

Pega Modernization Assessment

Build the case to turn your legacy application to a business advantage

The goal of the Pega Modernization Assessment service is to map out a high-level approach and share key details that influence your modernization journey. We begin with a discovery phase to establish modernization landscape and objectives to upgrade, migrate, and modernize your application on Pega Cloud® or on-premise.

We continue with a:

- Client roadmap alignment with the Pega Platform™, Pega Cloud®, and Pega Applications (such as Pega Customer Service™ or Pega Sales Automation™)
- Application customization and technical debt assessment
- Proposed solutions for application and cloud related issues
- Key new feature adoption recommendations
- Deployment platform and data migration
- Methodology and effort estimate

To determine the critical path, the assessment may incorporate the selection and upgrade of a representative, candidate workflow. The candidate workflow upgrade is performed in a Pega Cloud® or a client supplied sandbox environment, which is upgraded to the latest version of the Pega Platform™ and Applications prior to the start of the assessment. During the assessment, the selected candidate workflow is partially upgraded in the sandbox environment.

The assessment captures and addresses application and cloud related issues encountered, technical debt remediation, and data migration options through recommended solutions and key new feature adoption. We produce a high-level effort estimate and plan to embark on your modernization journey.

Pega recommends that you commence your modernization journey immediately following the assessment to align the findings with Pega's quarterly software release schedule.

Challenge

What started as the latest and greatest can easily lapse with short term compromises and deferred upgrades that create a backlog of technical debt. You know modernization is vital for a better customer experience and to realize the considerable benefits from the technology advances – now you need the strategy, plan, cost, and execution approach.

Solution

Leverage Pega's modernization experts to provide implementation thought leadership for planning your modernization journey. We will review your modernization objectives and landscape, run a sample upgrade to determine options, and recommend the strategy, scope, and implementation steps to upgrade, migrate and modernize your application.

Pega Modernization Assessment

We know our clients make business trade-offs, take shortcuts for faster time-to-market, delay or defer fixes and upgrades. What happens is each individual decision forgoes the business improvement and expands the technical debt on your systems. In order to restore the business impact, harness your ability to innovate, and quickly respond to market changes, you need to modernize. With our Pega Modernization Assessment, we cut through the complexity, and create the path so you can continue to do things you never thought possible.

We will:

- Produce detailed report to support and plan your modernization journey
- Set expectations around estimated level of effort and implementation activities to upgrade, migrate and modernize
- Evaluate technical debt and propose appropriate application build
- Demonstrate business value of modernized Pega application
- Control risk and cost of modernization

Timing, duration, and deliverables

- Pega Modernization Assessment takes one to three weeks per application, depending upon complexity and other factors.
- The service is executed when you are ready to plan and start a Pega modernization journey.
- Pega will provide you with a findings document, and you'll be invited to participate in a question and answer session.

What is required to perform Modernization Assessment?

You start by completing a questionnaire to establish the assessment duration.

If a sample upgrade is needed for Pega Cloud@ modernization, you submit a cloud change ticket to request and provide access to the sandbox environment.

If a sample upgrade is needed for on-premise modernization, you provide access to the sandbox environment with working interfaces along with system administrator and DBA support.

If a sample upgrade is not needed, you provide access to a current operational environment.

Your business analysts, subject matter experts, UI developers, LSA and project manager will work alongside the Pega team to provide input.

Pega resources

Each Pega Modernization Assessment is led by a Pega Project Delivery Leader and Technical Architect who will engage Sr. UI Solutions Developer, Deployment Architect, CTI Architect, or Robotics Architect, as necessary, to provide you with the best technical and Pega Platform™ expertise.

All Pega resources are Pega certified and experienced in implementing complex applications. Depending on the intricacy of the application, other internal resources, review boards, and clinics within Pega will be scheduled to support the Pega team in developing the final recommendation.

Getting started

Please contact your Pega Consulting Solutions Executive to discuss your needs for modernization and to schedule the engagement.

About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

For more information, please visit us at pega.com

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