



PegaWorldiNspire

JUNE 9-11, 2024 | LAS VEGAS

Migrate to Pega Cloud and Drive Greater Value from your Pega Investment

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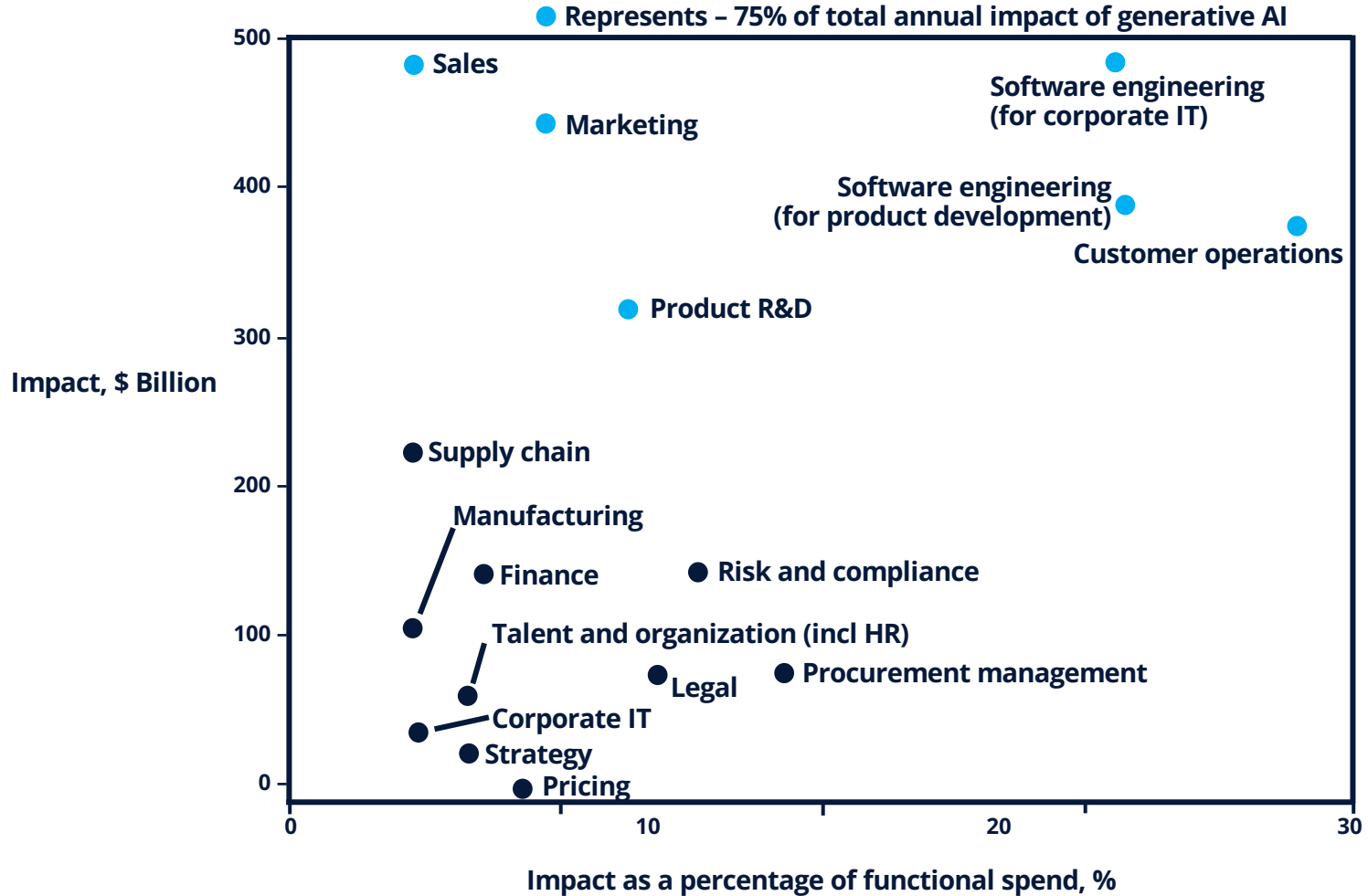


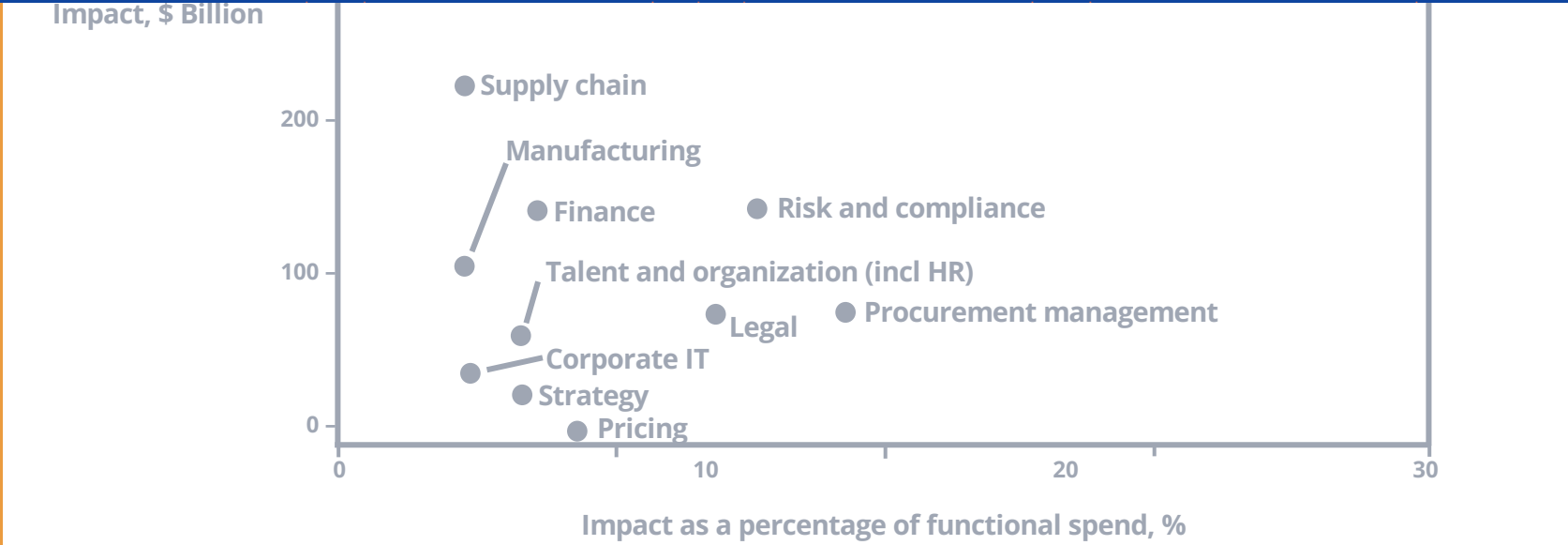
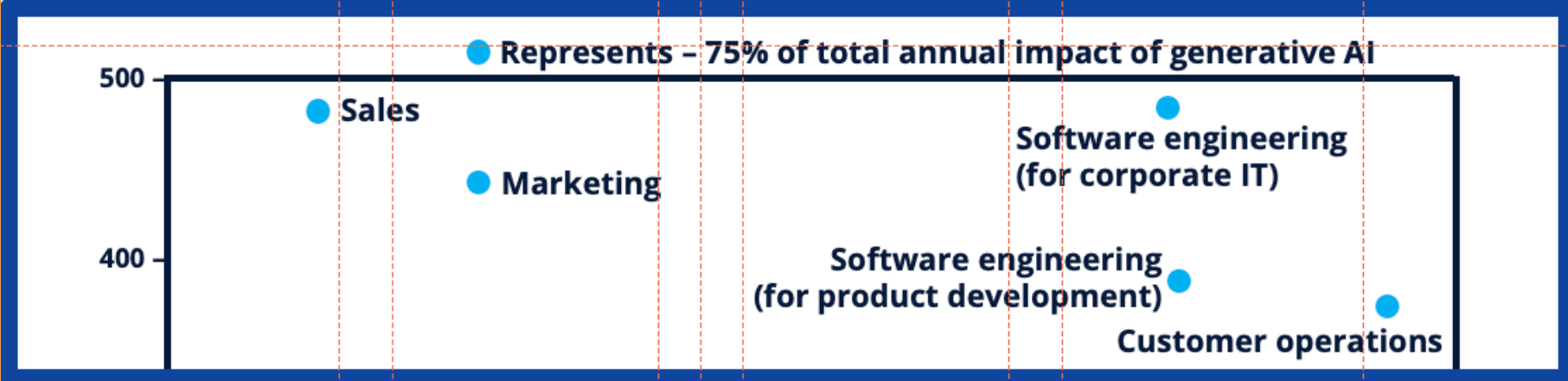
**“Using generative AI in just
A few functions could drive
most of the technology’s
impact across potential
corporate
use cases”**

- Source: [mckinsey, economic potential of generative ai](#)

Primary functions cited include customer service, sales, marketing and software engineering

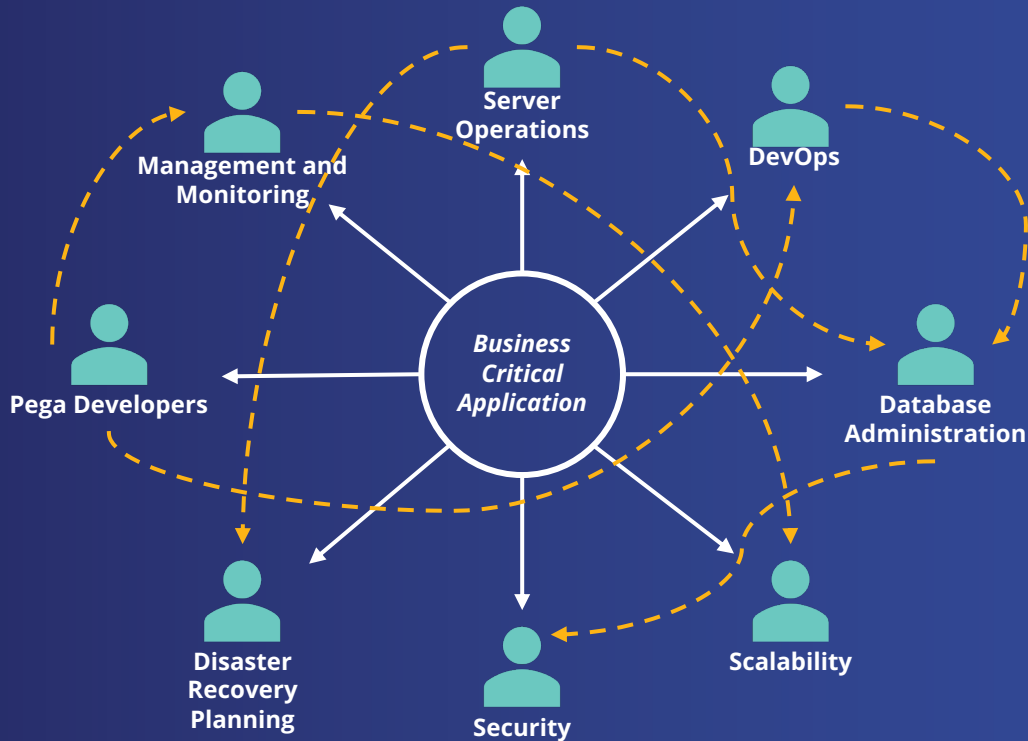






High Complexity

The Reality of Self-Managed Cloud Deployments



Why Assume Unnecessary Risk?

- Complex coordination between siloed teams
- Slow Time to Market
- Loss of Competitive Advantage
- Prone to Error
- Increased Security Risk
- Poor User Experience
- Increased Cost of Ownership
- Potential for reputational damage

Why Migrate to Pega Cloud?



Mitigate Risk

Build and evolve mission critical Pega applications with confidence

65% fewer critical incidents for Pega-as-a-Service clients vs. clients operating Pega themselves



Eliminate Complexity

Cloud fleet management by the largest collection of Pega experience and knowledge in the world.



Reduce Downtime

Leverage Pega's multi-zone architecture and automatic failover capabilities.



Ensure Compliance

Always stay up to date with the latest standards and attestations in place.



Stay Current and Secure

Benefit from Pega's latest innovations, proactive threat monitoring and proactive patching.

Optimize Costs

Three-year economic benefits¹

Resource cost avoidance

\$1.7M

Resource cost avoidance from avoiding hiring or dedicating 4.5 FTE to operating Pega applications and the Pega Platform on Pega Cloud.

Development cost savings

\$2M

Expedited incremental Pega development projects in the cloud.

Improved DevOps productivity

35%

DevOps teams benefit from less time spent on maintenance activities and shift focus to business transformation initiatives.



\$6.9m

3 Year Cost Savings And Business Benefits Enabled By Pega Cloud

Accelerate Innovation

Pega Clients are creating new business value by shifting focus to business outcomes



Experiencing a 25% increase in their speed of delivery



Deploying 10+ changes every week to production environments



Decreasing Time to Market by leveraging the latest Pega features



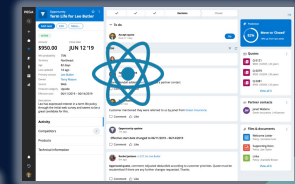
Implementing and releasing new functionality in 48 hours

Pega Constantly Evolves To Bring You The Latest Technology

Constellation UI

React-based UI powered by DX API

Process AI



Process Fabric

Interwoven worklist
Cross-app federation



Cloud-native & Cloud-first

Backing services (e.g. search, stream)
Kubernetes adoption
Seamless updates & patching
Pega Cloud on Google Cloud



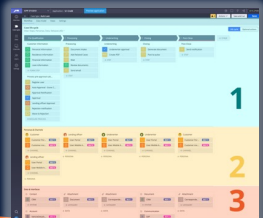
Pega DX API

Center-out, model-driven UI



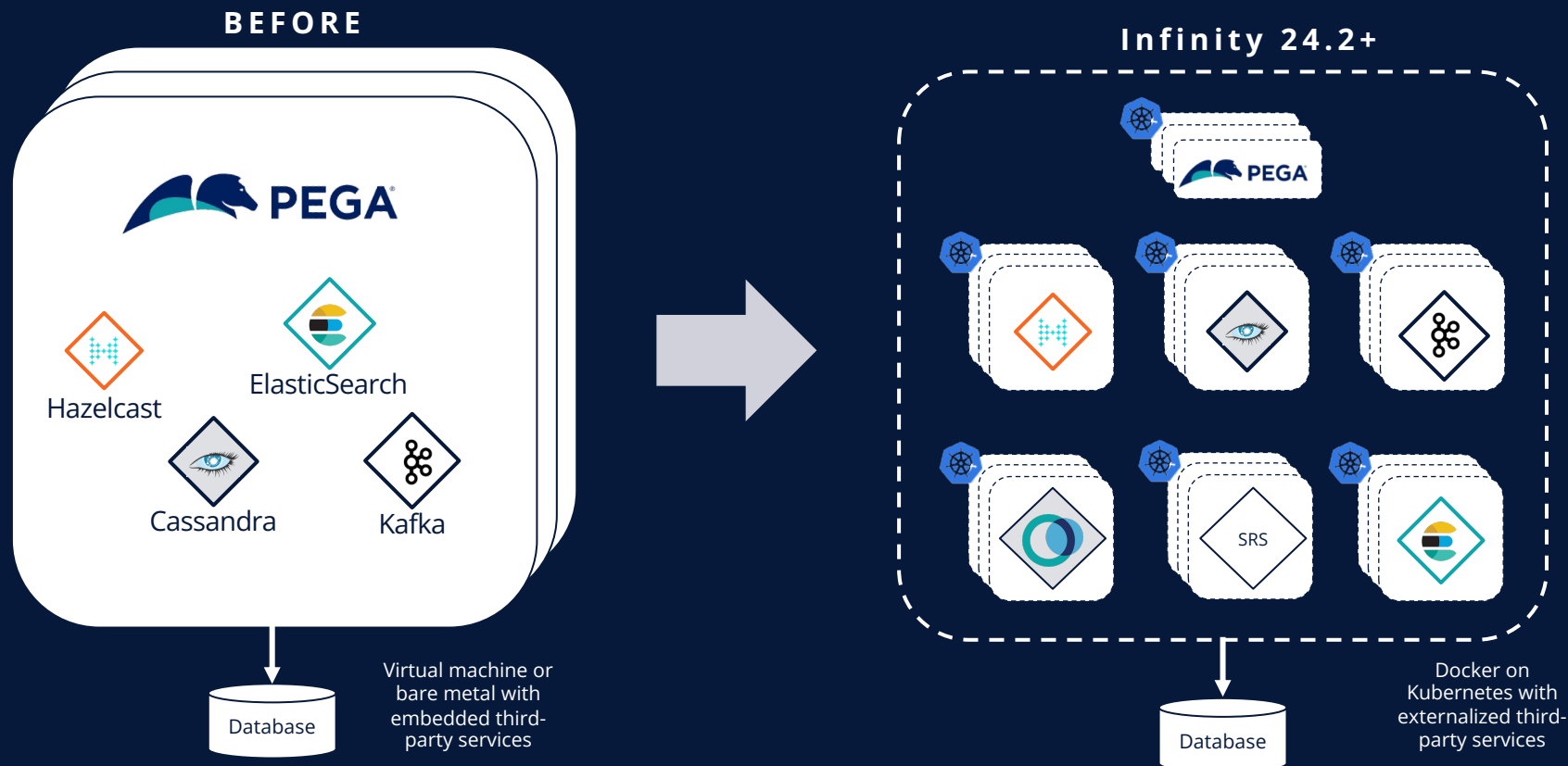
Pega App Studio

Prescriptive, model-driven methodology built for low-code development



\$1.5B
*in untapped
innovation over just
the last 6 years!*

Modern Capabilities Require a Modern Architecture



Improve Sustainability

Utilize environmentally impactful cloud services and improve sustainability targets



28 million compute hours saved annually



118 million metric tons of CO₂ avoided annually





The Pega as-a-Service Experience

Client Journeys



The Pega as-a-Service Experience

Client Journeys

MAINTENANCE

I need to update the Pega Platform to the latest version

I need to apply patches to my Pega infrastructure

I need to redesign my deployment architecture to be compliant

OPERATIONS

My system is running slowly

I need to scale my application to handle a surge in volume

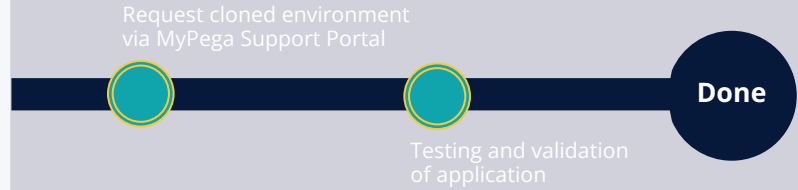


Pega Updates



PEGA AS-A-SERVICE

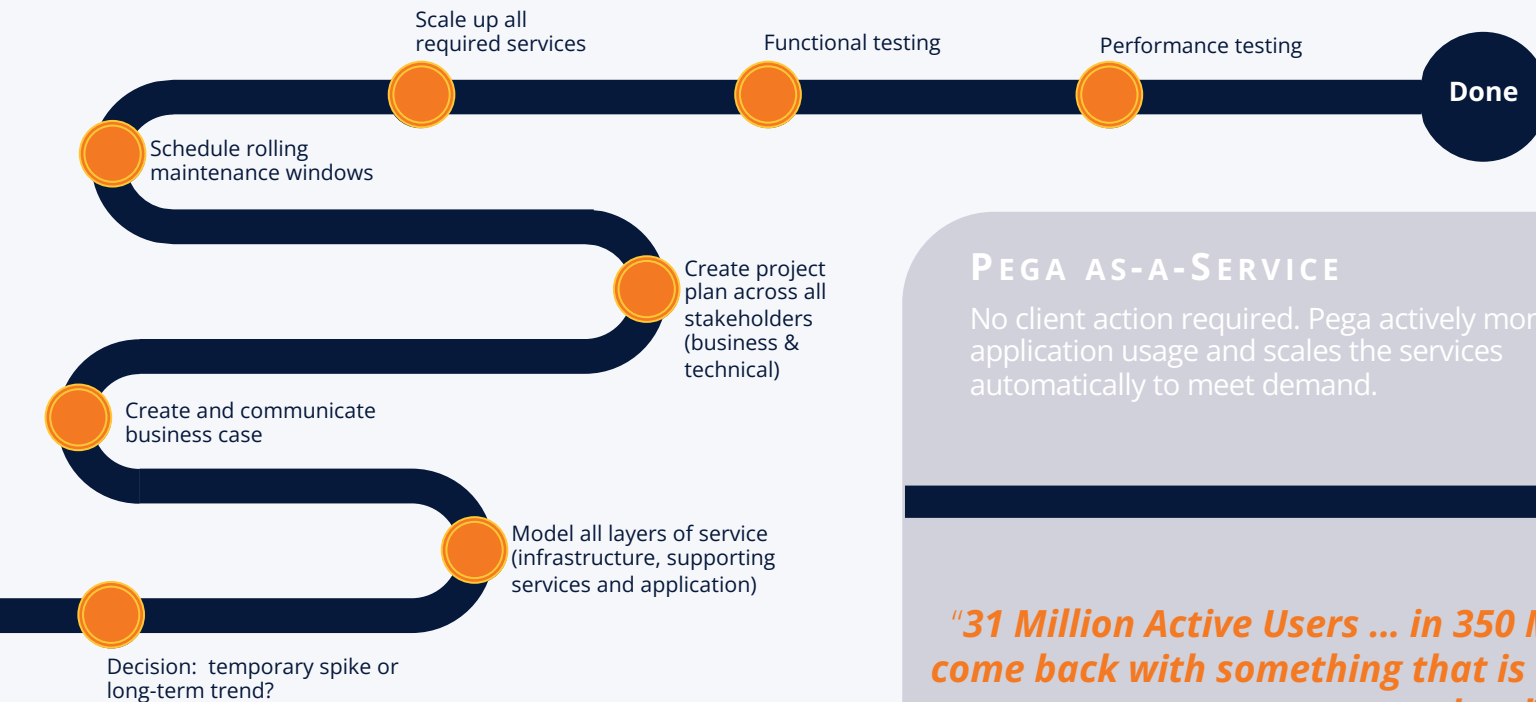
Software updates are initiated by the client and only applied in production upon the client's acceptance and approval.



"...last 12 months we've done 21 upgrades, they were done seamlessly, we didn't even notice they'd been done"

Steve Keating, Engineering Lead, CTO, Lloyds Bank
Source: www.pega.com/lloyds-banking-group-digital-transformation

Scalability



PEGA AS-A-SERVICE

No client action required. Pega actively monitors your application usage and scales the services automatically to meet demand.



Done

"31 Million Active Users ... in 350 Milliseconds or less come back with something that is targeted at you, the customer level"

Olivia Jacobs, SVP Personalization Products, Wells Fargo

Source: www.pegacom/customers/wells-fargo-customer-decision-hub

The Pega as-a-Service Experience

Powering business-transforming outcomes for the world's leading organizations



Mitigate Risk

Remove disruptions to your business with secure, compliant, and reliable services powering your mission-critical applications.



Optimize Costs

Grow your business with a predictable subscription model that scales in tune with your business.



Accelerate Innovation

Free your resources from the burden of operations to focus on innovation that achieves your business objectives.



Improve Sustainability

Utilize environmentally impactful cloud services that reduce carbon footprint and improve sustainability targets.

New Jersey Courts

Leading the way in criminal justice reform

RESULTS

89% *reduction in defendant processing time—from 3 hours to only 20 mins*

90% *increase in efficiency to enter a complaint*

\$10M^{PLUS} *in savings from reusing functionality across the courts*

CHALLENGES

- Legacy court case management system needed modernizing
- Revolutionary criminal justice reform legislation passed to create a fairer criminal justice process for citizens and public safety: needed to be incorporated into the new system
- New Jersey Courts' legacy infrastructure impacted uptime and was managed by an in-house team who needed to continually ensure things were running smoothly

SOLUTION

- Retired three legacy applications and developed a Unified Complaint Entry (UCE) system using Pega Platform in less than nine months in order to streamline the justice process for police and court administrators
- Execute business rules, automate business processes and manage the lifecycle of a case to ensure the efficient and accurate flow of information to all judicial parties
- Reduced development time by 10,000 hours and cost by 96% through electronic defendant monitoring
- By migrating to Pega Cloud, their infrastructure is now nearly automatically maintained, with patches, updates and refreshes regularly conducted during a defined maintenance window with zero downtime



"With 40,000 New Jersey law enforcement officers and 2,500 municipal court staff using Pega for automated end-to-end criminal justice processes, we are now able to do great things with the processing power in front of us."



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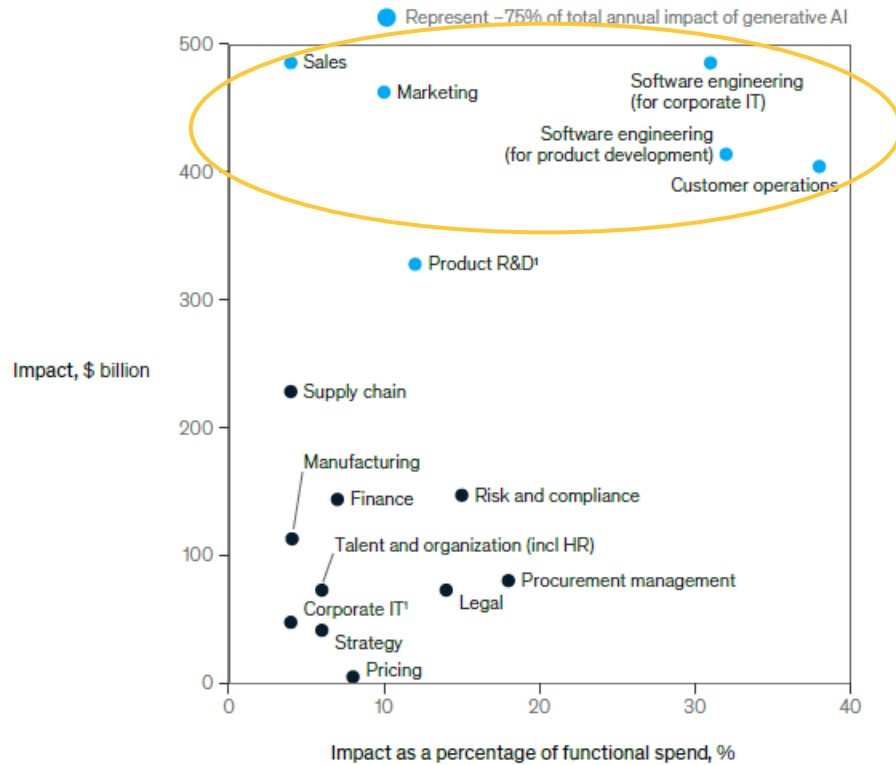
Pega Cloud: Powering Innovation

You need to:

- ✓ **Scale seamlessly** to manage demand – and the complexity of your AI use cases
- ✓ **Maximize business outcomes**, with always-on Pega
- ✓ **Trust** your secure solutions, managed by the foremost collection of Pega experts in the world, with all major compliance attestations in place
- ✓ **Innovate**, knowing that the latest capabilities and features are always at hand
- ✓ **Differentiate yourself** in the markets you serve with Pega GenAI while we manage behind-the-scenes complexity and change

Source: McKinsey, “Economic Potential of Generative AI: The Next Productivity Frontier”, June 2023

“Using generative AI in just a few functions could drive most of the technology’s impact across potential corporate use cases”



Note: Impact is averaged.

¹Excluding software engineering.

Source: Comparative Industry Service (CIS), IHS Markit; Oxford Economics; McKinsey Corporate and Business Functions database; McKinsey Manufacturing and Supply Chain 360; McKinsey Sales Navigator; Ignite, a McKinsey database; McKinsey analysis