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PegaWorld*iN*spire

JUNE 9-11, 2024 | LAS VEGAS

Revolutionizing Workflow Automation: The Impact Of Pega GenAI™ In Pega Infinity By Capgemini

Dinesh Karanam

Business Processes and Augmented Services leader for North America, Financial Services, Capgemini

Anthony Abdulla

Senior Director Product Marketing, Pega





DINESH KARANAM

*Senior Director,
Business Processes and Augmented Services leader for North America, Financial Services*

dinesh.karanam@capgemini.com



ANTHONY ABDULLA

*Senior Director,
Product marketing*

anthony.abdulla@pega.com





Optimization, *meet* experience.

Welcome to where *intelligent connections*
unlock personalized journeys





We help you create intelligent connections to elevate your possible with GEN AI

Explore a multitude of new possibilities, elevate human inner creativity, going beyond boundaries, while being completely true and meaningful to what makes you, you.

We bring a strong Generative AI set-up, with partnerships all along the Generative AI value chain, as well as a €2B investment over the next 3 years.

30,000+

Data & AI consultants and engineers

Generative AI Futures Lab

Generative AI Centers of Excellence

**Recognized as a 'Leader'
Forrester Wave™ : AI services, 2024**

Recognized for bringing *AI ambition* to a vast array of industries, businesses, and customer experience capabilities



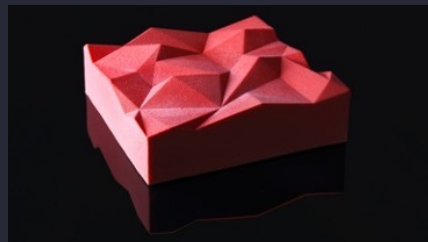
Our GenAI solutions are fueling digital transformations across sectors



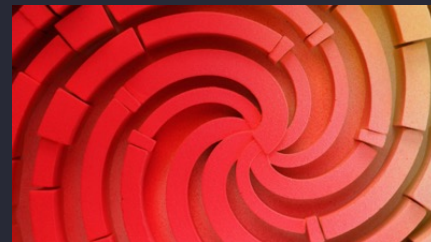
GenAI Strategy



GenAI for Customer Experience



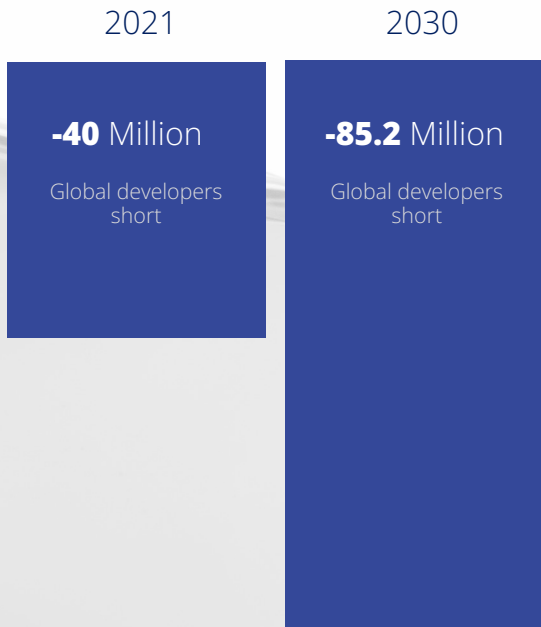
GenAI for Software Engineering



Custom GenAI for Enterprises

Our dedicated and embedded GenAI partnerships

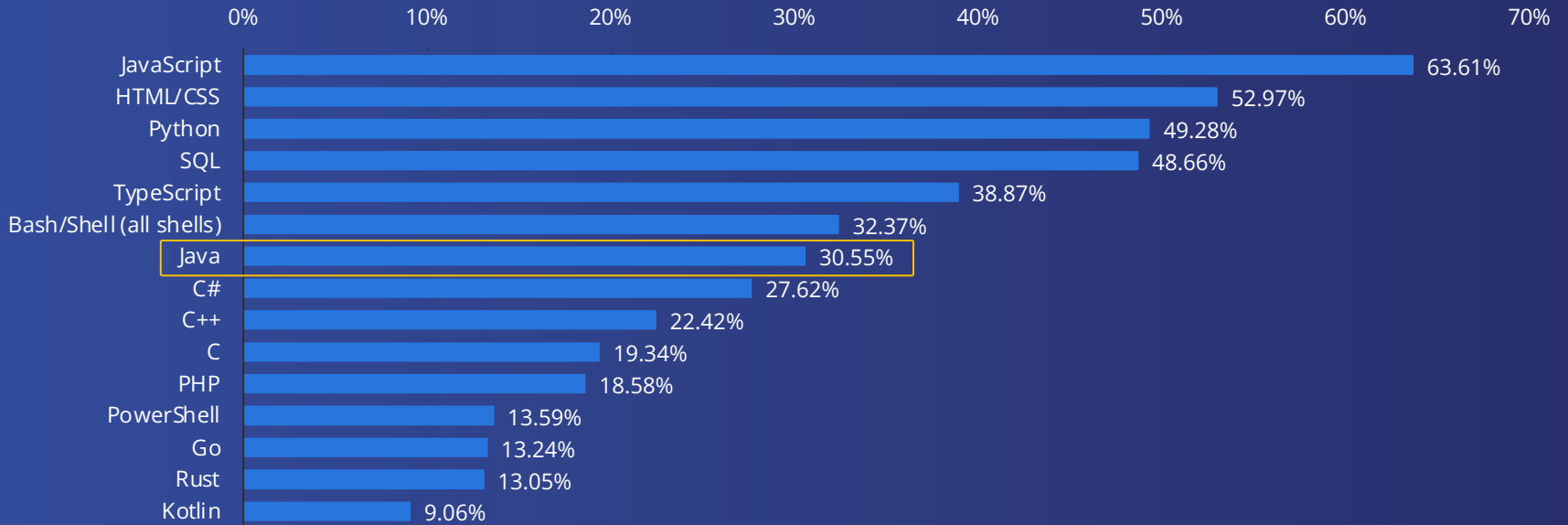




By 2030 the global developer shortage will be 85.2 million workers, putting companies worldwide at **risk of losing more than \$8.4 trillion** in company revenue.

- U.S Bureau of Labor Statistics

Most Widely Utilized Programming Languages Among Developers Worldwide 2023*



* **Description:** As of 2022, JavaScript and HTML/CSS were the most commonly used programming languages among software developers around the world, with more than 63.6 percent of respondents stating that they used JavaScript and just around 53 percent using HTML/CSS. Python, SQL, and TypeScript rounded out the top five most widely used programming languages around the world. [Read more](#).
Note(s): Worldwide; May 8, 2023 to May 19, 2023; 87,585 respondents; Software developers; *Multiple responses were possible. [Read more](#).
Source(s): Stack Overflow

Complexities Of Custom Development



Time & Speed

Extended Project Timelines: Long, complex development cycles.

Unforeseen Technical Challenges: Unexpected delays in projects.

Iterative Testing and Quality Assurance: Lengthy, rigorous testing phases.



Maintenance & Support

Ongoing Maintenance Costs: High, recurring maintenance expenses.

Dependency on Original Development Team: Risk of developer unavailability.

Technical Debt Accumulation: Increasing maintenance challenges over time.



Resource Allocation

Resource-Intensive Development Process: Demands major resource investment.

Training and Adaptation: Significant training needs.

Risk of Budget and Scope Creep: Frequent project overruns.



Scalability Challenges

Difficulty in Scaling: Challenges adapting to growth.

Integration Issues: Complex, costly integrations required.



Security & Compliance:

Security Risks: Higher vulnerability to security issues.

Compliance Complications: Cumbersome regulatory adaptations.



Innovation & Upkeep

Keeping Pace with Technology: Frequent, costly updates needed.

Dependency on Specific Technologies: Risks with outdated technologies.

Why Pega Infinity?

Pega Platform Architected to unlock real-time optimization



Enterprise scalability, governance, and transparency
with Pega's enterprise-grade low-code platform, App Factory, and Process Fabric



Accelerate workflow and app design, development, and delivery to drive enterprise-wide innovation



New Impact Study finds:

Pega Infinity '23 **7.8X Faster** than custom builds

Pega Infinity '23 vs Java EE (JEE) and Microservices

60%

Savings in UI/UX
development time

50%

Reduction in workflow
design effort

30%

Faster security & compliance
implementation

25%

Quicker to adopt new
technologies

**"Pega lowers total cost of
ownership by 40% over 5 years"**

- Capgemini

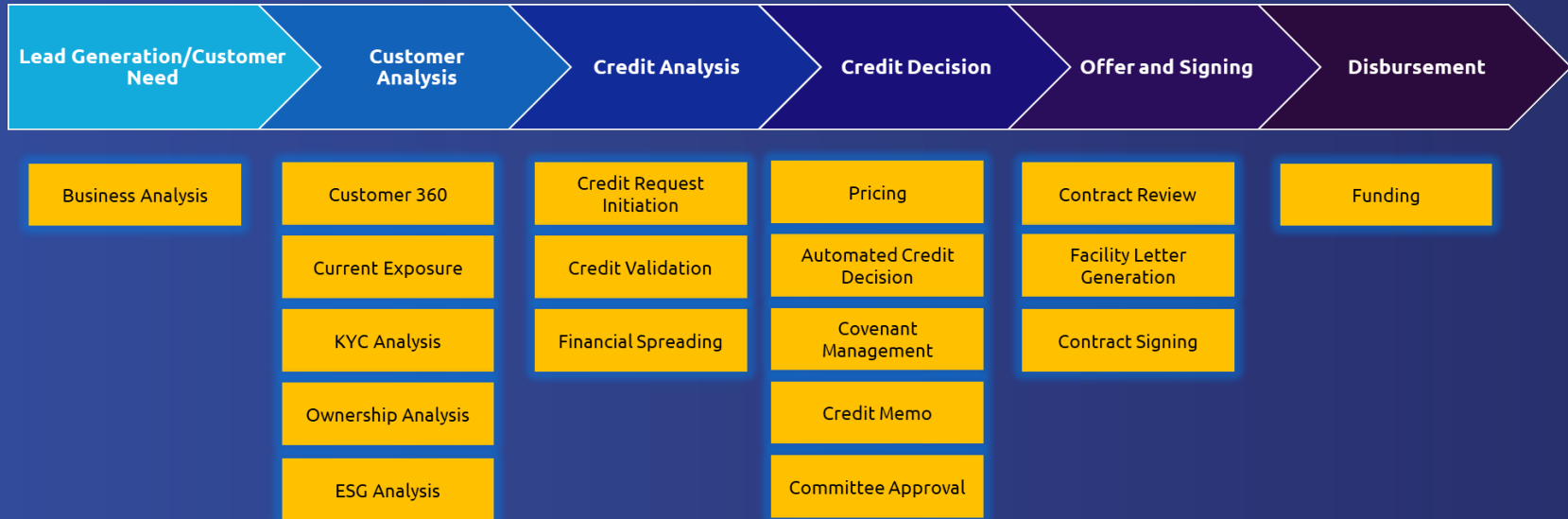
Study Overview

Efficiency, Adaptability, and Strategic Decision-Making in Application Development



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Study Overview

AI-Driven Development Using Pega Infinity '24



Pega GenAI Blueprint

Strategic Alignment: Aligns business strategy with application development.

Workflow Translation: Translates business requirements into logical workflows.

Lifecycle Integration: Integrates strategic goals across the application lifecycle.



Pega GenAI Autopilot

Task Automation: Automates repetitive tasks, freeing developers for strategic work.

Compliance and Optimization: Ensures applications meet standards and performance goals.

Anomaly Detection: Identifies and resolves potential issues early.



Pega GenAI Coach

Code Quality: Ensures adherence to best practices and coding standards.

Architectural Guidance: Recommends modular design patterns and dependency management.

Design Recommendations: Enhances user experience and workflow efficiency.



Pega GenAI Analyze

Data Visualization: Provides custom dashboards and interactive visuals.

Performance Insights: Monitors application health and identifies bottlenecks.

User Behavior Analysis: Analyzes usage patterns for targeted improvements.



Pega GenAI Automate

Process Analysis: Maps and prioritizes automation opportunities.

Pre-Built Automation: Offers templates and RPA bot suggestions.

Implementation: Streamlines workflow configuration with a drag-and-drop interface.



UI/UX Constellation

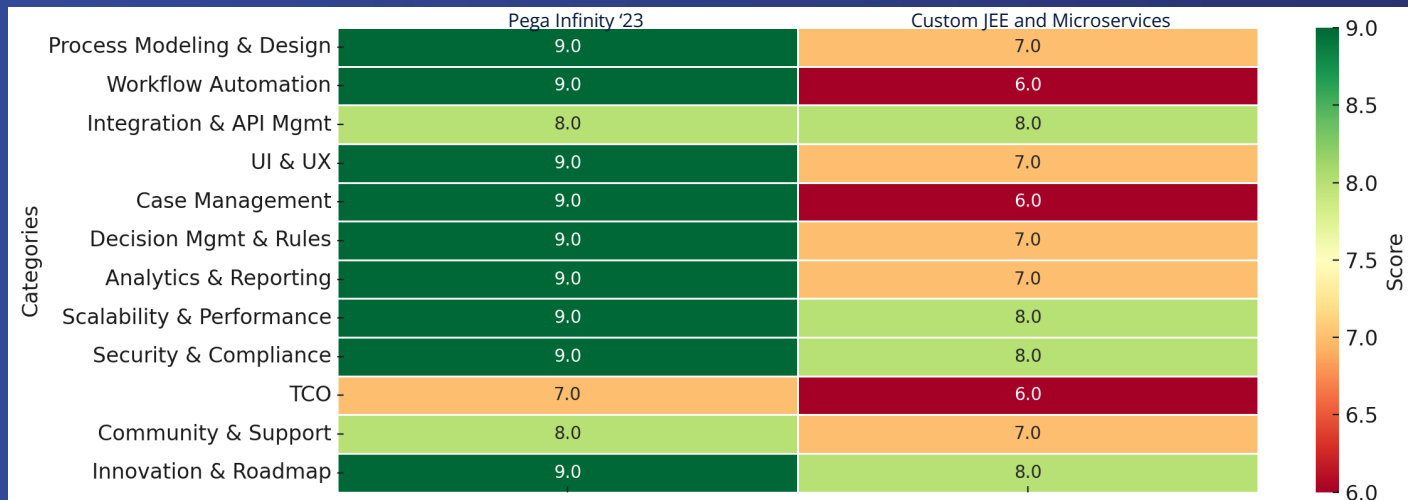
Design System: Provides reusable templates for consistent branding.

Component Library: Includes advanced UI components and configurable widgets.

AI-Powered Suggestions: Offers smart code snippets and contextual guidance.

Comparative Analysis - Development Efficiency

Quantifying the Efficiency Gains of Low-Code Development with Pega Infinity'23



Case Management

- Pega achieves 4 times faster setup with a productivity factor of 9.5.

UI/UX Development:

- Pega cuts down UI/UX time by 60% with a productivity factor 7.2.

Workflow automation

- Pega is 75% more efficient with a productivity factor of 8.9.

Process Design

- Pega reduces design effort by 50%.

Strategic Impact: Innovation And Total Cost Of Ownership

Leveraging Pega Infinity'23 for Cost-Effective Innovation and Compliance

- Security Compliance Implementation: **30% faster** with Pega.
- Technology Adoption: Pega's roadmap shows **25% quicker** adoption of new tech.
- TCO Reduction: Pega **lowers TCO by 40%** over 5 years.

#	Activity	Pega Productivity Improvement Factor Over Custom Build
1	Requirement Analysis	1.00
2	Process Modeling And Design	16.25
3	Case Creation and Define Stages	47.68
4	Case Classification and Routing	21.12
5	UI Mockup	10.80
6	User Interface and User Experience	6.49
7	Data Model Creation:	4.07
8	Data Mapping	6.12
9	Data Transforms	3.89
10	Integration and API Management	8.89
11	Work Queues	11.76
12	Workflow Automation	7.04
13	Decision Management and Business Rules	4.10
14	Analytics and Reporting	18.67
15	Scalability and Performance	10.89
16	Security and Compliance	19.70
17	Testing	7.03
18	Deployment	3.09

Development Efficiency And Adaptability

Efficiency, Adaptability, and Strategic Decision-Making in Application Development



RAPID DEVELOPMENT

- Pega Infinity²³: Offers a low-code, rapid development environment with a productivity factor **7.8 times higher than custom build**.



INTEGRATIONS

- Pega shines with out-of-the-box solutions.
- Pega with **pre-built connectors**;



UI/UX

- Pega's visual tools vs. custom's detailed control, offering a trade-off between speed and customization.
- UI/UX Development: UI/UX development time by **60%**, productivity factor: **7.2**.



PROCESS DESIGN AND WORKFLOW AUTOMATION

- Pega's visual modeling **reduces effort by up to 50%** compared to custom coding.
- Pega achieves workflow automation with **75% less effort**, productivity factor: **8.9**.



PEGA GenAI™ and Data Model

- Productivity factor **increase up to 9 times** in certain development phases compared to custom AI solutions.
- Pega GenAI™ **significantly reduces the effort** and complexity in implementing AI features.
- GenAI™ provides **AI-generated mappings for external data models**, reducing the time and potential for human error.



CASE MANAGEMENT

- Pega's case management setup is **4 times faster**, productivity factor: 9.5.
- Pega's dynamic case management vs. Custom's manual configuration
- Pega's Business Rules Composer vs. Custom's rule definition
- Pega's out-of-the-box tools vs. Custom's tailored logic



SECURITY COMPLIANCE

- Pega ensures **30% faster implementation** of compliance updates.



TESTING AND QUALITY ASSURANCE

- **With the automated generation of test data**, the testing phase becomes more efficient, allowing for faster iterations.
- **Populating forms with realistic sample data**, significantly cutting down time spent on form filling during the testing phase.



INNOVATION AND ADAPTABILITY

- Pega's roadmap promises a **25% quicker adoption of emerging technologies**.



TOTAL COST OF OWNERSHIP

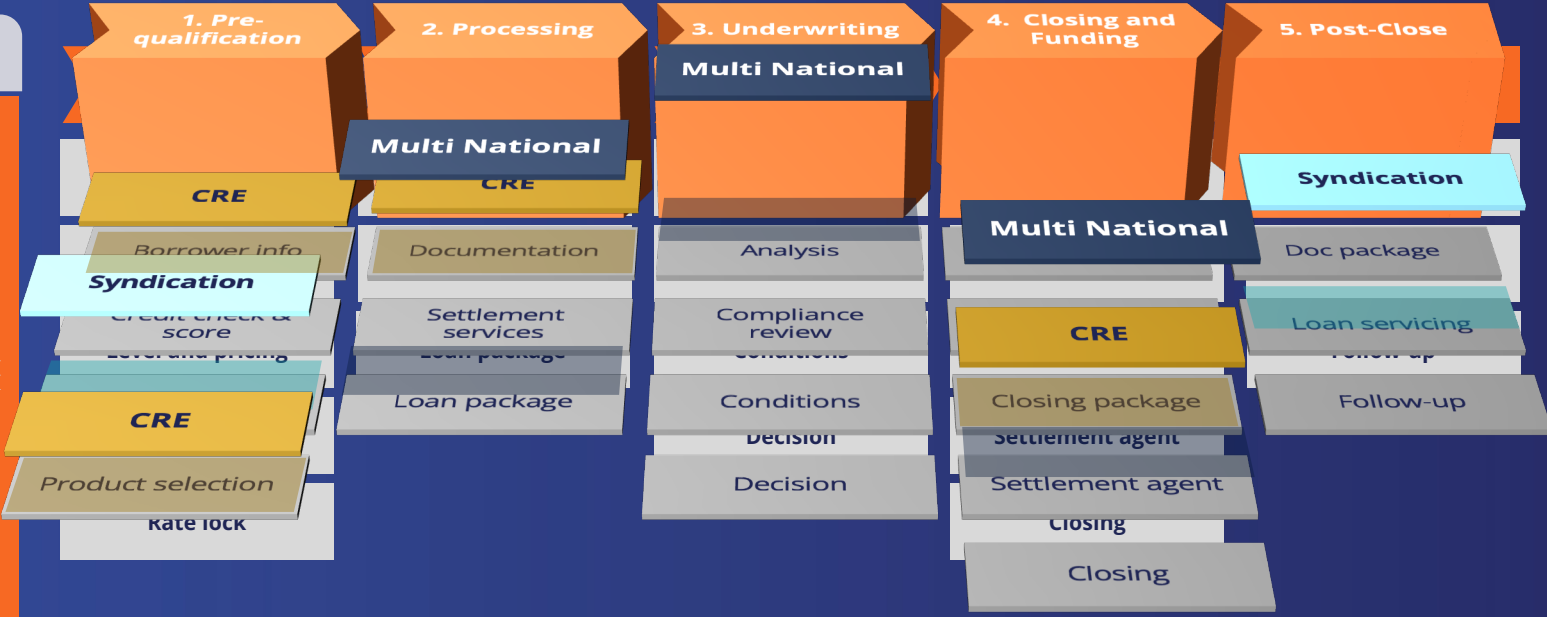
- Pega **reduces TCO by 40% over a 5-year period**, considering development, maintenance, and training costs.

A New Way To Improve Loan Origination | Maximize Reuse

FRONT-END CHANNELS AND APPS



BACK-END SYSTEMS AND SERVICES



Enable business to manage variations of processes and rules for different LOBs, products and geographies through a unique **Situational Layer Cake** approach

Revolutionizing Development With Ai-powered Innovation

Empowers organizations to leverage AI for smarter, faster, and compliant business processes

Accelerated Development

Pre-built templates and drag-and-drop functionality reduce development time.

Enhanced Quality

Automated validation and error reduction ensure compliance.

Intelligent Automation

Reduces manual workload and optimizes workflows.

Analytics and Insights

Real-time dashboards and predictive analytics guide strategic decisions.

Guided Development

Contextual recommendations align projects with business goals.

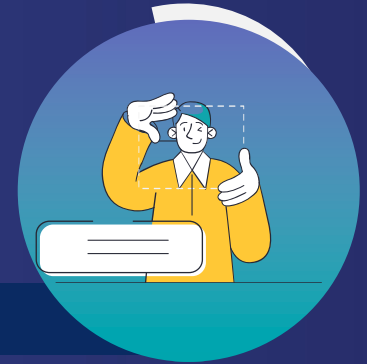
Collaboration

Streamlines communication and project visibility.

Summary: Optimal Application Development Strategies

Balancing Speed and Customization for Strategic Advantage

- Average Productivity Factor for Pega: **7.8 across development activities.**
- **Pega:** Recommended for rapid deployment, standardized processes, complex business transformation implementations, and cost-effectiveness.
 - **Quick development and frequent iterations are business priorities.**
 - **Automating complex business processes, managing tasks, and ensuring efficient workflow management.**
 - **Businesses looking to leverage AI for decision-making and predictive analytics for more intelligent process automation and decisioning.**
 - **You want to reduce the complexity and cost of application maintenance.**
 - **You aim to deliver a consistent and engaging user experience across platforms.**
 - **Integrating advanced AI capabilities into business processes is a strategic goal.**



What's Next

- [Revolutionizing workflow automation | Research & insight | Capgemini](#)
- [Pega Infinity: 7.8X faster than custom development | Pega](#)
- [Driving innovation in financial services: Pega Infinity vs. Java EE solutions | Capgemini](#)





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