



PegaWorldiNspire

# Introducing Pega's Low-Code Factory Approach: Build Apps Faster and Better Together

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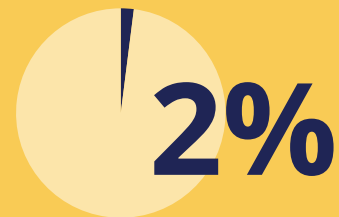
# What is the new normal?

# Uncertainty requires that you Build for Change<sup>®</sup>

Companies must reassess their agility and ability to adapt to an entirely new world overnight



Gartner predicts that market demand for app development will grow at least **five times faster** than IT's capacity to deliver through 2021.



Unfortunately, **only 2%** of the world's population knows how to code

# An evolution is already underway

Users across the company are stepping in to fill the gaps



By 2023, the number of active citizen developers at large enterprises will be at least **four times the number** of professional developers.

# Uncertainty requires that you Build for Change®

Remote and distributed workforces are exposing gaps in existing processes & collaboration

**38%** of technology purchases will be managed outside of IT control

◆  
Productivity suffers due to existing silos

◆  
Left out of process due to limited coding experience

◆  
Forced to explore other ways/tools to get job done



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**42%** of developers' time is spent on maintaining custom and legacy code

◆  
Requirements from business lost in translation

◆  
Mundane code maintenance saps focus & productivity

◆  
Internal backlog grows due to continuous demands



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**Business users**



**Professional developers**

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**Enterprise IT**

◆ Unable to keep up with business demand for new apps and updates

**1/3** of all malicious attacks will target shadow IT systems

◆ Difficulty tracking disparate apps and projects across all systems used by business

# Break down traditional siloes with Pega

Pega's low-code solution addresses challenges for all users, in one inclusive environment



## Business Users

- ✓ Actively design and update apps based on business needs with user-friendly low-code software
- ✓ Seamless communication with developers and IT



## Professional Developers

- ✓ Better understanding of business requirements as business users can *show* as well as *tell*
- ✓ More time to spend on higher-value tasks



## Enterprise IT

- ✓ Empowered to support low-code initiatives safely and securely, increasing company-wide productivity
- ✓ Gains visibility for managing and governing all IT projects





Bavarian Ministry of Economic Affairs,  
Regional Development and Energy

## Bavarian Government digitized their COVID-19 aid process in just 5 days

*“With this new online procedure, we will be able to speed up the processing of applications to the district governments and the state capital of Munich.”*

– **Hubert Aiwanger**,  
Bavarian Minister of Economic Affairs

Developed a new application and process system to provide emergency COVID-19 financial aid to self-employed workers, farmers, and small to medium-sized companies.

- 200,000 applications processed in the first 2 weeks
- Fully manual processes (emails, scans, etc.) turned digital
- Enabled a global workforce



# The Pega low-code factory approach

Empowering organizations to build and change apps faster with scalable low-code capabilities

## Build faster

Respond to ever-evolving business needs in real-time with low-code powered by Case Management

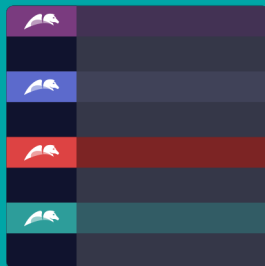


### Pega Express Delivery Methodology

Jumpstart and accelerate low-code development with design thinking built in

## Work smarter

Reconcile low-code solutions with developer-grade tools in a unified solution that promotes productivity for all users

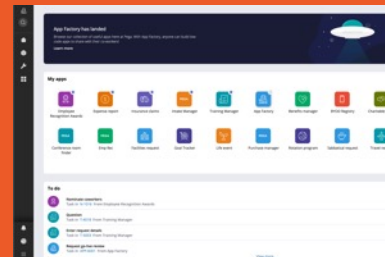


### Inclusive authoring experience

Bring everyone together in one collaborative authoring environment

## Scale with confidence

Operationalize and manage low-code at scale across your organization from one comprehensive dashboard



### Pega App Factory

Manage, govern, and operationalize low code at enterprise scale

# Pega App Studio | Build enterprise apps fast

Accelerate enterprise application development using best practices

- Single, inclusive application authoring environment for everyone
- Give business, developers, and IT what they need – when and where they need it

The screenshot displays the Pega App Studio interface for an application named "HR hub". The main workspace shows a "Microjourney" for a "Job application" case type. The microjourney is divided into four stages: 1. Collect resume, 2. Screening, 3. Interview, and 4. Decision. Each stage contains a list of steps, such as "1. New submission", "1. Review candidate info", "1. Sign NDA", and "1. Decision". Below the steps, there are sections for "Personas & Channels" and "Data". The "Personas & Channels" section lists various personas like "Candidate HR portal", "Recruiter HR portal", and "Manager HR portal", each associated with a specific MLP (Microjourney Layer Profile) or a "FUTURE" status. The "Data" section lists data objects like "Applicant info Pega", "Job opening Pega", and "Resume Pega", also associated with MLPs or "FUTURE" status. The interface includes a sidebar with navigation options like "Overview", "Case types", "Data objects", "Channels", "Users", and "Settings". The top right corner shows "DEVELOPMENT" mode with "Save and run" and "Save" buttons.

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The screenshot displays the Pega App Studio interface for configuring a microjourney. The top navigation bar includes 'APP STUDIO', 'Application: HR hub', and 'Preview application'. The main workspace is titled 'Microjourney' and shows a process flow with four stages: 1. Collect resume, 2. Screening, 3. Interview, and 4. Decision. A large '1' is overlaid on the right side of the flow. The interface is divided into three main sections: 'Steps', 'Personas & Channels', and 'Data'. The 'Steps' section shows tasks like 'Submit web', 'Screen & schedule', 'Interview', and 'Decision'. The 'Personas & Channels' section lists various user roles and their associated channels, such as 'Candidate HR portal', 'Recruiter HR portal', and 'Manager HR portal'. The 'Data' section lists data objects like 'Applicant info Pega', 'Job opening Pega', and 'Resume Pega'. The right sidebar shows the 'Persona' dropdown set to 'Candidate' and the 'Channel' dropdown set to 'HR portal'. The bottom right corner of the sidebar has a 'Manage in Application profile' link.

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The screenshot displays the Pega App Studio interface for an application named "HR hub". The main workspace shows a "Microjourney" design with four stages: 1. Collect resume, 2. Screening, 3. Interview, and 4. Decision. Each stage contains specific tasks and steps. For example, Stage 1 includes "Submit web" and "Submit Mashup", both with a "1. New submission" step. Stage 2 includes "Screen & schedule" with steps for reviewing candidate info, phone screening, screening outcomes, and scheduling interviews. Stage 3 includes "Interview" with steps for signing NDAs and ranking candidates. Stage 4 includes a "Decision" step. The interface also shows "Personas & Channels" and "Data" objects associated with each stage, such as "Candidate HR portal" and "Applicant info Pega". A sidebar on the left provides navigation options like Overview, Case types, Data objects, Channels, Users, and Settings. The top right corner includes a "Preview application" button and "Save and run" / "Save" buttons. The bottom right corner shows a "Persona" dropdown set to "Candidate" and a "Channel" dropdown set to "HR portal".

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The screenshot displays the Pega App Studio interface for a 'Job application' case type. The main workspace shows a 'Microjourney' with four stages: 1. Collect resume, 2. Screening, 3. Interview, and 4. Decision. Each stage contains specific tasks and steps. For example, 'Screening' includes 'Review candidate info', 'Phone screen', 'Screening outcome', and 'Schedule interview'. The interface also shows 'Personas & Channels' and 'Data' objects associated with each stage. A sidebar on the left provides navigation options like Overview, Case types, Data objects, Channels, Users, and Settings. The top right corner shows 'Preview application' and 'Save and run' buttons. The bottom right corner features a large number '1' and a 'STAGE' button.

APP STUDIO Application: HR hub Preview application

Case type: Job application

Microjourney Lifecycle Optional

View: Steps, Personas, Data, Releases

1. Collect resume 2. Screening 3. Interview 4. Decision + STAGE

Submit web  
1. New submission  
+ STEP

Submit Mashup  
1. New submission  
+ STEP

Screen & schedule  
1. Review candidate info  
2. Phone screen  
3. Screening outcome  
4. Schedule interview  
5. Send reminders  
+ STEP

Interview  
1. Sign NDA  
2. Rank candidate  
+ STEP

Decision  
+ STEP

Personas & Channels

Candidate HR portal MLP 2  
Recruiter HR GO mobile FUTURE  
Candidate Facebook FUTURE  
+ PERSONA

Recruiter HR portal MLP 1  
Manager HR portal MLP 2  
+ PERSONA

Recruiter HR portal MLP 1  
Manager HR portal MLP 2  
Manager Email FUTURE  
+ PERSONA

Data

Applicant info Pega MLP 1  
Applicant info LinkedIn MLP 2  
Resume Pega FUTURE

Applicant info Pega MLP 1  
Job opening Pega MLP 1  
Resume Pega FUTURE

Applicant info Pega MLP 1  
Job opening Pega MLP 1  
Resume Pega MLP 2  
+ DATA

Applicant info Pega MLP 1  
Cost Center SAP MLP 2

Channel  
HR portal

Assign to release  
MLP2  
Candidate to apply directly in HR portal

Manage in Application profile

# Pega App Factory | Manage & govern Pega applications

Shine a light on shadow IT with one tool to manage your citizen developer initiatives

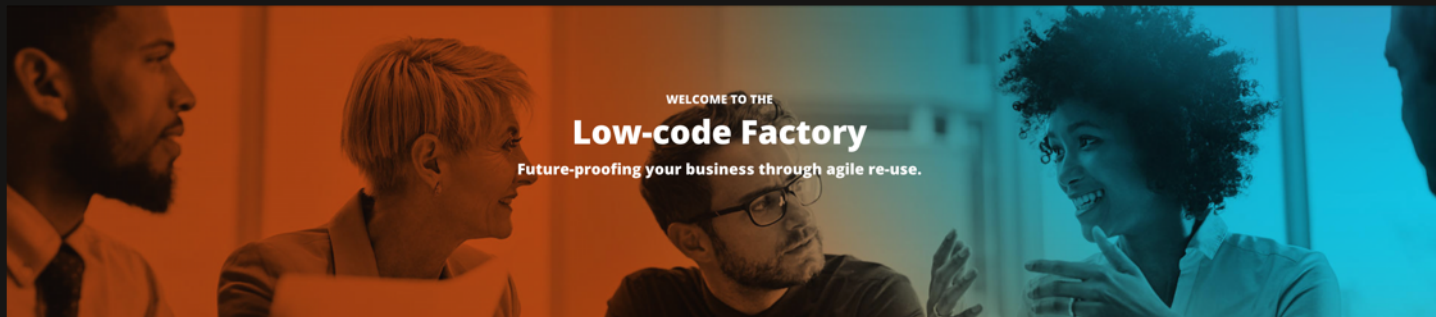
- One dashboard to manage and govern all enterprise applications
- Set universal controls to ensure every app is created within guardrails

The screenshot displays the Pega App Factory dashboard interface. On the left is a dark sidebar with the 'PEGA' logo and navigation icons for home, apps, settings, and a grid view. The main content area features a dark hero banner with the text 'App Factory has landed' and a 'Get started' button. Below this is a 'My apps' section with a search bar and a grid of 11 app icons: Benefits manager, Resource scheduler, Communication center, Charitable works, Tuition reimbursement, Life events, Travel request, Event planner, Expense reports, BYOD, and Inventory manager. A 'View all (28)' link is positioned below the grid. The bottom section, titled 'To do', contains a list of tasks with icons, titles, IDs, and due dates, each with a 'Go' button. The tasks include: 'Review Next-Best-Action details' (CO-72289, due in 1 day), 'Send updated quote to Spencer Klaus' (Q-67, due in 1 day), 'Update dispatch request' (00001027, due in 2 days), 'Run credit check' (CR-2040, due in 2 days), 'Approve travel reimbursement' (8487451, due in 2 days), 'Send updated quote to Peak Isle' (2068784, due in 2 days), and 'Update dispatch request' (9007441, due in 2 days).

# Pega Training & Guidance | Operationalize low code

Leverage Pega's growing community for peer-to-peer collaboration and ongoing enablement

- Collaborate with 73,000+ trained developers on the latest in low code
- Engage with a workshop on how to use Pega for business-driven apps



DID YOU KNOW?

According to Gartner, market demand for app development will grow **at least five times faster** than IT's capacity to deliver through 2021.

## What's your plan to **scale innovation**?

Pega provides an enterprise-wide "future-proof" architecture that wraps and renews legacy systems to increase deployment speed and lower the cost to develop while empowering greater business / IT collaboration through no-code design-led development.

[Download starter kit](#)



Set up **Organizational**  
Guardrails



Establish your reuse layer



Cultivate your community  
of practice



# Get started today

## Want to learn more?

- Check out the low-code demos right now at the iNnovation Hub
- Visit the *low-code factory* page on Pega Community
- Take the one-day *low-code app builder* course on Pega Academy

## Ready to get started?

- Let us know more about the problems you're looking to solve with low-code:  
[lowcodefactory@pega.com](mailto:lowcodefactory@pega.com)





**PEGA<sup>®</sup>**

Build for Change<sup>®</sup>