



PegaWorld*iN*spire

JUNE 9-11, 2024 | LAS VEGAS

The Power of First Impressions and Great Customer Service: Evernorth's Journey with Pega

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EVERNORTHSM



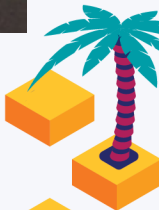
Devang Joshi



The Cigna Group since 2003

Technology Senior Director

Benefits, Client & Member
Technologies



Louis Picone

The Cigna Group since 1995

Technology Director

Client-facing Technology



About Us



Global health company committed to improving health and vitality. Our brand evolution marks an important milestone in the company's **230-year history**, as we work every day to improve the health and vitality of those we serve. We are committed to enhancing the lives of our clients, customers and patients through our two growth platforms:



EXPRESS SCRIPTS®

We work every day to improve the health of the **1 in 3 Americans** we serve. For decades we've taken on one of the toughest challenges in health care: negotiating with big pharma to lower the cost of drugs for our clients, and more importantly, patients



We **work with plans, providers and patients** to find solutions to health care's greatest and most complex challenges. From affordability, to predictability, to simplicity of care—we exist to solve the problems others don't, won't or can't.



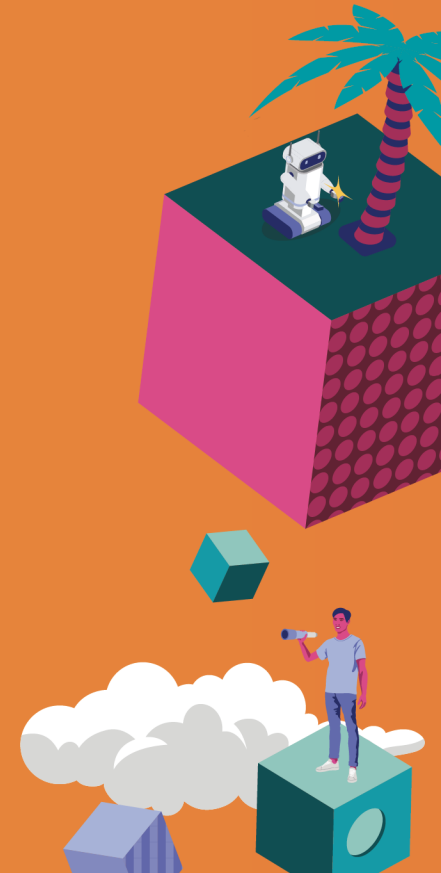
Agenda

Where we started / challenges

Our journey to where we needed to be /
How we chose PEGA

Where we are now / success stories

Where we go next / looking to the future



Level Set: What Is Polaris?

- **CRM** – Customer/client relationship management (not sales)
- **First Impression** & experience for clients
- **Workflows** for new client implementations & servicing existing clients
- Seamlessly integrates internal & external systems
- **Single Source of truth** for client intent data
- Replaces manual, cumbersome, flawed processes – increased reliability & transparency
- Supports Internal operations & external client users
- Features Monitoring & tracking



Where We Started

- Siebel application from 2003
- Pre-cloud
- Reliability – tech debt & risks
- Scalability concerns for user growth & case volume
- Hundreds of request types
- Functionality limitations
 - Limited integration capabilities (such as ServiceNow, Kafka, Internal Systems)
 - Limited content management capabilities
 - Many, many more



Our Journey – PEOPLE & PEGA

Evaluate

Functionality
Pricing
Scalability
Reliability

Decide

- ✓ Workflow engine
- ✓ Integration capability

Build

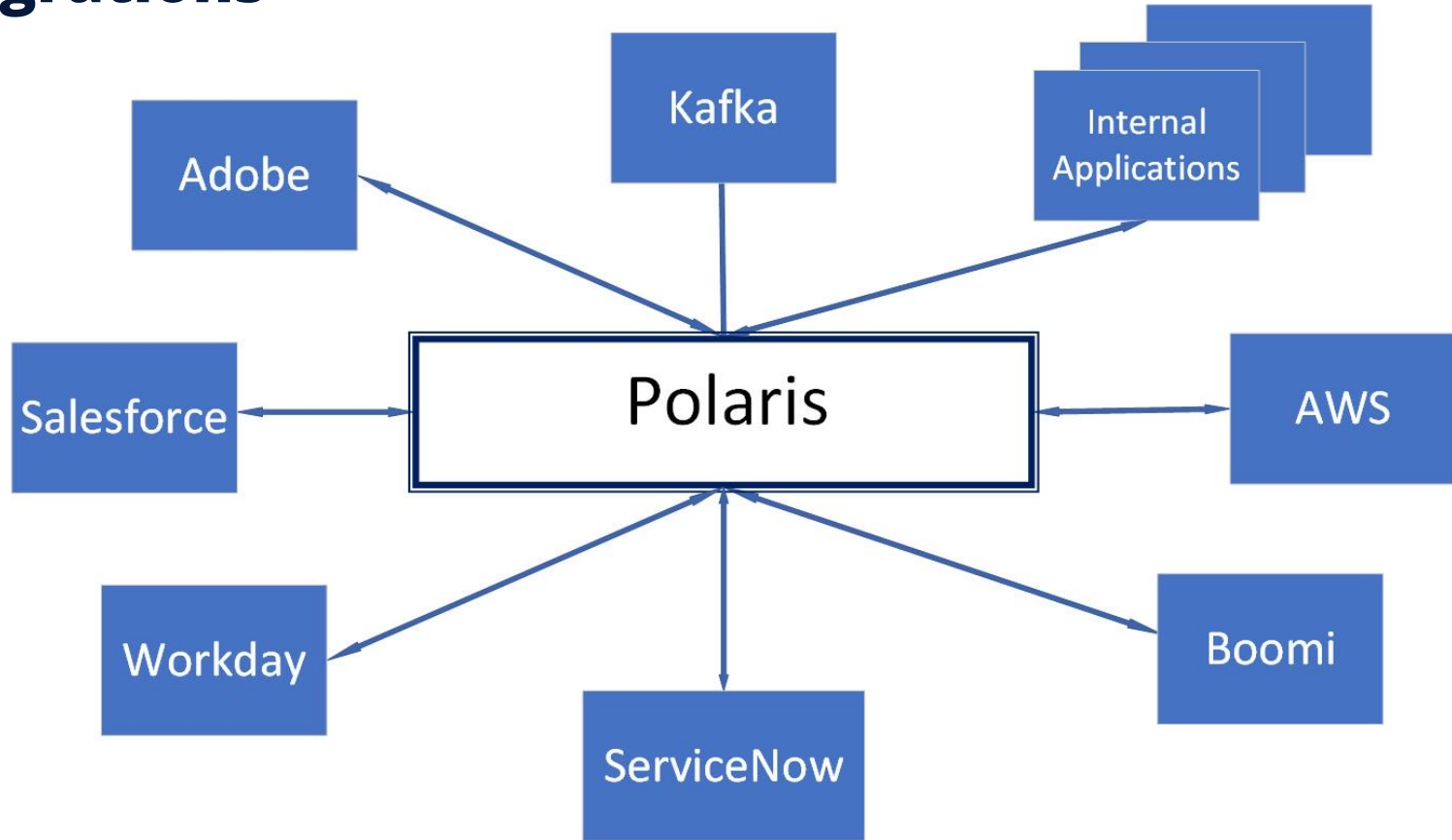
PEGA & vendor partners
Evernorth-led
PEGA bootcamp

Deploy

18-month build out
5-year migration



Integrations



Success Stories

- ~75% improved speed to delivery
- Configuration > development
- Users – 28% increase in 2023
- Cases – 84% increase in 2023
- Turn around time 50-75% improvement!
- Performance guarantees based off case resolution times (SLAs)
- Out of the box capabilities
- Low-code
- Ease of development
- Availability & stability – **zero outages!**
- Pega Diagnostic Center (PDC) – monitoring & logging
- Guardrail
- Client success manager engagement



Shout out
to Rex
Wang!



Paul Butler



Sriram Karumuri



Kiran Dangeti



Randall Rootz



Rao Yalamanchi



Sudheesh Mullankandy



Matt Kemper



Stephen Moore



Swaraj Kolipaka



Jilmi George

Shout Out to the People Who Did It!



Chris Ahlheim



Alpesh Patel



Laura Benjamin



Anu Achanta



Debasmita Sarangi



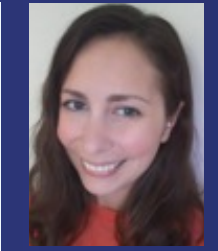
Padmini Medavarapu



Jeff Hums



Sai Saranya Srimattirumala



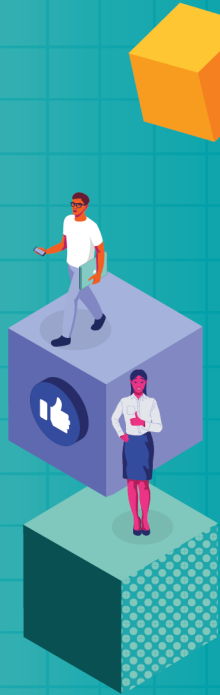
AnnMarie Faust



Daniel Capper
Vickie Harris
Preshanna Soundararaj

The Future

- *More users, more case-types, more capabilities, more integrations, more automation, more GenAI, more developer productivity*
- Our motto – “Wherever there is an email or excel workflow – we want to automate with Polaris”
- Cloud upgrade & leverage PEGA AI capabilities
- Chatbot
- That’s why we are at PegaWorld!



Thank You!





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