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The High-Five Mega Modernization Drive – Pega world 2023

06-13-2023

Speakers

Peter la Croix

Achmea

Roderick van de Kant

Achmea

Sandeep Katukuri

HCLTech

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Achmea at a glance

Founded in **1812**

10,2 million customers in the Netherlands and abroad

203 billion in invested assets

AA-rating (ESG) and (it goes without saying) hefty ambitions on sustainabillity

7 different countries…and counting

14.800 colleagues (expressed in FTEs) from Tubbergen to Toronto

34-hour workweek (and never a dull moment)

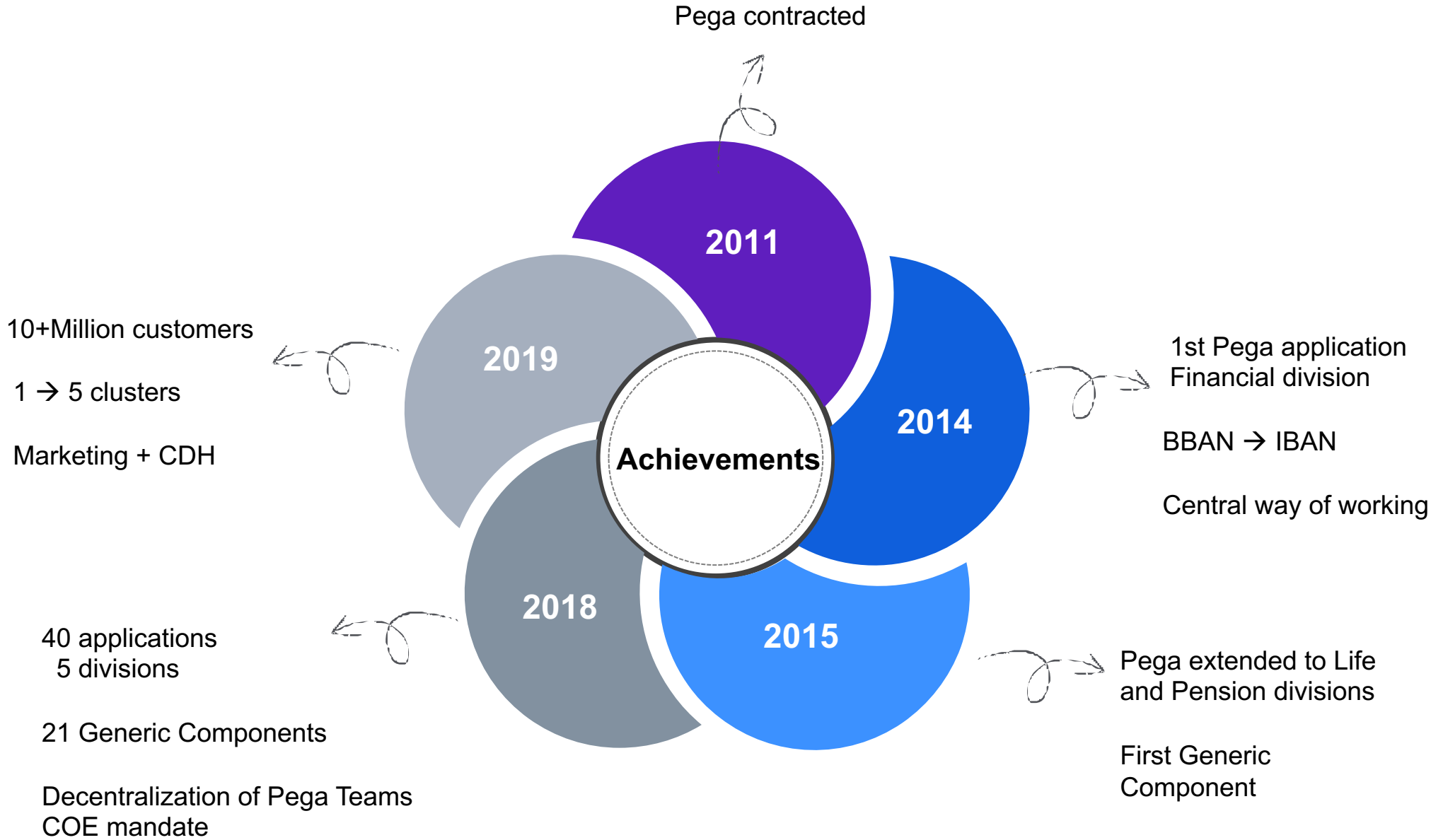achmea

'Sustainable living. Together' the Achmea way

Watch our film

'Sustainable Living. Together' the Achmea way: Working together to ensure that people's lives can go on, even when the going gets tough. It means coming up with solutions to ever new challenges together. And it means seeing opportunities where others no longer see them.
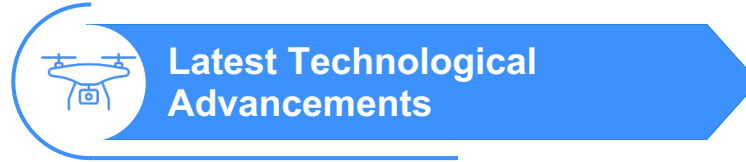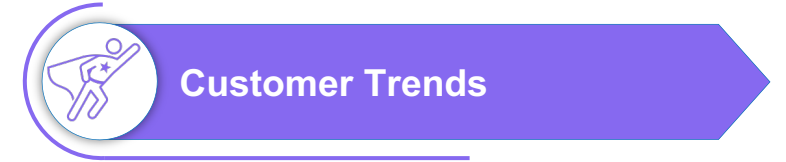
IN 54 SECONDS
NOËLLE'S WORLD WILL
COME TO A STANDSTILL

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Our Pega journey

Pega contracted

2011

2019

10+Million customers

1 → 5 clusters

Marketing + CDH

Achievements

2014

1st Pega application
Financial division

BBAN → IBAN

Central way of working

2018

40 applications
  5 divisions

21 Generic Components

Decentralization of Pega Teams
COE mandate

2015

Pega extended to Life
and Pension divisions

First Generic
Component

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Keerzijde van de Medaille – The other side of the Medal

Technical Debt

➢ Legacy code and implementation
➢ Legacy integration patterns
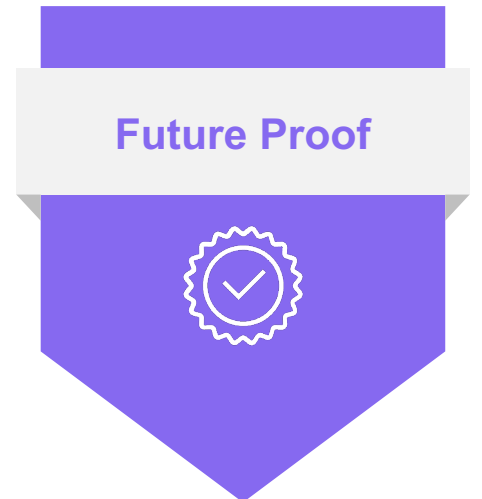➢ Legacy platform
➢ End of support
➢ Slow to market

Latest Technological Advancements

➢ Unified solutions
➢ Data management
➢ Low code / no code
➢ Intelligent Automation
➢ Fast and Secure
➢ Cloud adaption

Customer Trends

➢ Omni channel support
➢ Increased personalization
➢ Data and context driven Marketing
➢ Always costumer centric
➢ Speed to market

"By 2025, technical debt will continue to compound on top of existing technical debt consuming more than 40% of the current IT budget."
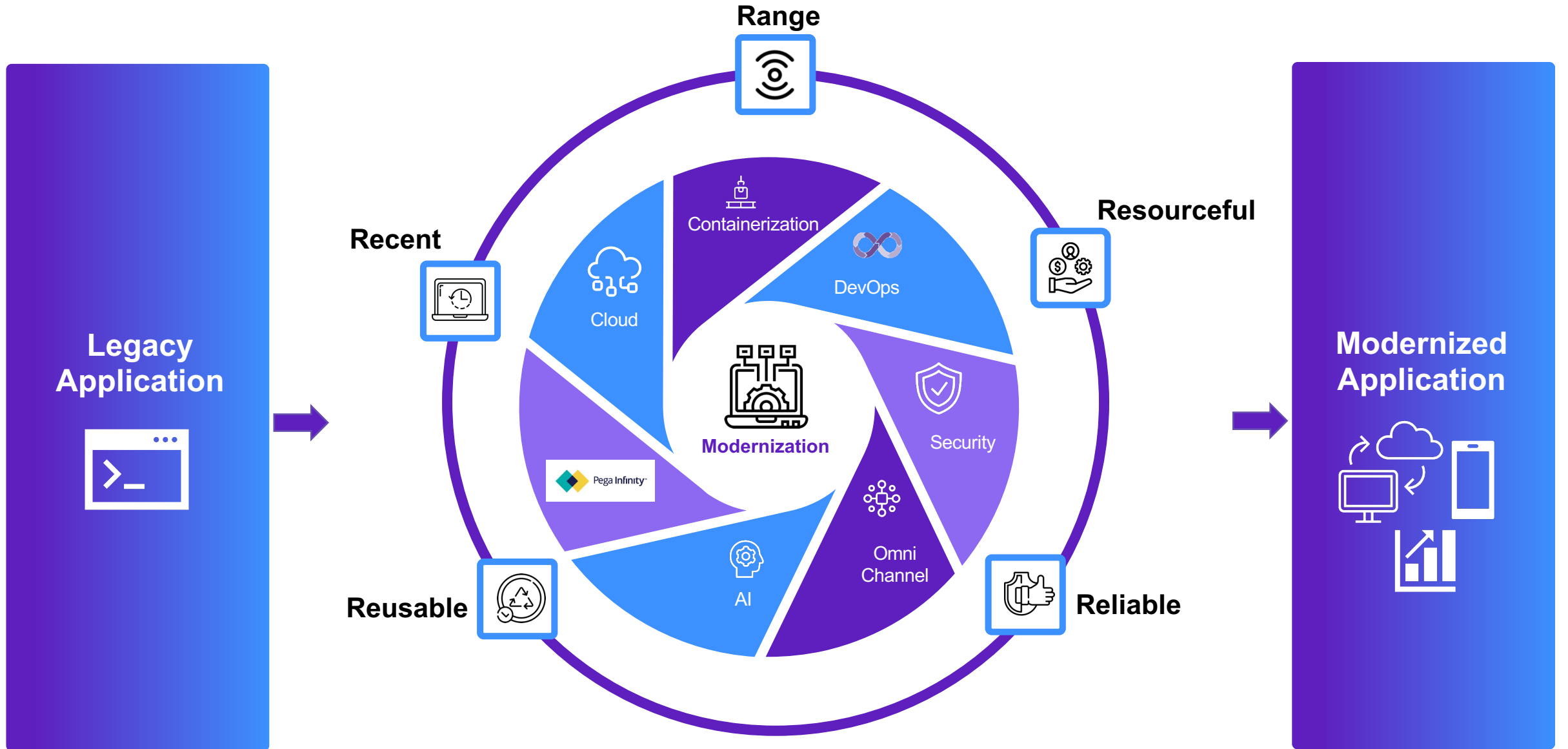
Gartner Research, Application Modernization should Be Business-Centric, Continuous and MultiPlatform
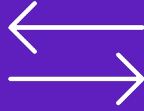
Delivery to Production	Performance	Business Features	NIH Not Invented Here	Future Proof

Governance and Handover

Steering committee to handle the situation

Deep dive together with Pegasystems

End date set in stone

Identify a strategic partner-HCLTech

Plan the overall Program and establish the Governance

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Modernization

Legacy Application → [Modernization wheel: Range, Resourceful, Reliable, Reusable, Recent surrounding inner segments: Containerization, DevOps, Security, Omni Channel, AI, Pega Infinity, Cloud — centered on Modernization] → Modernized Application

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Modernization Journey

Pre-migration

➢ Intake, application assessment

➢ Security scans, Infra assessment

➢ Legacy code analysis, Data migration assessment

➢ Planning and estimations

Build & Deploy

➢ Infrastructure Provision, Remove dead code, Upgrade to Pega 8

➢ Adapt to latest integration patterns, Reusability and security standards, Data migration

➢ CICD using deployment manager and Automation testing

➢ Implement data migration, plan and execute GoLive

LCM / Evolution

➢ Automates infra, DB patching and upgrades

➢ Always be on latest software incl Pega

➢ Fit for future

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Progress…

Resourceful

Cloud adaption & containerization

Pay per use

15+ hosting segments

Infrastructure templates

Recent

All Pega applications to run on latest Pega version.

LCM roadmap to enable latest and greatest of the technology stack used.

Reliable

Faster policy origination
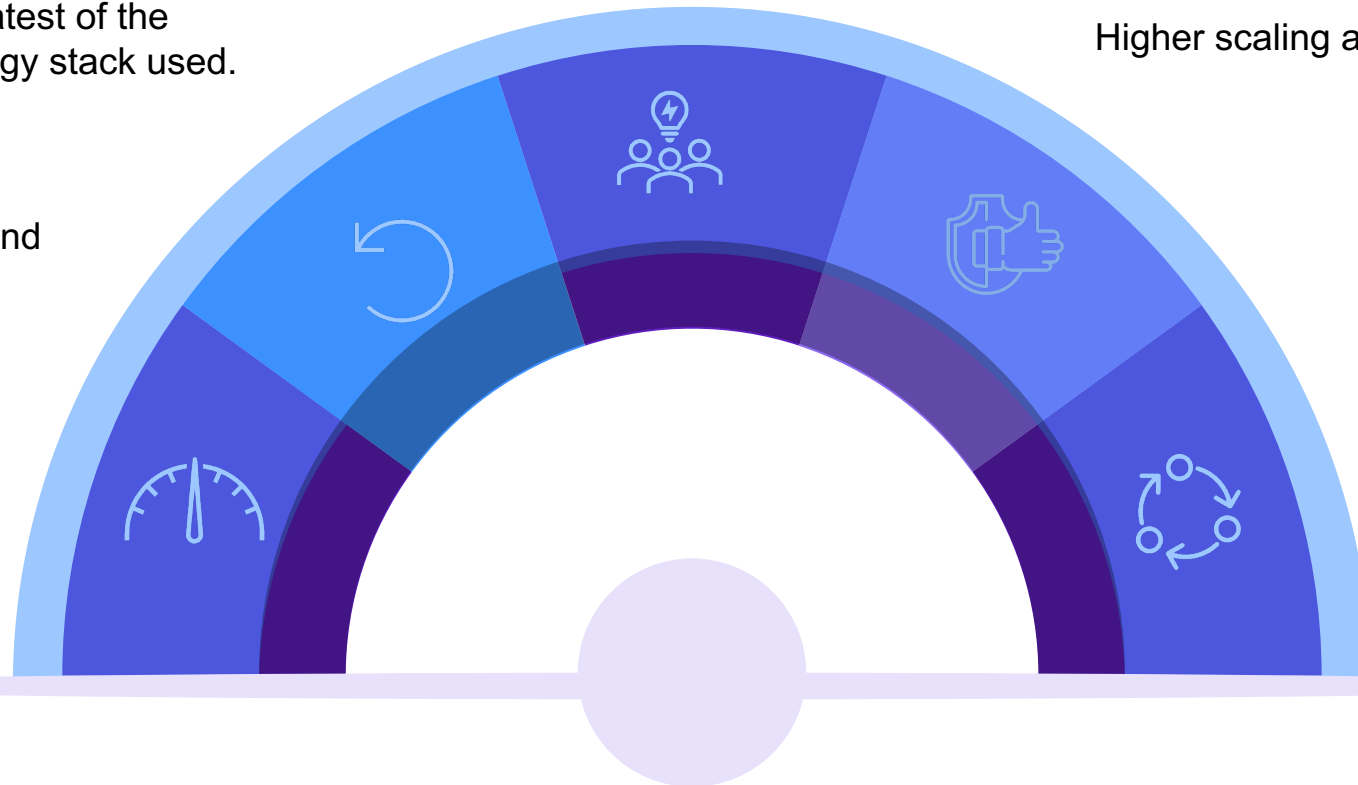
50% reduction

Higher scaling abilities

Range

70+ Business applications and Resuable applications

5 Business Divisions

Life & Pension

Health

Schade & Inkomen

Generic

Achmea Pension Services

Reusable

20+ reusable applications

Reusable CICD components

Reduction in Lead time to change

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Q&A

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