

What if a Unified Platform Could Help You Outpace Customer Demands?



The better the question. The better the answer.
The better the world works.



App Modernization

Path to greater value of your
Pega applications

Tuesday, 12 June 2023



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Your Speakers today



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Why are you
interested in app
modernization?

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What Should You Consider?

Our Perspective

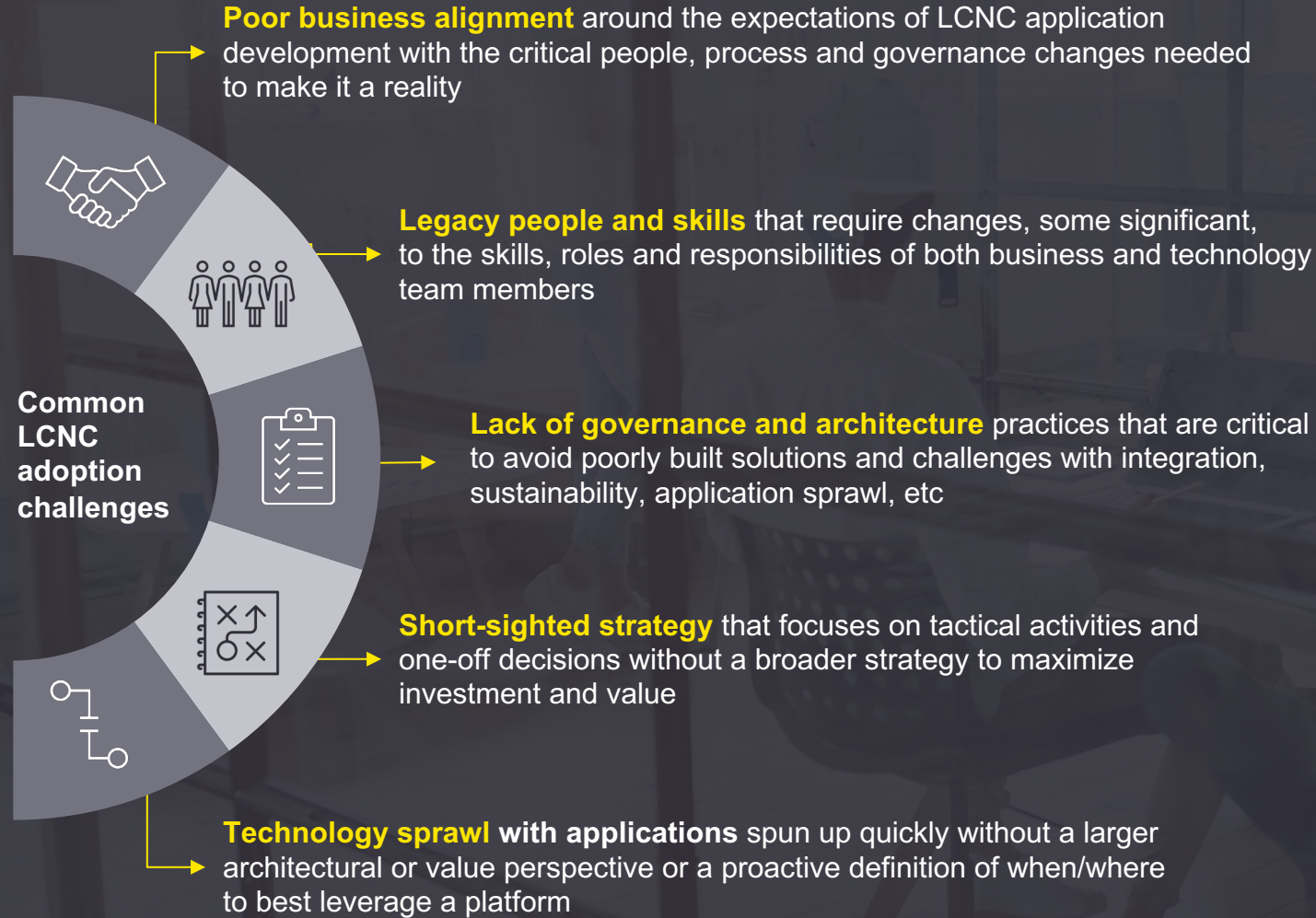
Industry trends

1. LCNC platforms are top of mind for **improving experiences and automation of processes**
2. **LCNC platforms do not displace developers** or development capabilities but should help to increase agility
3. However, **many organizations are frustrated by application and technology sprawl**, lack of governance and under-optimized investments
4. Unfortunately, **taking a tech-led vs. process-first approach is a common misstep**

Platform capabilities and considerations



Application Portfolio Challenges



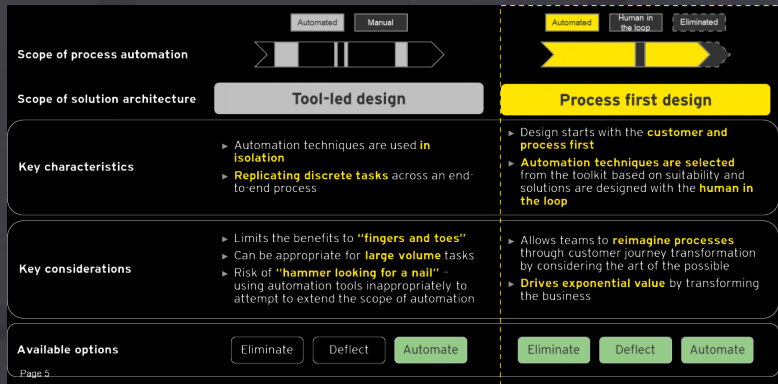
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By 2025, technical debt will continue to compound on top of existing technical debt consuming more than 40% of the current IT budget.

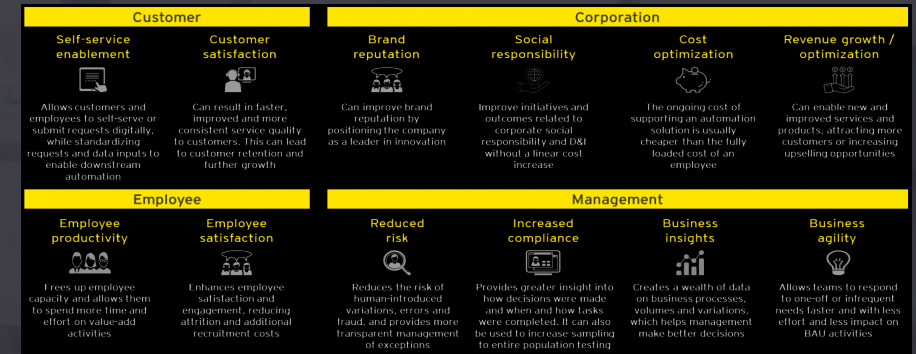
Gartner Research, *Application Modernization Should Be Business-Centric, Continuous and MultiPlatform*

Guiding Principles (LCNC App Modernization)

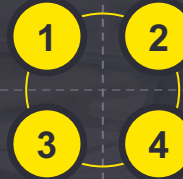
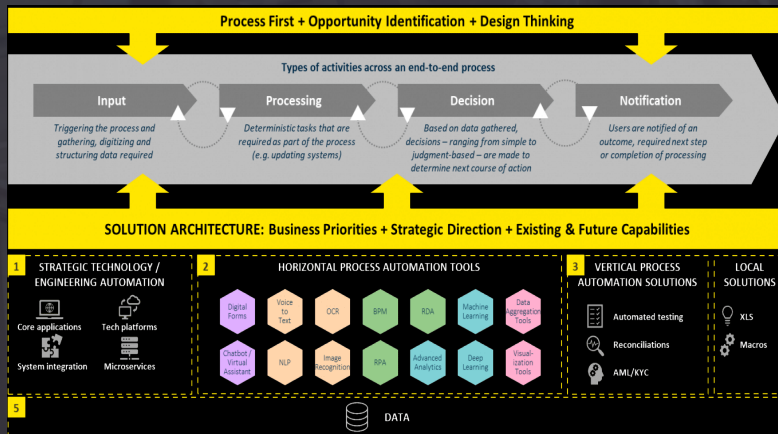
Take a **process-first approach** – reimagine ways of working instead of applying technology to old processes/tasks



Broaden the **value drivers** considered for LCNC application and automation business cases



Establish a **holistic solution architecture** layer to select the right solution option for each business problem and situation



Define an appropriate **enterprise-wide operating model** for efforts to achieve sustainability and resiliency



Guiding Principles (Pega Specific)

- ▶ Are there processes or applications that are no longer relevant?
- ▶ How efficient is your reuse strategy for common components?
- ▶ Are handling similar processes in multiple apps perhaps by different parts of the organization?
- ▶ Have you leveraged new advancements and capabilities in your apps?
- ▶ Would applications on other technologies be better served on Pega?
- ▶ Are there Pega applications that would be better served on a different platform?

Most applications would benefit from more than simply a “*lift-and-shift*” compatibility upgrade.

Expected Benefits

Application portfolio rationalization is a critical lever to:

- 1) Reduce application landscape complexity across the enterprise
- 2) Address gaps in business and technical capabilities
- 3) Optimize application portfolio costs
- 4) Improve business decisions when prioritizing use cases and solutions for future needs
- 5) Increase agility, ability to innovate and alignment with latest advancements

10%-25%

EY experience shows savings in maintenance spend resulting from reduced complexity and tech risk from application rationalization and portfolio optimization

Common Roadblocks

Six common roadblocks in the application modernization and cloud migration journey

1

Non-comprehensive or understated view of current infrastructure

2

Limited understanding of network bandwidth and latency constraints

3

Lack of clear visibility into application performance throughout migration

4

Inability to properly define and adopt tracking and performance metrics

5


Limited allocation of time for migration efforts

6

Continued siloed operations of application, network and security teams

What are the biggest obstacles you face for modernizing your Pega apps?

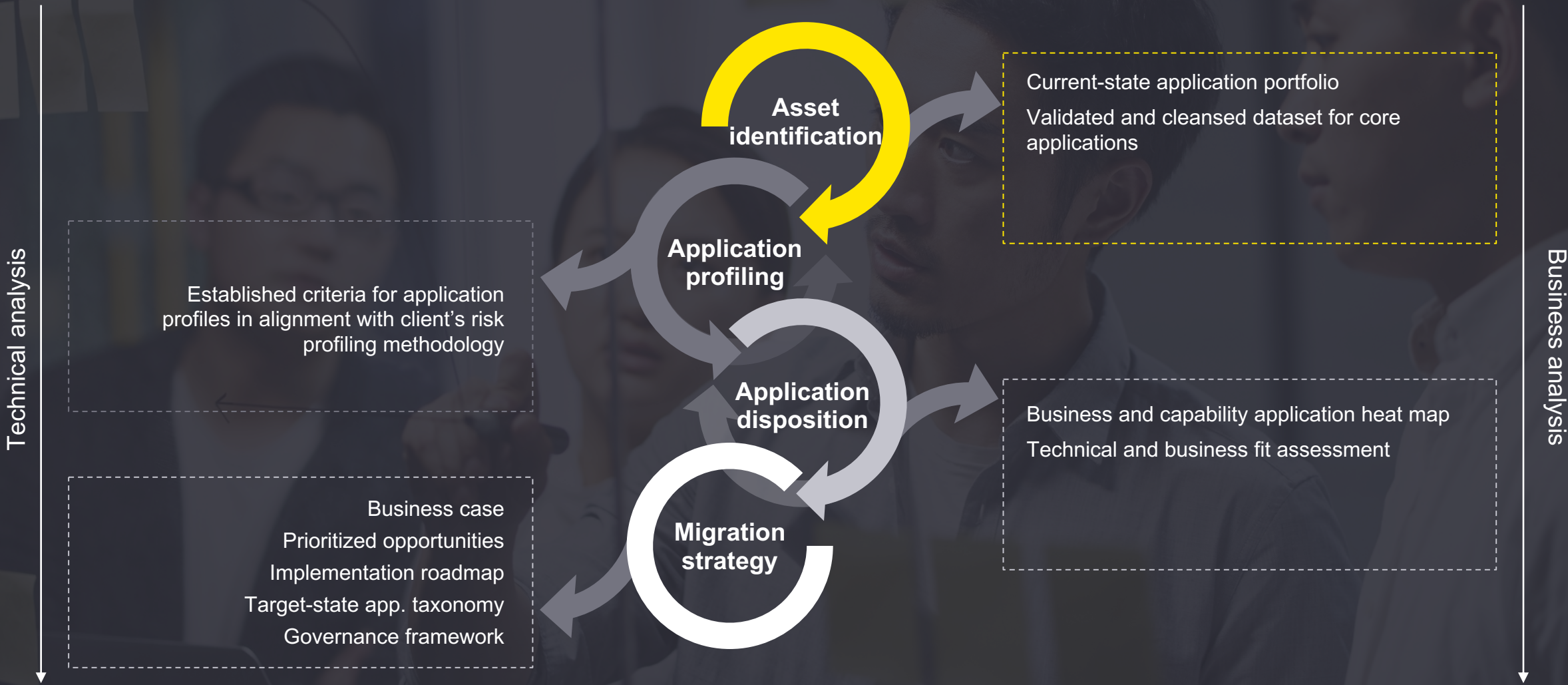
- A. Justifying the cost
- B. People skills, bandwidth, alignment
- C. Other higher priority projects
- D. Lack of a clear platform strategy
- E. Other



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An EY Approach

EY Framework



Additional Considerations



Asset
identification



Application
profiling



Application
disposition



Migration
strategy



Change
management

- ▶ How do you bring the business and IT folks together to make the change on the roadmap?
- ▶ How do you integrate with the PPM for the fiscal years?
- ▶ How do you onboard people in the bimodal aspect?
- ▶ How do you make the changes and deliver business value?



Organization
change

- ▶ Who will own the new consolidated application?
- ▶ Will that be a service under a new organization?
- ▶ How will the demand and throughput be managed for business changes on the single service?



Design
council

- ▶ This is the mechanics to pull the architects together to get consensus on whether to consolidate, retire or maintain

How would you describe your Pega application strategy?

- A. We don't have one
- B. We are aggressively modernizing our applications
- C. We are regularly adding new apps to the Pega platform
- D. We have not started this journey
- E. Other

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EY QATScan

What is QATScan?

QATScan is an assessment tool that **evaluates Pega application health** and **provides insights** on the quality of design pattern along with the **recommendation** on leveraging the best available Pega features

Key Areas to Consider for Pega Application Modernization that Influence the Final Recommendation



Application modernization considerations

1 Performance



2 Functionality



3 Security



4 Maintenance



5 Usability



6 Data Integrity



Lift and shift

Refactor

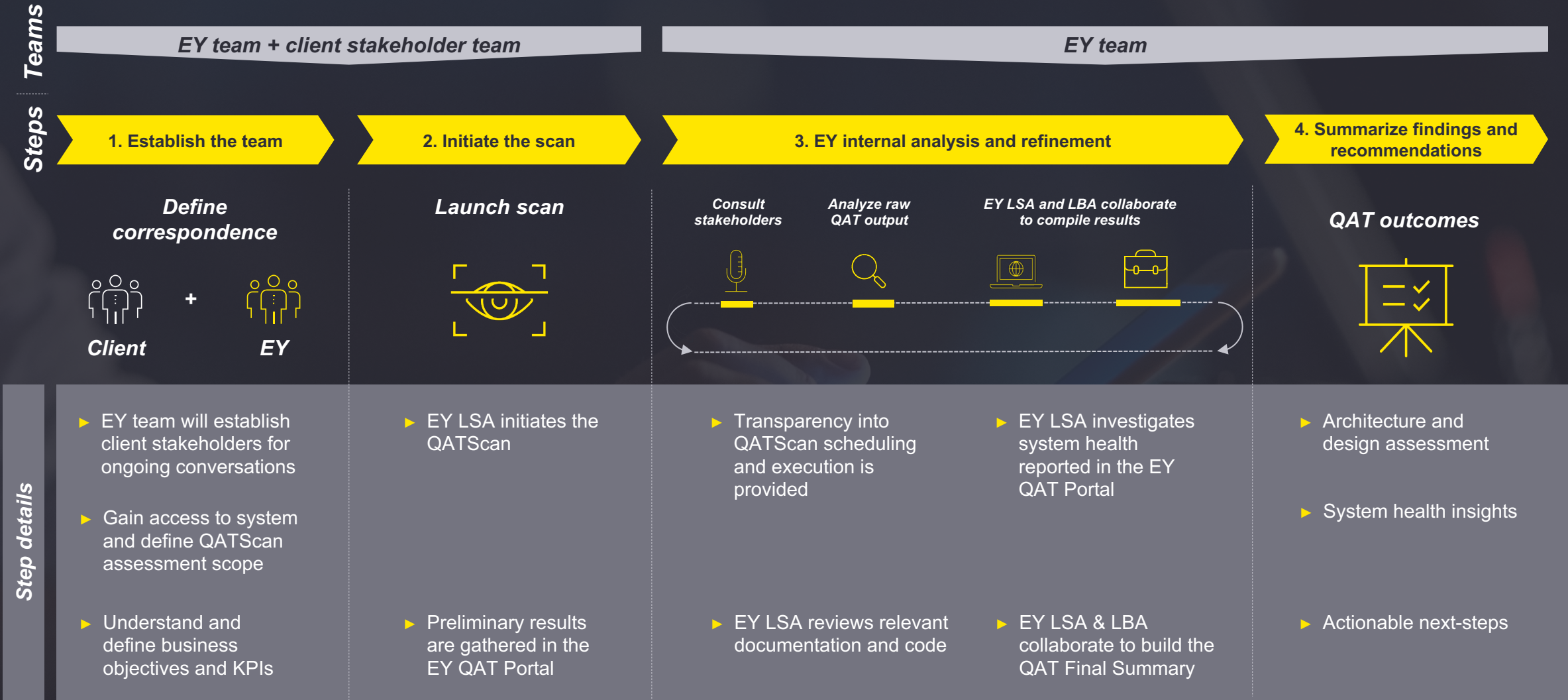
Re-architecting

Rebuilding

Replacing

Retiring

The EY Team Will Collaborate With You Across Each Step of the Three-week QATScan Assessment



Three Key Outcomes of the EY Pega QATScan



Benefits for you and your company ...

Uncover the impact of current risks on ROI and system efficiency

Utilize the tool to uncover problem areas and quality for the six pillars

Understand your application health ...

By examining your program at a granular level, we will uncover how close your processes and system specs are to leading class. We will address:

- ▶ Is your application healthy?
- ▶ What areas do you need to address immediately?

Move forward with confidence ...

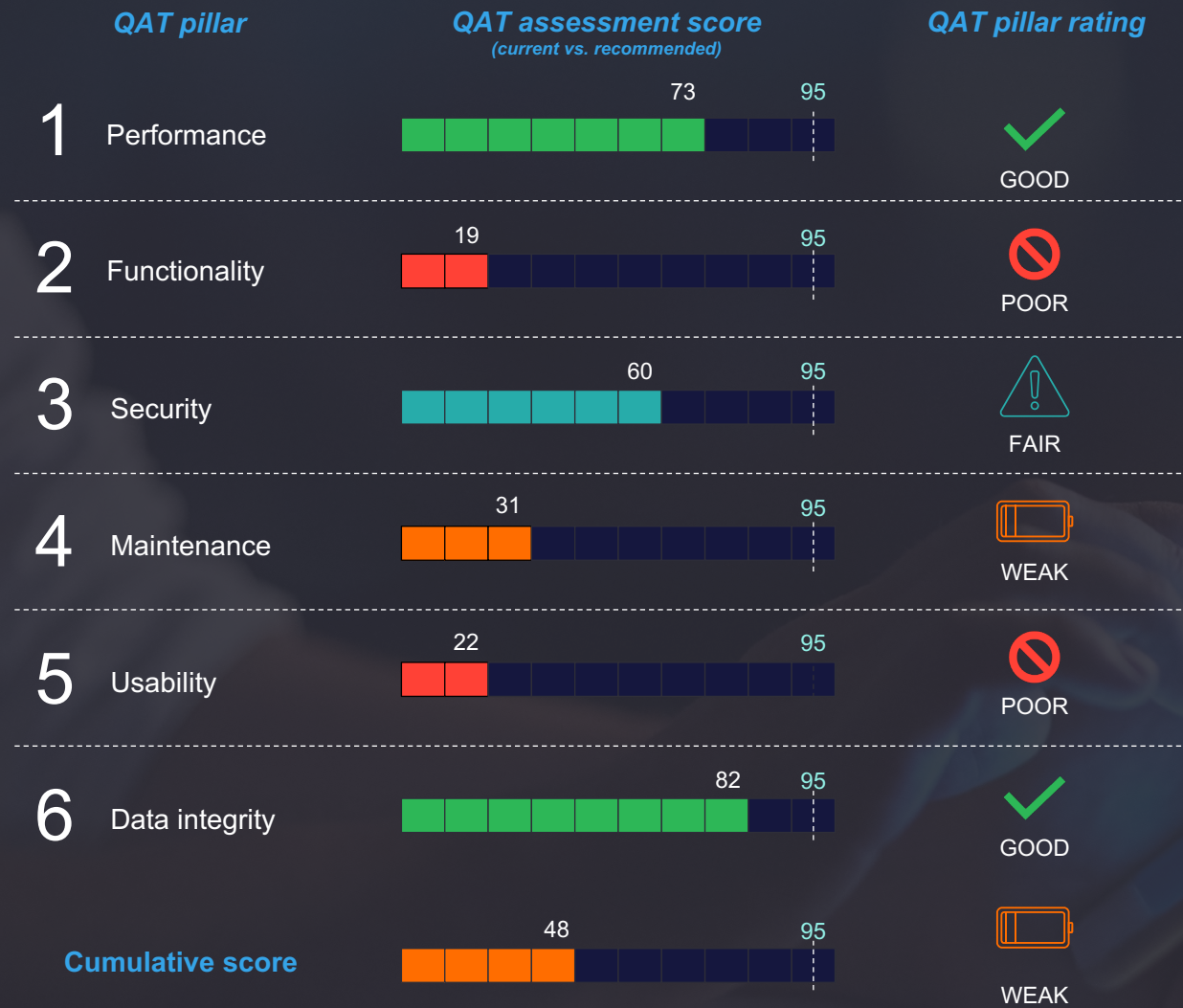
Use our final assessment to help guide you forward with next steps. Consult our teams to:

- ▶ Prioritize problem areas based on assessment
- ▶ Provide insights backed by data and our Pega expertise
- ▶ Recommend next steps to leverage the latest available features



- ▶ The QATScan report seeks to use our Pega skills and experience in addition to domain knowledge to **identify common risks within implementations using Pega**. We will show the thorough review of the findings, impact of the findings and recommendations on addressing the areas of concern. We will further **share our insights on the next steps** to take advantage of the **latest and greatest Pega features** to **enhance the Pega user experience**

QATScan Assessment Summary Cover Page (Example With Test Data)



Final recommendation:

Upgrade

Upgrade the system to better utilize existing features and to prepare for scaling in the future



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For More Information

Contacts



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