Military HR

Get more out of everyone who serves.

People are at the heart of Military Operations.

Despite an accelerating shift towards autonomous or remotely operated systems, the People Component of Military Capability remains significant, both in terms of its scale, complexity, and cost.

In line with the Integrated Review, there is a strategic imperative to optimise the UK Armed Forces – maximising their potential to deliver in peace, crisis, and war; driving an inclusive culture that transparently delivers genuine opportunity for all; and realising the value for money and full benefit that is delivered from this significant investment, which is growing towards 50% of UK Defence Spending.

To meet the Armed Forces People Challenge we believe that Defence needs to transform across four key pillars:

Knowing Your People →

Simpler, Smarter, Cheaper HR →

Getting Ahead of the Challenge →

Inclusive and Engaged Workforce →

Knowing your people

The Armed Forces have a long tradition of leading, developing, and managing their people. Long-standing divisional and regimental systems – which strive to put the individual at the heart of thinking and action – have long been an exemplar for HR practise, admired and emulated the world over. But they now risk becoming outdated and are starting to be outpaced by rapid advances in technology, and the increasing needs, demands and expectations of every individual.

Defence has significant data and information on each individual and every role in which they could be employed. Data on individuals is captured during recruitment, is expanded as they serve, and continues as they transition at the end of their career. But due to the reliance on legacy systems it has proved difficult to pull this data together into coherent knowledge on each individual and each role, and this impacts on the multiple decisions being made, often to the disadvantage of the service person or their unit and/or employing organisation.

We believe Pega can enable Defence by developing a single "People Picture" and then using it to evidence and inform decisions, to the benefit of the organisation and most importantly for each and every service person.

This will demonstrate Defence's commitment to them; they will be better motivated and engaged; and they will commit to you.

Simpler, Smarter, Cheaper HR

The military HR System is complex and expensive. It relies upon a significant inflow of recruits, a constant throughflow and progression of those who serve, and a carefully managed outflow at career-end. The recruiting operation is expensive, still mainly driven by a national high street presence, a reliance on "Recruiting Sergeants" and high cost media marketing. Training is expensive, and remains centred on long-residential courses, despite the ambition to shift to a more distributed/federated approach. The HR "back-office" function is complex and expensive, driven by the complexity of your workforce and the nuanced nature of your Career Management, as you manage the relentless throughflow and progression of your people. Finally, the resettlement processes are expensive as Defence continues to invest a significant sum to the benefit of other future employers, providing training and developing skills in these individuals that you will never use.

We believe Defence can do better.

The shift from competence to skills (through the Pan-Defence Skills Framework) may provide the key to simplifying the workforce, but it will really start to deliver major benefits when aligned to a modernised career management function. We are already helping RN/RAF deliver an end to end recruiting platform, and this existing capability can be adapted for use within career management. Ultimately, this could provide an opportunity to shift the end of career investment in skills, to become a through career approach, with both Defence and the individual able to benefit more from the investment. In addition, a better understanding of an individual's specific place in time with regards to skills and future aspirations could deliver a more targeted approach to training based on individual need. This could optimise time taken to deliver residential courses, benefitting in individual experience and Defence time and money.

Getting Ahead of the Challenge

Delivering transformation in Defence, particularly when it concerns digital solutions, has been dominated by long and expensive lead times and poor value for money. Defence does have specific requirements that need to be taken into account for any digital solution, but the prevalent paradigms of the last two decades; "buying COTS" or "outsourcing development" has proved problematic. Put simply, buying COTS requires a huge amount of analysis to identify how much bespoke work needs to be added to be fit for military requirements, and this bespoke delivery gives the supplier an upper hand in future delivery of requirements. Outsourcing development by handing over a lengthy set of requirements to a supplier to build from scratch is similarly painful. Development is done at arms-length, delivery is often delayed, subject to failure, and Intellectual Property is retained by the supplier. Future innovation is also stifled.

Pega's approach is simple, we work alongside our customers to deliver agile projects. Our enabling technology, including our no code/low code platform, provides a perfect opportunity for Defence to deliver digital solutions rapidly and retain IP from the start. This approach has been successfully adopted by the RN/RAF in the Recruiting IT System (RITS) project. Directed by an in house team of RN/RAF SME's using agile methodology and an team of in house and Pega developers, they built the first iteration of an end-to-end candidate military recruiting system in just 6 months. Further innovations have quickly been added by the RN/RAF delivery team and the system is now live. Pega has proved that **we can enable Defence to shift to a more rapid approach that gets you ahead of the challenge... and keeps you there!**

Inclusive and Engaged Workforce

Defence is working hard to deliver a culture of inclusion, underpinned by an overwhelming sense of belonging for every service person. This is not about adherence to a norm, but being keen to welcome, accommodate, celebrate, and exploit difference. This is broader than the protected characteristics, as Defence seeks to build and expand on a strong tradition for social mobility – genuinely offering opportunity to those young people who are beyond the reach of many. You remain one of the largest Apprenticeship providers in the UK.

Pega's core capability is to deliver an approach that enables organisations to have a complete view of each individual as they journey through the entire hire to retire lifecycle. At the start of that journey, we are ensuring that the RN/RAF will be able to recruit the right quality, quantity and mix of candidates, thereby delivering against ambitious targets for female and BAME recruiting.

Pega can provide Defence with a platform that ensures Inclusion and Employee engagement at every level; each individual, their family, and their culture, recognised and celebrated, with employee engagement tuned to their to individual needs and aligned to their cultural values.

About Pegasystems

Pegasystems (NASDAQ: PEGA) develops strategic applications for sales, marketing, service, and operations.

Pega applications streamline critical business operations, connect enterprises to their customers seamlessly in real-time across channels, and adapt to meet rapidly changing requirements. Our Global 500 customers include the world's largest and most sophisticated enterprises.

Pega applications, available on-premises or in the cloud, are built on the unified Pega Infinity © platform, which uses visual tools to easily extend and change applications to meet clients' strategic business needs.

Our clients report that Pega gives them the fastest time to value, extremely rapid deployment, efficient re-use, and global scale.

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