

Cognizant

Product-Based Delivery

- We have numerous trained, experienced and certified Pega architects and developers.

- Our expertise and experience in supporting various development methodologies includes Waterfall, Iterative and Agile (Scrum).

- We leverage our pool of experienced Pega delivery leads who have both technical knowledge and project management expertise.

BPM Business Consulting

- Our team members come from leading business schools with relevant domain experience.

- We offer analytical rigor, proven methods and tools and a focus on addressing the key business issues.

- We envision future-state business models to address pain points in current processes and we leverage Pega OOTB features to achieve strategic business objectives.

BPM Technology Consulting

- Our experienced architects have an average of 10 to 15 years of experience.

- We leverage technology to enable agility and innovation in business processes.

- Pega reference architecture definitions.

- Architecture definition and review.

- Pega COE setup and operation.

- Performance engineering.

- Design and code review.

- Pega system administration.

- Decision management and mobility.

BPM Testing

- Certified and experienced QA professionals with Pega product expertise.

- Unique model-driven testing approach for Pega.

- Host of solution accelerators for optimized testing.

- Predefined libraries and frameworks for automation testing of Pega applications.

- Proprietary tools such as BTP and BUDGT.

Our industry expertise encompasses all of the following: banking and financial services, insurance, healthcare, life sciences, retail, travel and hospitality, communications, information, media and entertainment, technology, government, etc.

Ensuring Faster Time-to-Market

We bring a range of proprietary assets as well as accelerators, tools and infrastructure to achieve faster time-to-market for new Pega applications, including:

- Pega reference artifacts such as BPM CoE roadmap checklist, Pega reference architecture layout, use case estimation template, design and coding standards and many more.

- UAA (upgrade assessment and analysis) tool, which generates a set of documents for an upgrade proposal (an indispensable aid for managers/business users) as well as an effective analytical mechanism that provides the right input to the estimation template ensuring precise sizing.

- BTP (BPM test processor) that helps automate the generation of test scenarios based on requirements and BPDs. It also helps in optimizing test design and regression efforts.

- BUDGT (business users data generation tool) which is a test data generator tool. This tool accepts test scenarios, test screen flows and test data requirements in specific templates and generates corresponding test data with the required integrity.

- Homegrown Pega utilities such as its log scheduler, performance monitoring tool, meeting scheduler, report scheduling wizard, notifier utility, preflight management, Web service testing tool, dead code utility, PRPC rule, rule set and rule base comparison tools, correspondence management framework, agent monitoring tool, code review tool, code migration tool, skill-based routing tool, bulk operator creation tool, dynamic data caching framework and more.

- BPM laboratory: We have an advanced BPM laboratory setup equipped with multiple software and hardware platforms to proactively conduct research and development. This laboratory setup is also used to help customers initiate their BPM journey with minimal up-front investments.

Specialized Expertise

- Cognizant also brings a range of specialized skills that can be leveraged depending on the client's specific needs:

> **Strong domain expertise:** We have extensive domain experience with dedicated business and technology teams spanning key verticals like banking and financial services, insurance, healthcare, life sciences, retail and others.

> **Framework expertise:** We have extensive implementation experience with Pega PRPC frameworks in areas such as accounts opening, KYC, claims processing, call center servicing, dispute management, financial investigation, collections, clinical management, care management and customer process management for automating a wide array of business processes across multiple domains.

> **Technology skills:** We are a 156,000+-strong company with a range of technology skills in addition to BPM, such as: integration, SOA, data warehousing, business intelligence, MDM, ERP, SCM, CRM and SaaS. We have dedicated groups focused on SMAC (social, mobile, analytics and cloud) technologies, complex program management (PIPC) and enterprise architecture (GTO). BPM projects invariably require multiple skills in the same team and having access to expertise on various technologies enables us to form multiskilled teams rapidly and begin delivering value to our clients faster.

> **Latest trends:** We have been in the forefront of exploring new trends in BPM and how they can deliver business value for the customers such as social BPM, cloud BPM and mobile BPM.

- Our business and technology expertise and knowledge drive the delivery of services across the build, deploy and manage continuum. We also engage with customers consultatively, translating their business needs and objectives into effective business technology strategies. Our Cognizant Business Consulting (CBC) practice consists of experienced business and domain consultants. Through our Cognizant Business Consulting team, we engage in dialog with our clients to understand their business pain points and help customers translate their key performance indicators into enhanced business processes. Once a strategy is in place, our skilled technology team works to reengineer business processes and evaluate and select appropriate BPM products to enable business transformation.

A Multi-dimensional Relationship with Pegasystems

Cognizant is a Pega Global Strategic Platinum Partner and Pega Authorized PRPC Migration Partner (all versions). We began working together with Pega on client projects in 1999. Our partnership with Pega was formalized in 2003, and since then, both companies – and their mutual customers – have reaped tremendous benefits from the strong relationship and co-development initiatives. The alignment of vertical industries between Cognizant and Pega includes healthcare, life sciences, insurance and financial services.

Pega Partnership Highlights

Being a Platinum Partner of Pegasystems, Cognizant enjoys a number of benefits, including:

- Product training on new Pegasystems products and frameworks.
- Early access to new releases.
- Access to cloud instances.
- Product engineering involvement in the latest products and frameworks from Pegasystems.
- L2 and L3 support for Pegasystems products.
- Joint solution development for clients.

Testimonials

Cognizant's Pega excellence is well recognized across Pega. "Pega greatly appreciates Cognizant's collective commitment to excellence, and Cognizant's extensive Pega experiences and expertise," said John Barone, VP of Global Strategic Alliances at Pega. At Pega's first annual Partner Excellence Awards, Cognizant also won the "excellence in practice development" award in recognition of the depth and breadth of its Pega practice, thus becoming the only company to win two awards for best-in-class achievements.

"Working with Cognizant on this critical business transformation program enhances Medco's competitiveness and reinforces our desire to be innovative at every level," said Kenny Klepper, Medco's President and Chief Operating Officer. "Our relationship with Cognizant has allowed us to leverage its extensive domain, technology, and consulting capabilities to further our mission of providing millions of Americans access to affordable, high-quality prescription healthcare."

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and approximately 164,300 employees as of June 30, 2013, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Visit us online at www.cognizant.com or follow us on Twitter: Cognizant.

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