



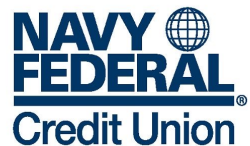
PegaWorld*iN*spire

Achieving Process Excellence with Task Mining and Process Mining at Navy Federal Credit Union

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About Navy Federal Credit Union

Quick Facts:

- HQ in Vienna, VA
- Largest natural member credit union in U.S.
- 24K employees
- 12.7M members
- 357 branches
- #1 Bank for Customer Experience (Forrester's 2022 CX Index Survey)



MEMBERSHIP

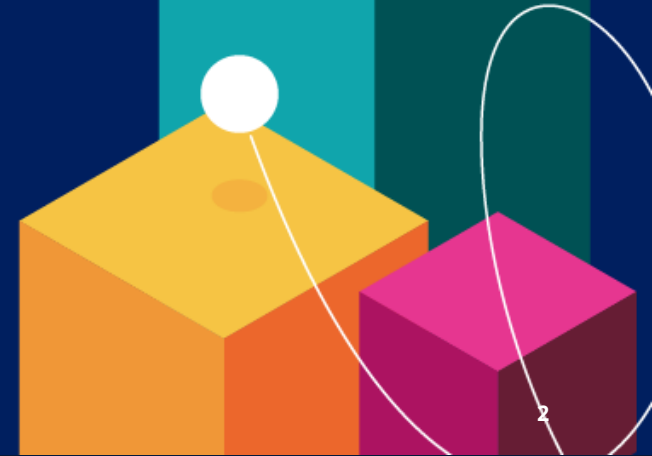
12.7
Million

DEPARTMENT OF DEFENSE
ARMY • MARINE CORPS
NAVY • AIR FORCE
SPACE FORCE • COAST GUARD
VETERANS AND FAMILIES

BRANCHES

357
Branches
Worldwide

26 INTERNATIONAL LOCATIONS
166 BRANCHES ON OR NEAR
MILITARY INSTALLATIONS
NETWORK OF 30,000+ FREE ATMS
45% OF BRANCH EMPLOYEES ARE
DIRECTLY TIED TO THE MILITARY



The process excellence journey: A conversation between Pega and NFCU



What Should You Do Next?

At PegaWorld:

- Visit our **3 booths** at the Invocation Hub
 - Understand your processes with Process Mining
 - Enhance your automation with Process Mining
 - Task mining with Workforce Intelligence
- Attend the breakout session, "**Process Mining 101: Transform and Evolve Your Processes for Continuous Optimization**," with VP of Process Mining, Kleber Stroeh
- Attend our **meetup** at lunchtime on Tues in the Grand Ballroom. Look for the "Process Mining Meetup" signs!

After PegaWorld:

- Get a **demo** of our Process Mining solution
- **Reach out** to Brian.Kelleher@Pega.com with any follow up questions





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