Why modernize Pega?

How to future proof your business to stay agile

Introduction

Today, more than ever, enterprises are facing a quickly growing problem of managing technical debt while trying to future-proof their business. The widespread adoption of software- and platform-as-a-service changes the way we license, use, and maintain our software and infrastructure. However, large enterprises can't just flip a switch and operate modern software. Modernization is a process of evolution, on which a foundation is built for best practices that help manage future technical debt and ensure systems evolve to deliver consistent value.

At Pega, we approach modernization across three pillars: business agility, operational excellence, and future-proof architecture. Getting modern often has a focus in one of these areas – but long-term success is determined by investments across all three.

Modernization enables business agility

The modern market requires you to offer exceptional solutions and services to keep your customers satisfied. Our goal is the same: to deliver the business value you need and deserve. Pega is a low-code platform for AI-powered decisioning and workflow automation. We enable you to work smarter with real-time intelligence, connect everything with outcomes at the center, and adapt in real time across enterprise needs.

When you move up to the latest version of Pega Infinity™, you unlock the full potential of our award-winning platform with cutting-edge features in every release.

Pega Process AI infuses automation with real-time workflow, AI, and event processing so you can automatically predict and avoid SLA breaches, preemptively address delays and service issues, and route work more effectively.

Pega Digital Experience (DX) API enables organizations to provide elegant and powerful experiences on any web or mobile channel while directly connecting them to the end-to-end processes that drive work across the enterprise.

Low-code App Factory operationalizes the company-wide deployment of low code, accelerating strides toward digital transformation.

Pega Constellation is a design system that consists of a shared library of UX patterns, comprised of components that offer consistent user experience, rapid design and development times, and better business outcomes

Modernization drives operational excellence

Let's face it: Technical debt is a reality. Modernization efforts are intended to eliminate the problem, but often don't incorporate best practices to prevent future technical debt. When operating Pega Infinity on Pega Cloud® Services, Pega focuses on operability, scalability, and reliability of client models. Pega and Pega Cloud Services clients use a shared responsibility model that helps Pega and our clients partner to drive continuous improvement in applications across these three focus areas.

When focusing your teams on application development and maintenance, adopting DevOps best practices, including automated testing, helps accelerate development timelines while increasing application quality. In addition, high-performing teams adopt reuse within the Pega Platform™ to incorporate common, developer-validated rules and workflows across applications, allowing maintenance to scale across many applications.

Case Lifecycle Management delivers business applications that go beyond transactions and processes to deliver the outcomes and frictionless experiences your customers demand.

Pega Live Data helps quickly and easily define the data required to build apps, and then securely access that data in running applications without having to worry about how and where the data is stored and accessed.

Reusability allows you to configure your application with developer-approved rules, improving quality, and reducing development time.

DevOps and continuous testing facilitate high-quality applications, faster software updates, and a more agile practice. Pega offers a DevOps toolchain out of the box and a DevOps API to integrate with existing toolchains.

Low-code development optimizes efficiency by giving business users, developers, and IT what they need, when and where they need it. Accelerate application development by defining core app elements quickly and easily.

Modernization uses future-proof architecture

Changing the way the world builds software, means changing the way it operates its systems. Whether you run applications on-premises, in your own cloud, or on Pega Cloud Services, you expect your Pega applications to perform at a high level, stay secure, and scale up and down as needed. Moreover, you need the command and control of your resources to execute routine maintenance and updates without compromising operations. Pega Infinity architecture is built to support operation on a containerized platform, wherever you need it. For the best experience, Pega Cloud Services are deployed globally, and operated by experts in our global operations center, leaving your team free to focus on delivering value through applications.

Pega Cloud Services unlocks the full potential of Pega with access to all our advanced capabilities on secure, available environments built for change.

Microservice architecture increases platform system performance, security, stability, and scalability by allowing services to scale independently without competing for resources.

Real-time intelligence is built on the industry's leading real-time AI engine, integrated with the best digital automation tools you can buy, handling millions of interactions a day.

Center-out architecture connects the brain, the work, the channels, and the data – all on services built for scale.

Getting modern

Modernization is as much a shift in mindset regarding how you use digital tools in your organization as it is about updating to the latest version of software and adopting new features. To keep pace, the operational mindset to keep current and manage debt must be part of a holistic strategy implemented at the beginning of your journey. Modernization with Pega and our partners builds a foundation of operational excellence, that helps future-proof application architecture and deliver consistent and frequent incremental business value.

Assess: Provides a thorough assessment of your Pega footprint, covering the applications, data, and infrastructure. It provides a detailed roadmap on the most effective path to modernize your installed base.

Update: Fixes what is needed to ensure applications work on modern infrastructure and the latest version of Pega Infinity, delivering some potential early benefits.
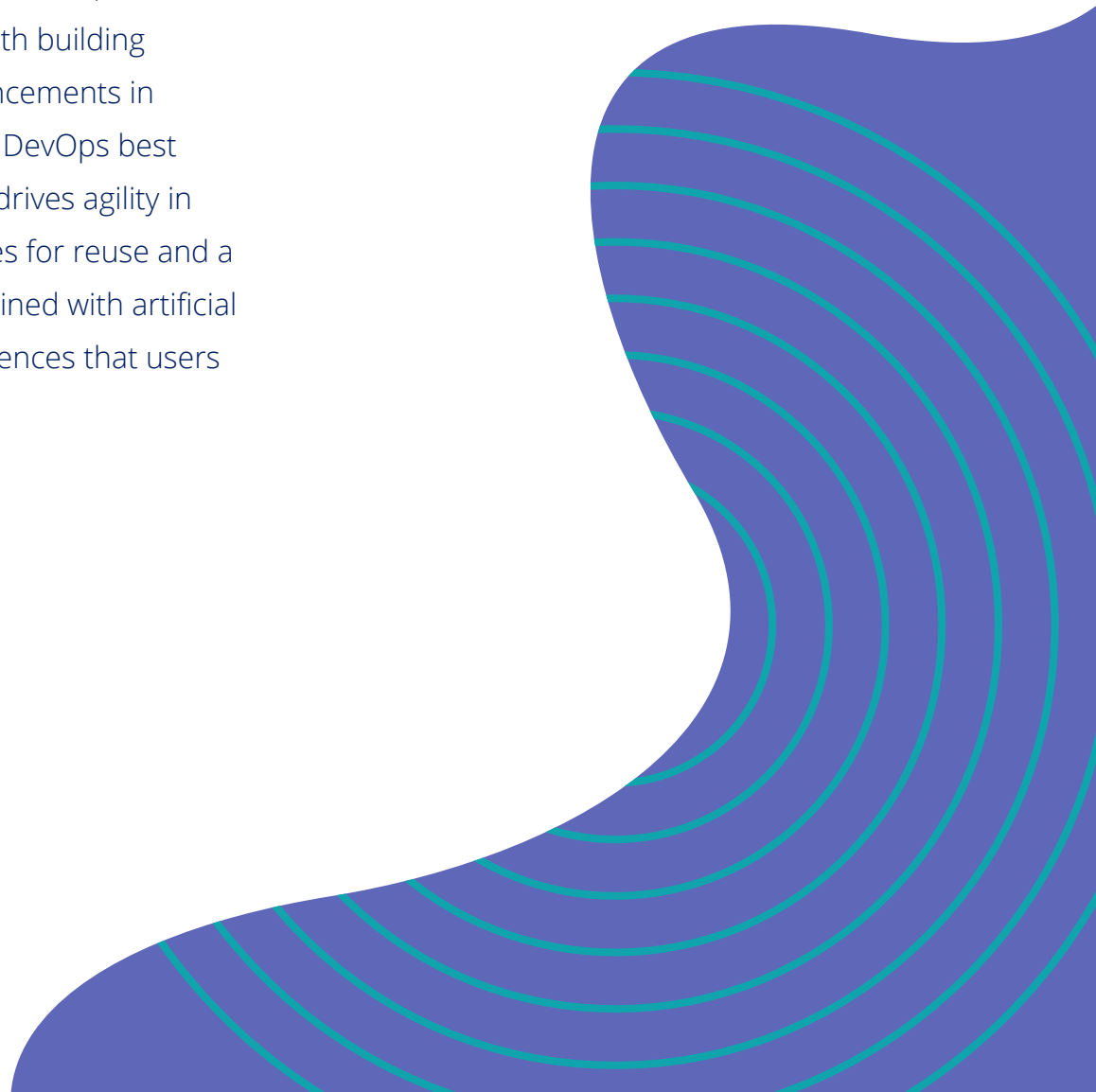
Implement: Improves application stability, integrity, security, and performance. Adopt stage-based case management and Pega Live Data using Data Pages.

Evolve: Fully modernizes your applications to drive innovation and competitive advantage. Assess the business value of all items and move the corresponding ones with early benefit to the implementation phase.

Conclusion

Modernization is about much more than completing an upgrade or adopting a new feature. It's about a mind shift on how infrastructure, software, and services come together to drive continuous value. It begins with building on a modern, cloud-native platform that uses the latest advancements in architecture to deliver reliability, scale, and security. Adopting DevOps best practices not only helps you manage technical debt, but also drives agility in your application development. Using Pega's unique capabilities for reuse and a factory approach to low-code application development, combined with artificial intelligence, provides the business agility to deliver the experiences that users and customers alike demand from a modern enterprise.

About Pegasystems

Pega provides a powerful low-code platform that empowers the world's leading enterprises to Build for Change®. Clients use our AI-powered decisioning and workflow automation to solve their most pressing business challenges – from personalizing engagement to automating service to streamlining operations. Since 1983, we've built our scalable and flexible architecture to help enterprises meet today's customer demands while continuously transforming for tomorrow.

For more information, please visit us at pega.com