



Pega for Defense

Modernize to meet your mission

It's no secret that defense agencies are challenged with legacy systems, aging technology, and outdated, overly customized, commercial-off-the-shelf (COTS) products. These disparate, legacy systems have created siloed workstreams and are overwhelming agencies with data. **The problem isn't the data or the systems – it's the need to realize insights to make faster, data-driven decisions.**

The solution is not to put the mission at risk with a costly rip-and-replace approach. As stewards of taxpayer dollars, agencies need a way to **optimize existing investments, overcome technical debt, and efficiently operate their enterprise to meet mission requirements.**

U.S. Air Force photo by Senior Airman Peter Reft

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It's time for a new modernization strategy

Agencies can break down system silos and extend the use of long-term investments by using a unified, low-code platform that combines intelligent business process management (iBPM), case management, and intelligent automation – wrapping and renewing existing systems to avoid costly customizations or the risk associated with rip-and-replace initiatives.

The Pega Government Platform™ is designed to do just that. Our proven methodology connects disparate systems, data, and processes across the enterprise – eliminating manual workarounds to deliver outcomes. Our low-code platform leverages intelligent decisioning by exposing legacy data as well as provides end-to-end automation – delivering real, actionable intelligence while minimizing risk. It also reduces variation and complexity by enabling reuse. And we can deliver it all following an “as-a-Service” cloud-choice model, so agencies can satisfy security and data requirements while ensuring connectivity to legacy systems and on-premise data.

Meet the mission, faster

With Pega, defense agencies can rapidly deploy highly automated applications – in a fraction of the time and cost of traditional COTS. Your mission is too important to take a back seat to your systems. It's time to modernize and put outcomes first – starting with these capabilities:

Enterprise risk management (ERM)

Integrate and automate internal control reporting programs to identify, address, and reduce risk with enterprise-wide processes that enable a comprehensive and effective ERM system – making onerous manual processes and outdated tools more agile.

Acquisition modernization

Streamline the acquisition process while providing consistency and auditability – reducing time to decision so you can get the right technology in the hands of the warfighter, faster.

End-to-end recruiting, onboarding and HR

Upgrade outdated, disconnected systems to enable a digitized, multi-channel engagement model that transforms and modernizes your entire HR function – from recruiting to onboarding to long-term retention.

Supply chain modernization and logistics

Connect legacy inventory and supply chain systems to expand capabilities, manage customizations, and enable transformational process reengineering – so you can accurately and efficiently track and report on inventory, maintenance, and asset availability in real time.

Program and portfolio management

Modernize and integrate your program and portfolio management enterprise by automating legacy planning, forecasting, financing, and tasking activities. Significantly reduce the manual effort required to identify, track, report, analyze, and forecast while improving accuracy and transparency.

Investigative case management

Manage the complexity of conducting investigations by simplifying system interactions and streamlining processes to safeguard compliance, reduce error and risk, and improve operational efficiency.

ERP financial management

Extend your legacy financial management investments by introducing an agile solution to improve efficiency while reducing risk, eliminating manual workarounds to drive higher value work, and creating end-to-end visibility across domains to improve transparency and efficiency.

Defense agencies leading the way

Air Force Research Lab improves data quality for empowered decision-making

The Air Force Research Lab (AFRL) was relying on an overly customized COTS system to manage its science and technology programs for several years. Upgrades to the core product were extremely costly, and across the organization, ongoing adoption of the tool was increasingly poor as the tool no longer fit the way people work. Another major weakness of AFRL's existing IT solution was that it didn't enable different directorates to share applications.

What AFRL really needed was an iBPM suite. With the Pega Government Platform, AFRL found a flexible, open solution that would meet the needs of its enterprise processes and could also be configured for various local needs and conditions in different parts of the enterprise. The platform met four key selection criteria for AFRL to:

- Inherit enterprise applications and configure them to meet local conditions
- Provide a unified design experience for developers
- Optimize decision-making
- Adhere to defensive cyber protection requirements

The broader goal for AFRL in moving to the new platform was to improve data quality. In the legacy system, teams and leaders too often relied on spreadsheets and presentations to find the data they needed, rather than looking to the system itself. With better data, data visualization tools, and advanced reporting, leaders at the division, branch, or enterprise level will have greater visibility into projects – enabling them to make more informed decisions. Meanwhile, accurate data from past research and projects will be readily available and accessible for future projects. With this advanced level of capability, agility, and reuse, AFRL is proving to be an innovator in defense IT modernization.

U.S. Marine Corps modernizes on a major scale

As America's expeditionary force-in-readiness, the U.S. Marine Corps' mission is to win the nation's battles swiftly and aggressively in times of crisis. In support of this mission, the Marine Corps' Program and Resources Department (P&R) is undertaking significant enterprise system modernization projects to reduce risk and increase efficiency, agility, and responsiveness.

Within the P&R department is the Enterprise Business Transformation Office (EBT), which oversees business operations across more than 100 business systems and a few hundred applications. In many cases, critical data and information were getting trapped within disparate business areas, systems, and applications, limiting information sharing, obscuring risk, and creating duplicative work.

The Marine Corps needed to evolve from siloed, bespoke systems and applications to a cloud-based, shared services environment that would accelerate modernization. By using the Pega Government Platform as the roadmap for its pilot plan, EBT was able to replace legacy systems with a cloud-based, agile, connected platform.

With the foundation in place, developers are now able to build and approve applications within weeks – not years. By sharing application management controls, rule sets, and services built on the Pega Platform™, EBT can reuse objects and components – building out application functionalities once, then implementing across other applications. Shared services also make reuse possible across the organization, dramatically reducing time to production.

Some key results include:

- Successfully created an agile environment for faster development and implementation of applications
- Transformed dozens of manual processes into automated ones
- Built a structure for data collection and a single data environment for ongoing reporting

Case Study text sourced directly from [Governments Building for Change](#).

